

Research Findings:

Teacher and Parent Views on EdTech and Student Privacy



March 2021 Update

Research Objectives

Measure and track changes in parent and teacher awareness, knowledge, training, and concerns about student data privacy and information security from May/July 2020 to Feb 2021.

Methodology

Online “pulse” surveys of **1,002 parents** and **405 teachers** of K-12 students were fielded **February 16–24, 2021**. Parent survey was conducted via an omnibus survey.

The survey was re-focused to collect and trend core metrics.

	February 2021		May/July 2020	
Parent survey	1,002	5-min	1,227	21-min
Teacher survey	405	10-min	1,009	21-min

Throughout the report, ▲ ▼ indicate significant differences between the 2020 and 2021 surveys at the 95% confidence level.

Teacher Sample Highlights:

ES (K–5th grades) 31%

MS (6–8th grades) 39%

HS (9–10th grades) 30%

*teachers may teach more than one grade

Public school 91%

Charter school 9%

Title I or Eligible 61%

Licensed special educator 34%

Female teacher 67%

School located in a...

Suburban area 46%

Urban area 24%

Rural area/small town 29%

Parent Sample Highlights:

School level of child referenced throughout survey:

ES (K–5th grades) 39%

MS (6–8th grades) 29%

HS (9–12th grades) 32%

Gender of parent surveyed 46% male / 54% female

Suburban area 43%

Urban area 37%

Rural area/small town 20%

White/Caucasian 76%

Black 15%

Asian 3%

Hispanic (not exclusive) 20%

- One year after the U.S. shut down and classrooms moved from in-person to remote learning overnight, the research shows that support for continued online learning is strong.
 - As school buildings reopen across the country, **85 percent** of teachers and **74 percent** of parents are supportive of online learning continuing as part of classroom instruction.
- There is also evidence our education system *is* adapting. Schools and districts have shown progress in implementing proactive data protection policies and practices, and have improved device distribution to connect students to teachers.
 - Teachers report an **increase of 10 percentage points** in schools with a technology plan in place that addresses student privacy and security, and an **increase of 11 percentage points** in teachers being provided new guidance on technology and student privacy.
 - There has been an **increase of 28 percentage points**, reported by teachers, in schools providing devices to all students--not just some--to help close the homework gap and enable more students to participate in online learning.

- Increased use of education technology also means increased security and data privacy risks, and despite progress, schools have a long way to go to protect students and their well-being online.
 - Even though schools and districts have made progress, **parent and teacher concern** about student privacy **has stayed the same** since last school year (six in ten and four in ten, respectively).
 - Despite the increase in “Zoombombing”—disruptive, uninvited intrusions into online video calls—and cybersecurity attacks during the pandemic, **three in four** teachers have not been trained on keeping students safe from these online threats.
- **We applaud the progress made by schools and districts** and stand ready to support efforts to institute policies and practices which reap the benefits of education data and technology for students and families while ensuring systems are secure and student privacy is protected.

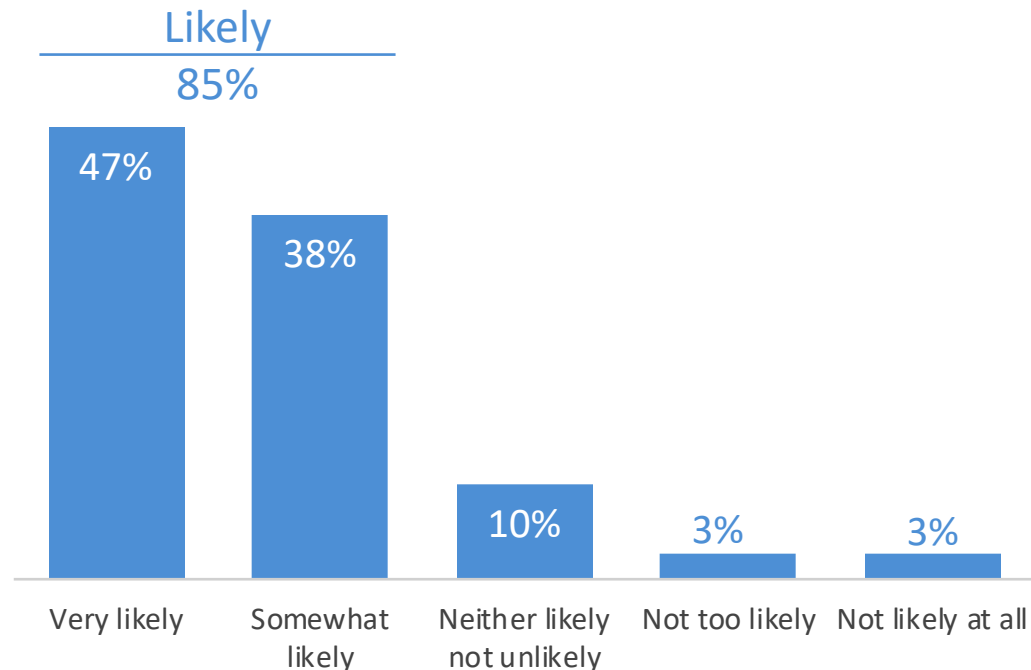
**Continue to establish privacy-forward
policies to support online learning
going forward**

Teachers and Parents: Online Learning Going Forward

- At this stage in the pandemic, 85% of teachers support online learning as part of in-classroom instruction when students return to the classroom.
- Three out of four parents support continuing online learning in the classroom when campuses re-open.

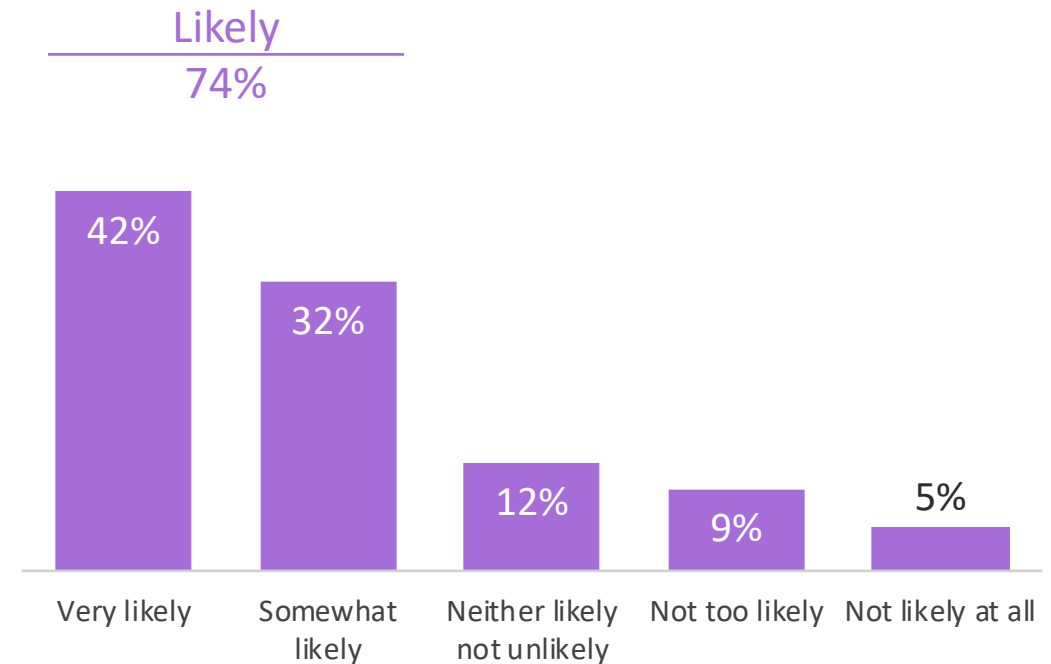
Teachers' Support of Online Learning as Part of their Instruction in the Classroom

Feb 2021 (n=190)

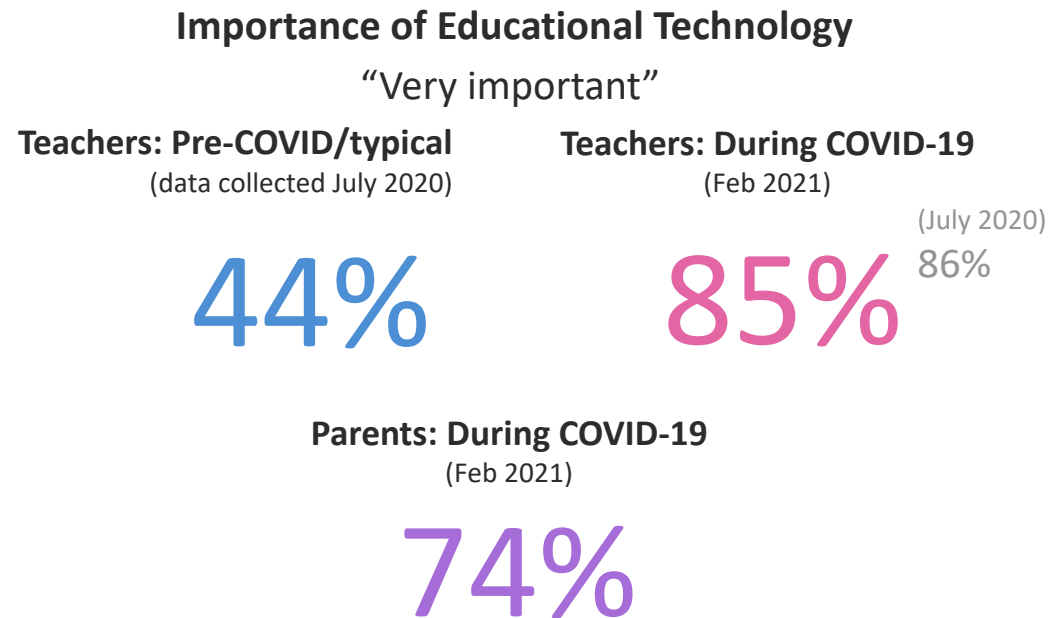


Parents' Support of Online Learning as Part of their Instruction in the Classroom

Feb 2021 (n=1002)



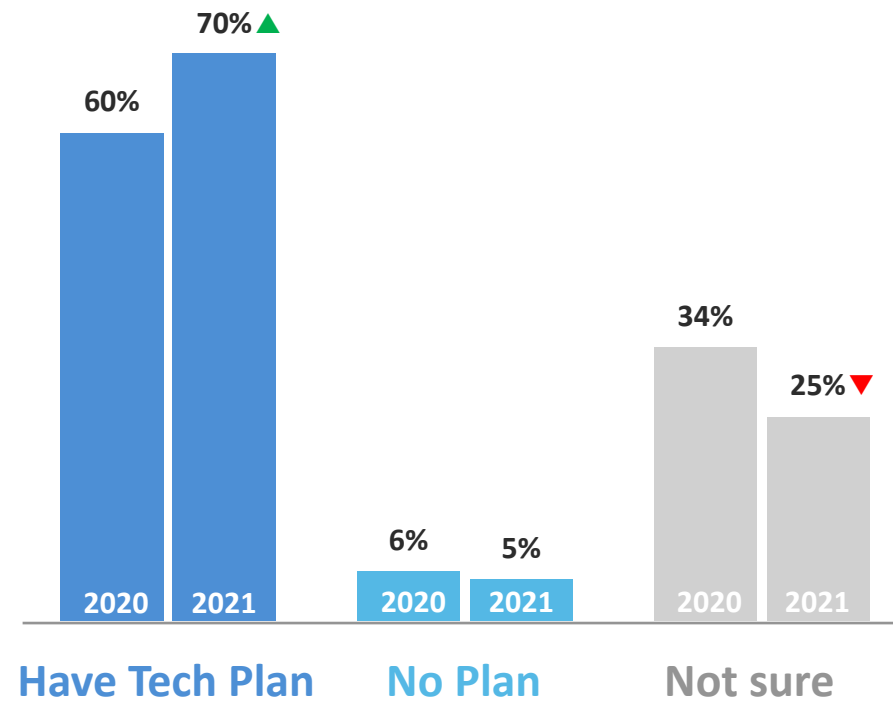
- Educational technology continues to be as important as ever during the Covid-19 pandemic, to both parents and teachers.



- Teacher awareness of their school's technology plan has grown since the early days of remote schooling during the pandemic; this increase in awareness is driven by early-career teachers.

Does School have Technology Plan addressing Student Data Privacy & Security?

2020 (n=1,009) 2021 (n=405)



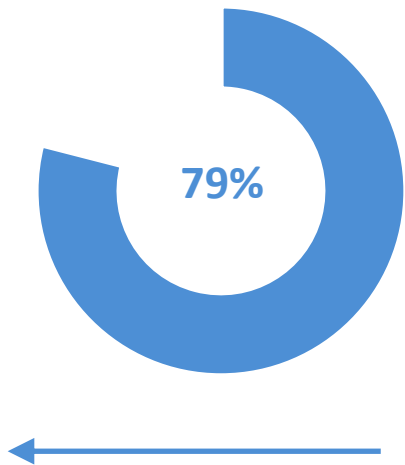
Increased Awareness Among Early Careerists

	Have Tech Plan		No Plan		Not sure	
< 3 yrs	44%	69% ▲ +25	12%	3% ▼ -9	43%	28% ▼ -15
4–9 yrs	58%	74% ▲ +16	6%	4%	35%	22% ▼ -13
10–19 yrs	62%	65%	4%	8%	34%	27%
20+ yrs	68%	72%	5%	4%	27%	24%

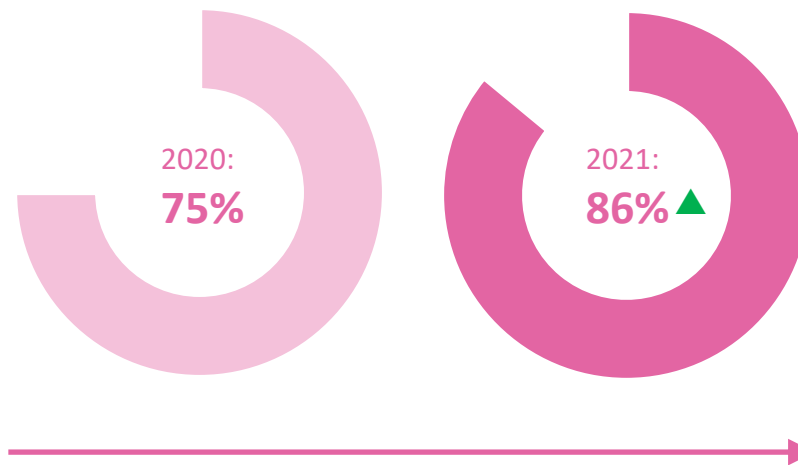
- Since the early days of the pandemic, more schools and school districts are providing guidance about the technology that can be used for student instruction.
- Use of approved technology shows a (directional) increase.

School or District Provides Guidance about Approved Technology

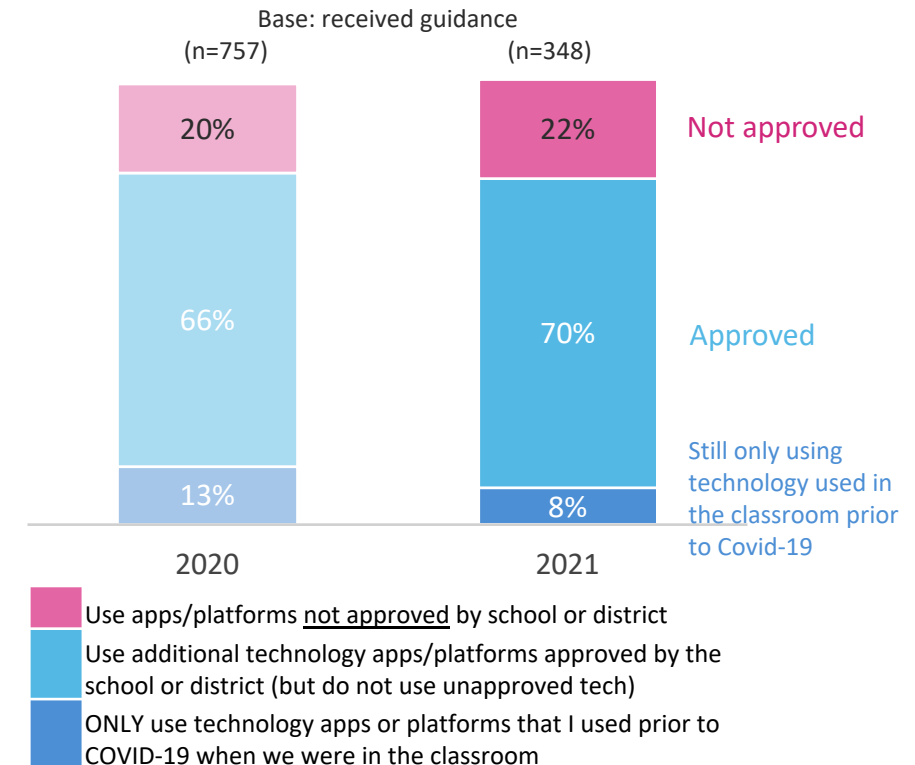
Pre-COVID/typical
(data collected July 2020)



New Guidance during COVID-19
(July 2020, n=1009) (Feb 2021, n=405)



Teacher Use of School-Approved Technology During COVID-19



▲ ▼ Indicates significantly higher/lower than previous year at the 95% confidence level

Q20 (2020/2021): Generally speaking, does your school or school district provide guidance about technology apps or platforms that are approved for use in student instruction?

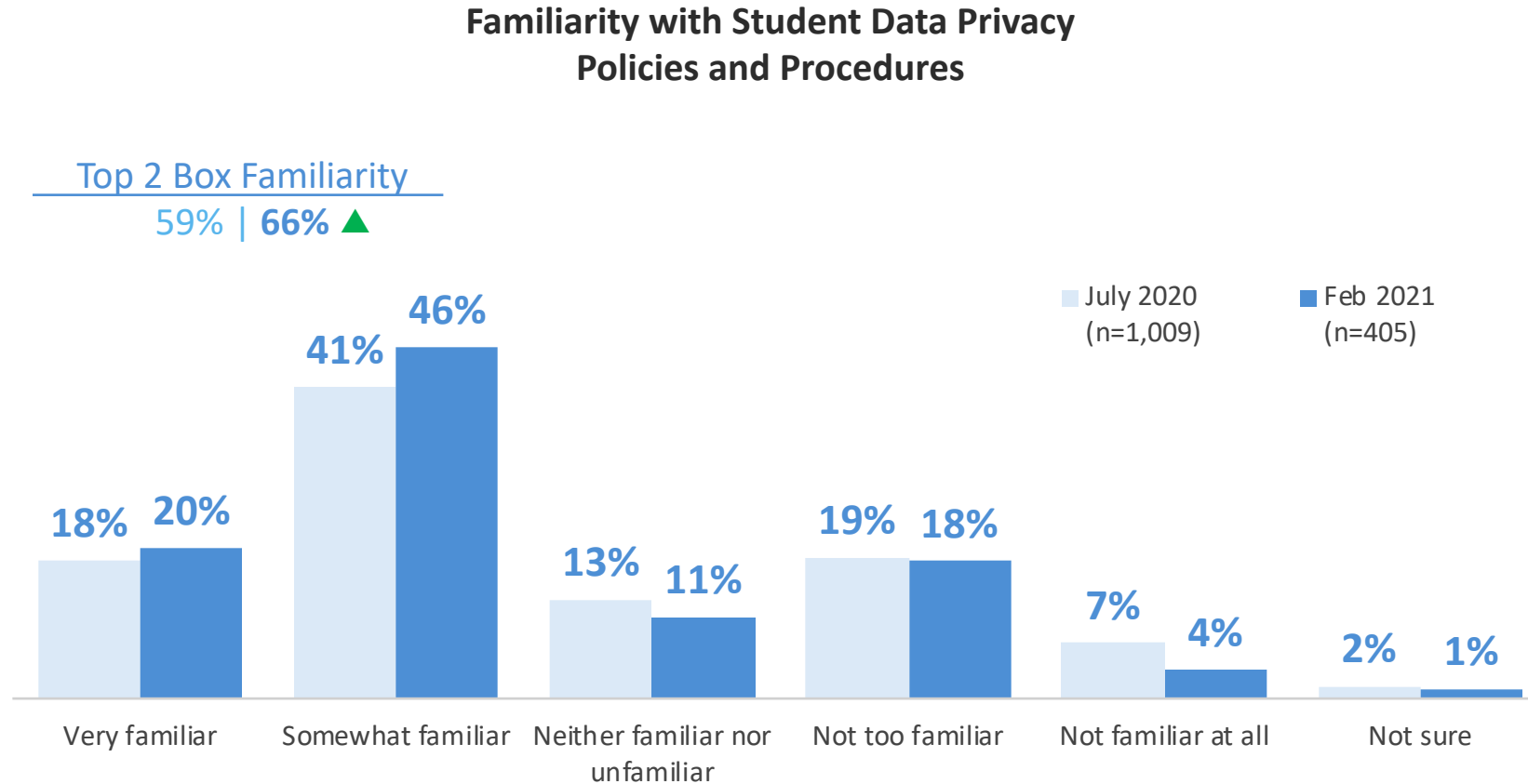
Q21 (2020/2021): During remote schooling due to COVID-19, did your school or school district provide any new guidance and/or resources about technology apps or platforms that are approved for use in student instruction?

Q23 (2020/2021): Which of the following describes the technology apps and platforms you used with your students during remote schooling due to COVID-19? Select all that apply.

**Better equip teachers to use
school technology responsibly**

Teachers' Familiarity with Student Privacy Policies

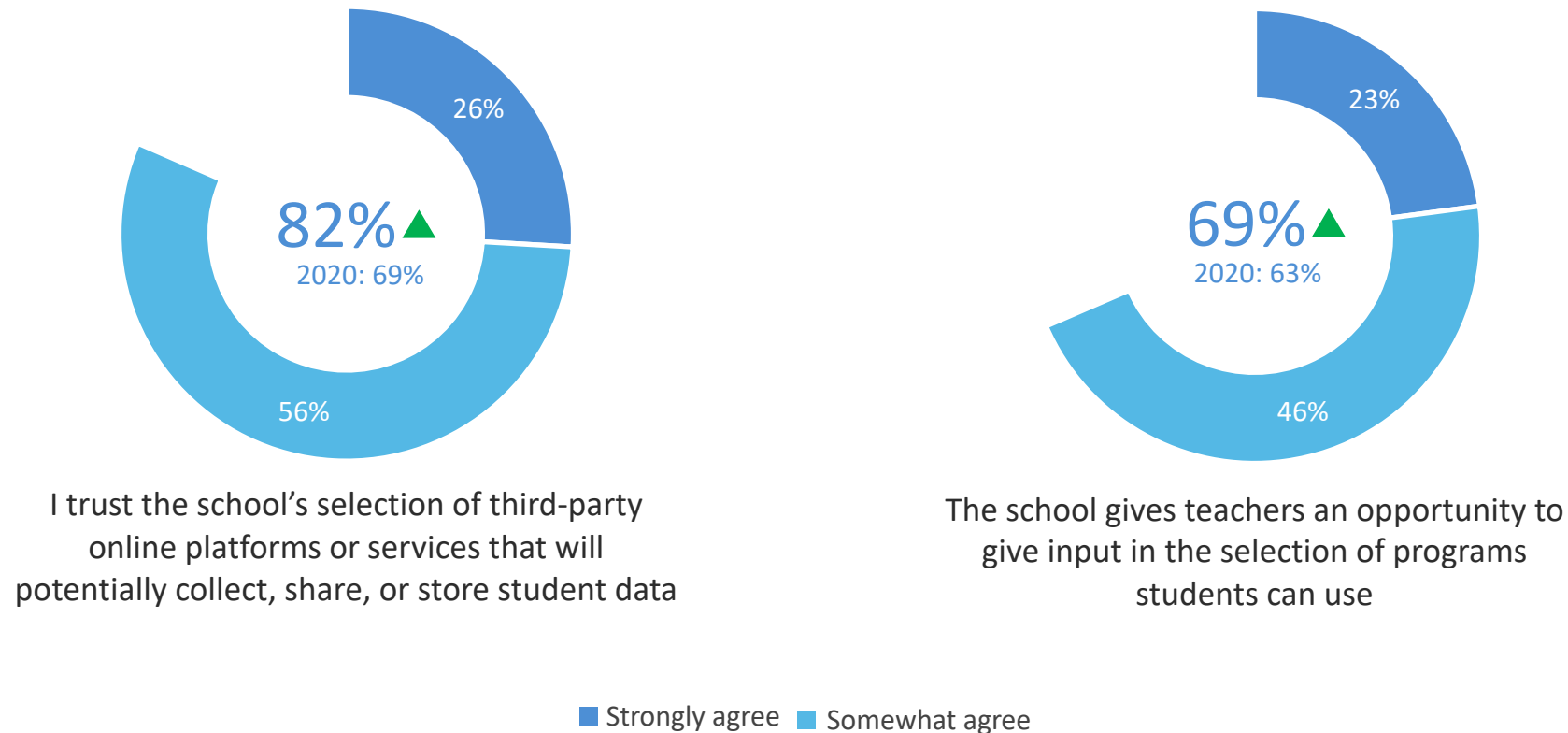
- There is higher overall familiarity with student data privacy policies and procedures among teachers.



- Teacher trust in school selection of 3rd- party programs and teacher involvement in program selection have risen.

Teacher Views on School EdTech Selection

(n=405)



- More teachers today report that they have started the conversation about student data or information privacy with students, since the early days of the pandemic.
- In addition, more teachers say that parents are coming to them to ask questions about student data or information privacy.

Did Teacher Discuss Student Data Privacy with Students?

	July 2020 (n=1009)	Feb 2021 (n=405)
Yes, Discussed Student Data Privacy	53%	59% ▲
Yes, as a requirement or part of the curriculum	32%	33%
Yes, in reaction to a specific incident	10%	10%
Yes, I raised this because I thought it was important	15%	18%
No, this was not discussed	47%	41% ▼

Did Teacher Receive Questions about Student Data Privacy from Students or Parents?

July 2020 (n=1009)		Feb 2021 (n=405)
20%	Yes, Students or Parents asked	29% ▲
9%	Yes, student(s) asked about this	11%
15%	Yes, parents asked about this	23% ▲
80%	No, neither students nor parents asked me about this	71% ▼

45% of Parents say “Someone at my child’s school has discussed with me how they protect student data” (Feb 2021)

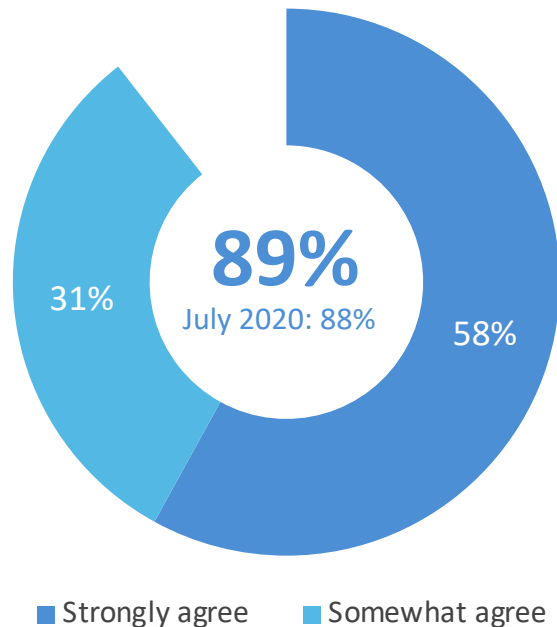
▲ ▼ Indicates significantly higher/lower than previous year at the 95% confidence level

Q32 (2020/2021): In the last school year (2019-2020), did you discuss student data or information privacy with your students? Select all that apply.

Q33 (2020/2021): In the last school year (2019-2020), did any of your students or their parents ask you about the student’s data or information privacy?

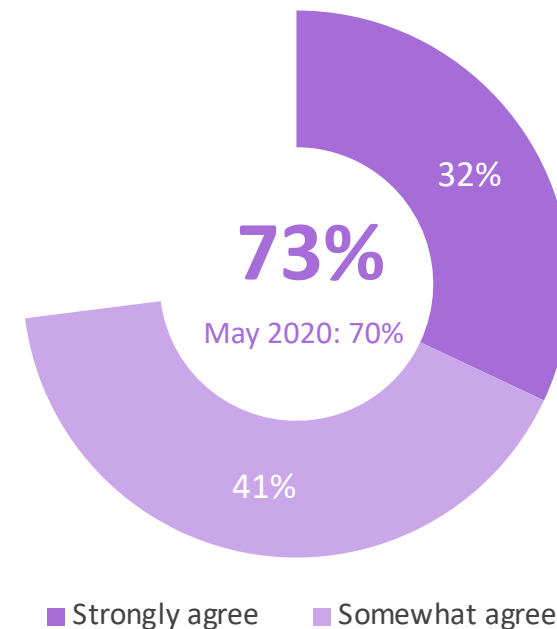
- A majority of teachers continue to trust the school in their use of student information.
- Parents also maintain high levels of trust in the school with the information being collected about their child.

Trust school will not inappropriately use information collected about its students



Teachers

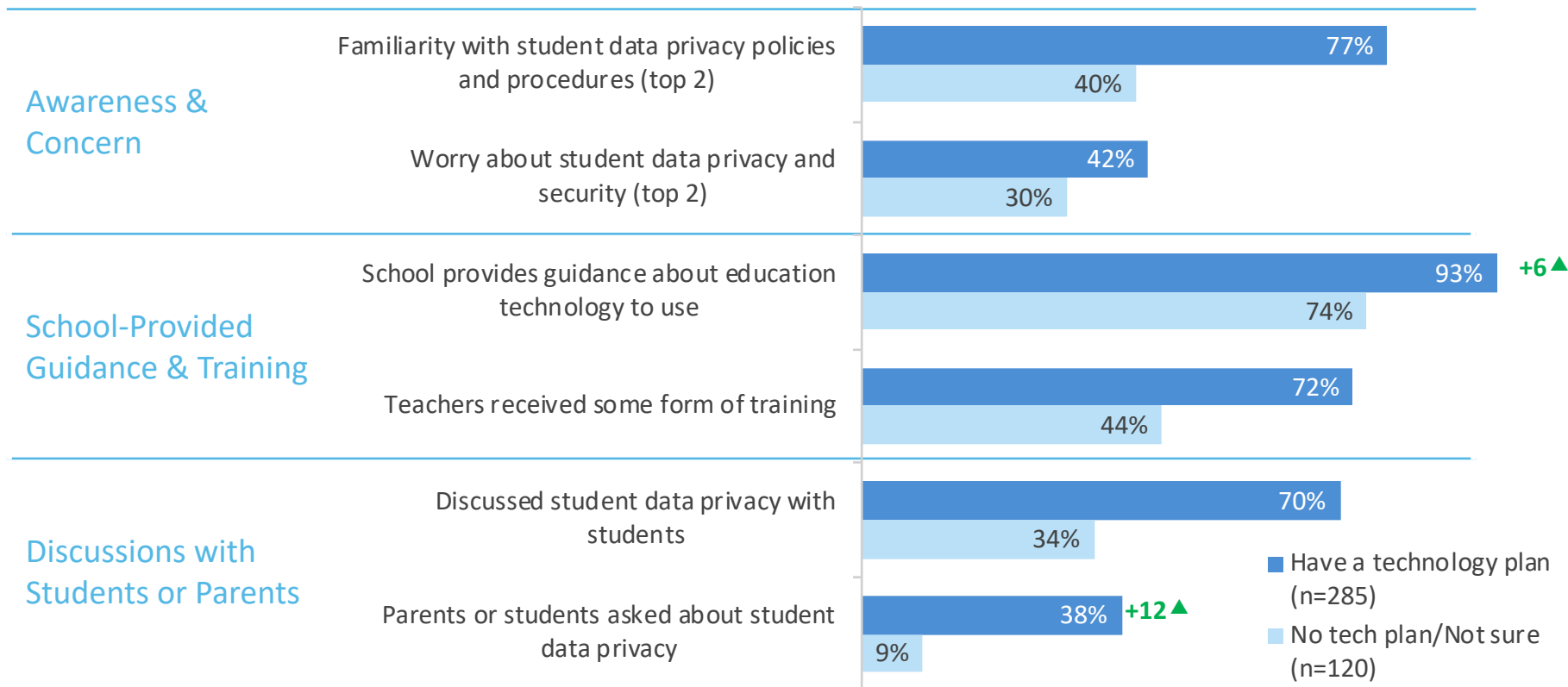
I trust my child's school with the information being collected about my child



Parents

Schools with Tech Plan: Teacher Awareness & Involvement

- Teachers at schools with a technology plan are more likely to be “plugged in” on student data privacy and security in a variety of ways.
- Teachers with a school technology plan in place are even more likely to say their school provides guidance today than in summer 2020.



Q27 (2020/2021): Does your school have a technology plan addressing student privacy and security issues?

Q20 (2020/2021): Generally speaking, does your school or school district provide guidance about technology apps or platforms that are approved for use in student instruction?

Q25 (2020/2021): Overall, how much do you worry about the privacy and security of your students' data and information that may be collected and stored by your school?

Q28 (2020/2021): How familiar would you say you are with your school's student data privacy policies and procedures?

Q32 (2020/2021): In the last school year (2020-2021), did you discuss student data or information privacy with your students? Select all that apply.

Q33 (2020/2021): In the last school year (2020-2021), did any of your students or their parents ask you about the student's data or information privacy?

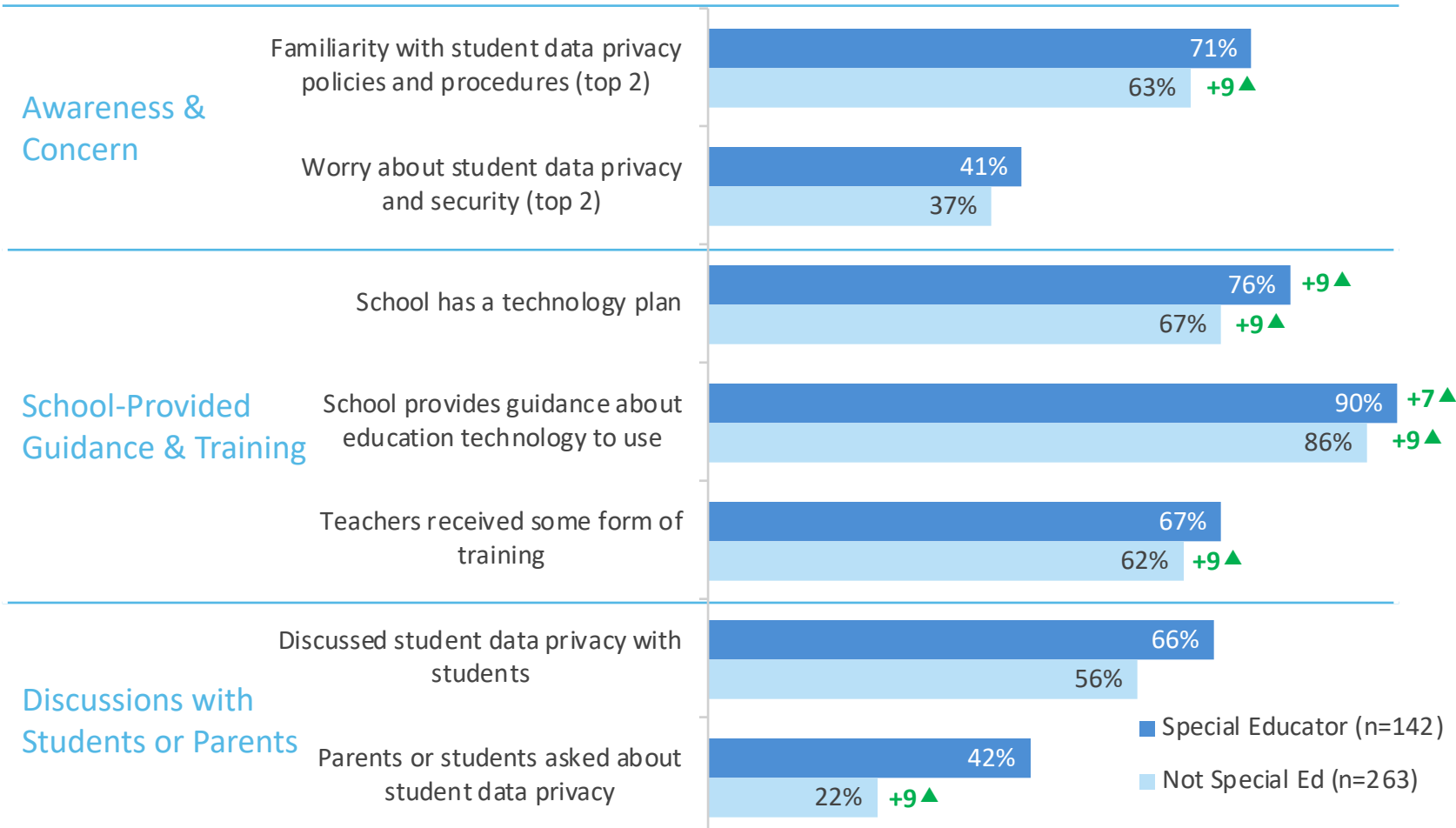
Q35 (2020/2021): How, if at all, has your school or district shared student data privacy policies and procedures with you in your role as a teacher?

▲ ▼ Indicates significantly
higher/lower than previous year
at the 95% confidence level

Special Education: Teacher Awareness and Involvement

- Today, fewer gaps exist between special education and non-special education teachers when it comes to data privacy.

In the July 2020 survey, we learned that a majority of special education teachers report that their school has heightened policies and procedures for the handling of student special education information and data, both electronic and hard copy – moreso than teachers that do not teach special education students



▲ ▼ Indicates significantly higher/lower than previous year at the 95% confidence level

Q27: Does your school have a technology plan addressing student privacy and security issues?
Q20: Generally speaking, does your school or school district provide guidance about technology apps or platforms that are approved for use in student instruction?
Q25: Overall, how much do you worry about the privacy and security of your students' data and information that may be collected and stored by your school?
Q28: How familiar would you say you are with your school's student data privacy policies and procedures?
Q32: In the last school year (2019-2020), did you discuss student data or information privacy with your students? Select all.
Q33: In the last school year (2019-2020), did any of your students or their parents ask you about the student's data or information privacy?
Q35: How, if at all, has your school or district shared student data privacy policies and procedures with you in your role as a teacher?

**Address the latest privacy and
security risks**

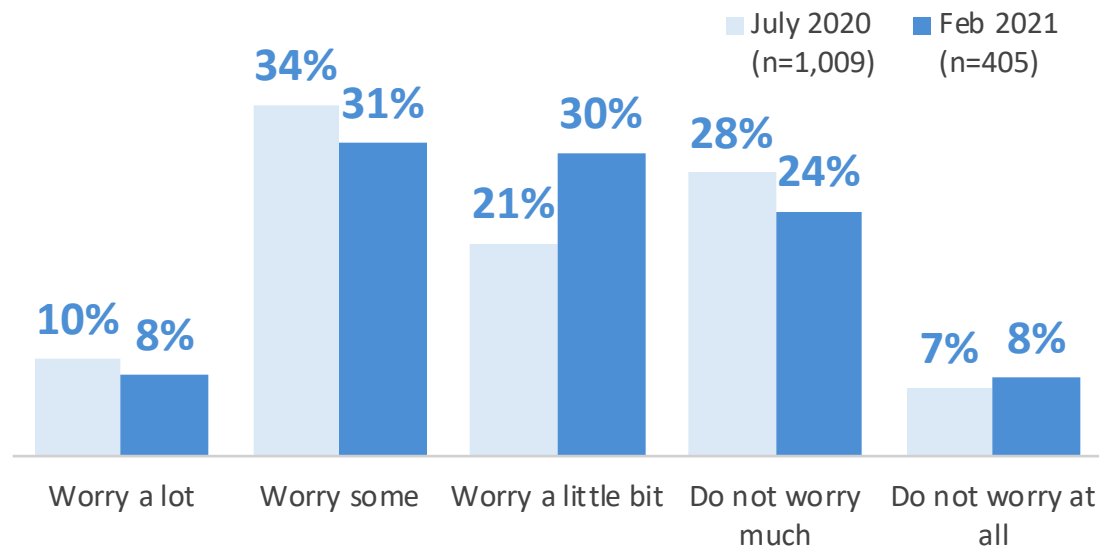
Teachers: Worry About Student Data Privacy

- Four out of ten teachers remain concerned about the privacy and security of student data, with no statistically significant change since last summer.
- Four out of ten teachers are more concerned about student privacy compared to pre-COVID-19. .

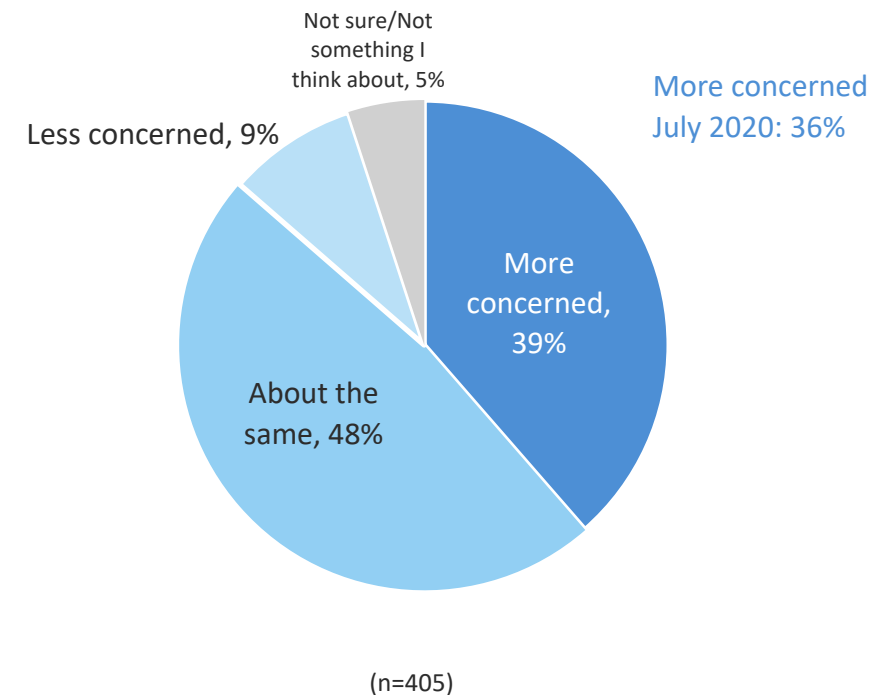
Teacher Worry about Privacy and Security of Student Data and Information Collected by School

Top 2 Box Worry/Concern

44% | 39%



Concern About Student Data Privacy and Security Today Compared to pre-COVID-19



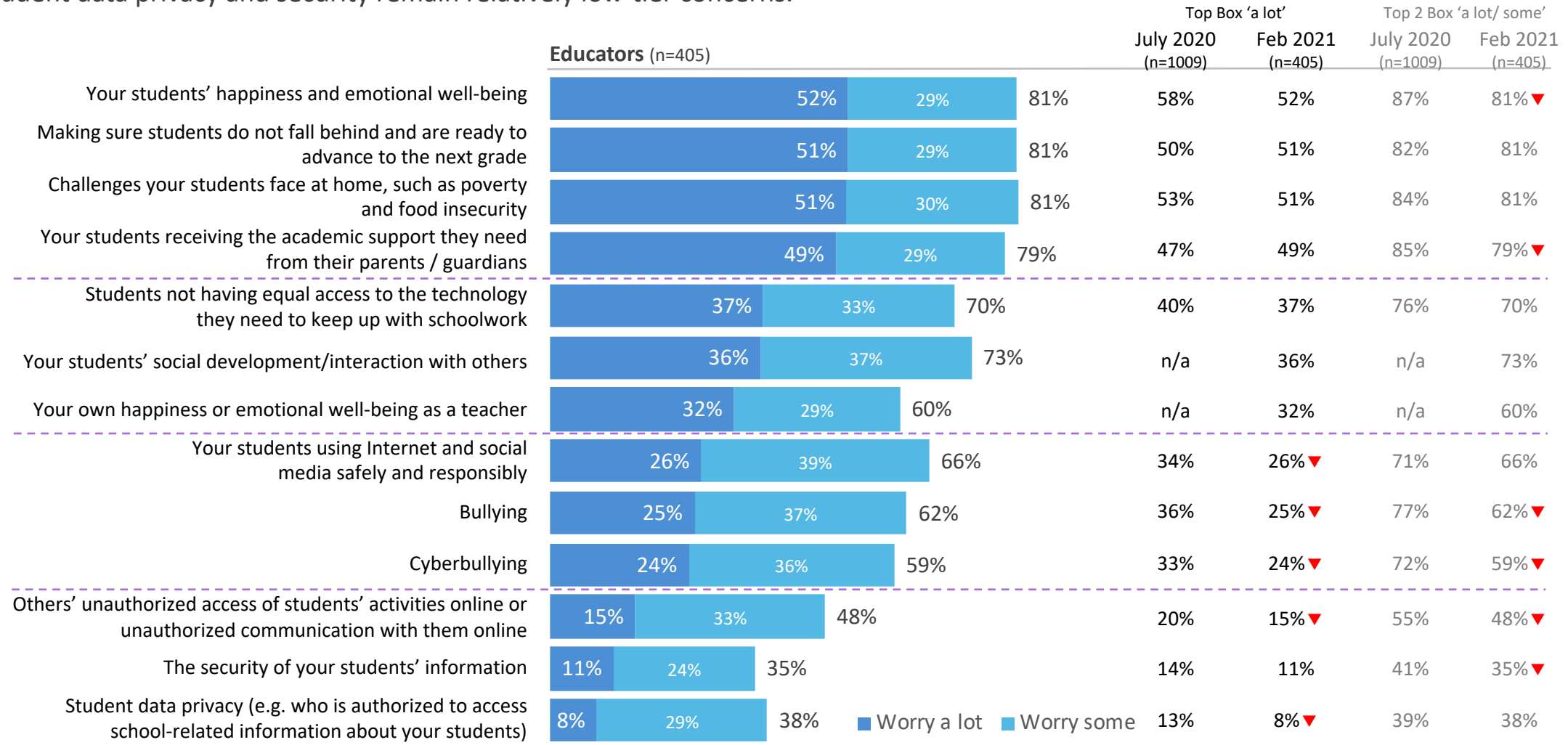
▲ ▼ Indicates significantly higher/lower than previous year at the 95% confidence level

Q25 (Teacher_2020/2021): Overall, how much do you worry about the privacy and security of your students' data and information that may be collected and stored by your school? (Teachers Survey)

Q41: Compared to before the social distancing guidelines in response to coronavirus were put in place -- today, would you say you are more concerned, less concerned, or have about the same level of concern about the privacy and security of your students' data and information that may be collected and stored by the school?

Teachers: Student Data Privacy Relative to Other Concerns

- Teachers continue to be most worried about their students' well-being physically, emotionally, and academically -- while student data privacy and security remain relatively low-tier concerns.



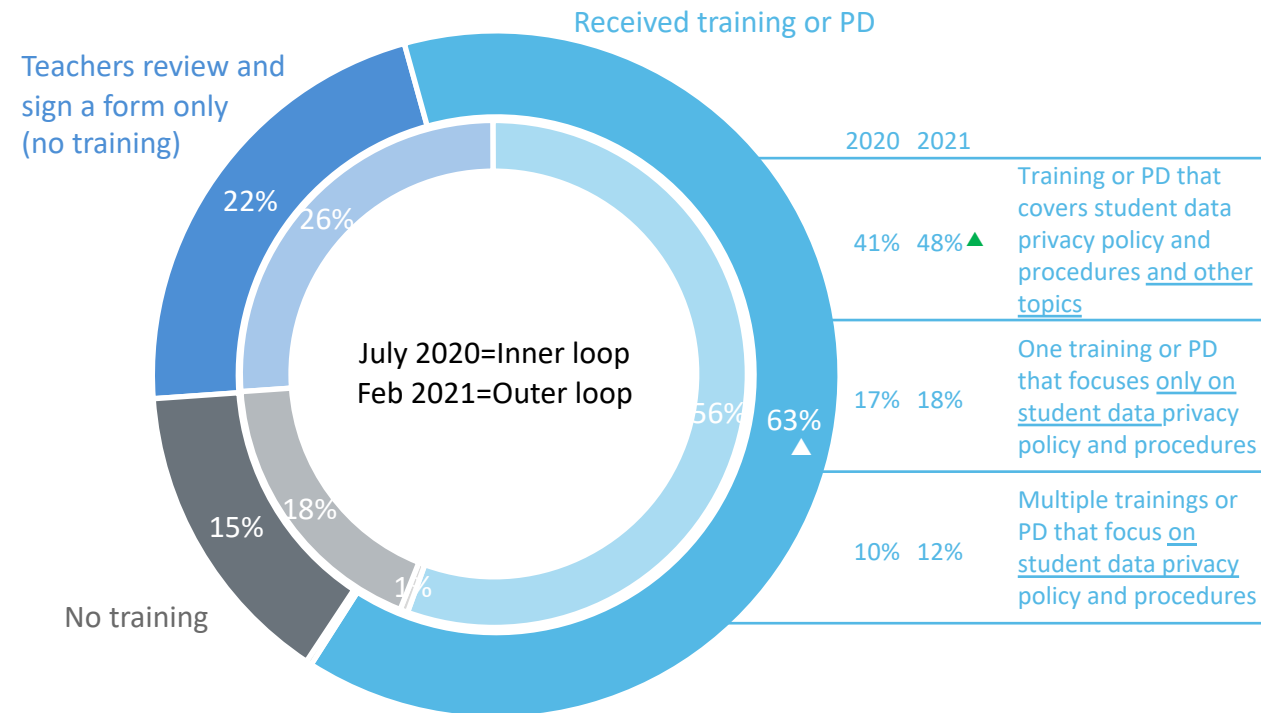
▲ ▼ Indicates significantly higher/lower than previous year at the 95% confidence level

Q12 (2020/2021): As a teacher, how much do you worry about each of the following?

Due to rounding, the sum of *worry a lot* and *worry some* may be slightly different than the reported Top 2 Box

- Teacher trainings about student data privacy or information security have increased (56% to 63%).

How School or District Shares Student Data Privacy Policies and Procedures with Teachers



- The top 6 topics covered in teacher trainings in July 2020 remain the top topics covered today.

Topics Covered as Part of Teacher Training About School Policies and Procedures Regarding Student Data Privacy

	July 2020	Feb 2021
Base: Received training	560	256
Compliance with state and federal privacy laws	69%	61% ▼
Understanding of what type of student information is confidential (e.g. personally identifiable information, education records)	64%	60%
How to protect <u>sensitive information in verbal communication</u> (e.g. be aware of who can hear conversations, only share information with other teachers if they need to know)	57%	59%
How to handle <u>interactions</u> with parents, teachers, and students about confidential student information	57%	58%
How to protect sensitive <u>student information in electronic form</u> (e.g. do not leave a password on a sticky note, be aware of who can see a teacher's computer screen, do not share login information)	60%	57%
How to protect <u>sensitive student information in paper form</u> (e.g. do not leave printed papers out on a teacher's desk)	57%	53%
How to identify/avoid <u>phishing or ransomware</u> scams designed to trick individuals into giving their personal information	n/a	40%
Risks of using <u>videoconferencing</u> and how to minimize them	34%	36%
What to do if student data is inadvertently shared with someone who shouldn't have it (e.g. data breaches)	32%	34%
None/Not sure	1%	2%

77% of teachers did not report receiving training on risks of videoconferencing or how to minimize them, and **75%** did not report receiving training on phishing attacks or ransomware protection (out of a base of total teachers surveyed).

▲ ▼ Indicates significantly higher/lower than previous year at the 95% confidence level

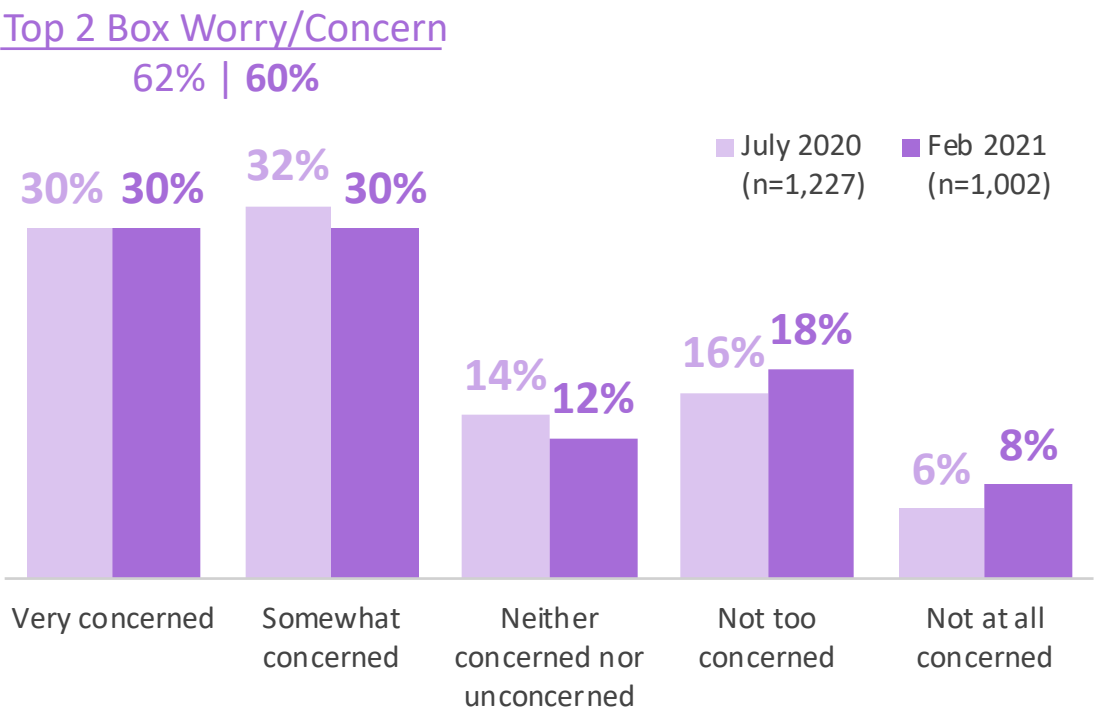
Q39: Which, if any, of the following have been discussed or covered as part of your teacher training about school policies and procedures regarding student data privacy?

Engage parents in privacy protection

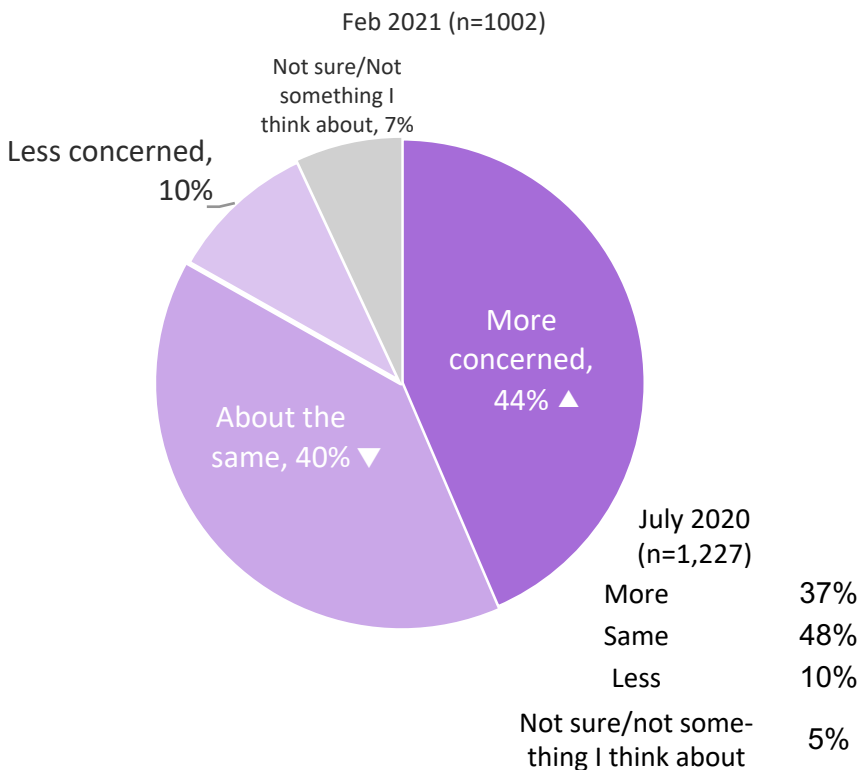
Parents: Concern About Student Data Privacy

- Parent reported concern for student data privacy and security is unchanged from May 2020.
- However, parents indicate they are slightly more worried about student data privacy and security today than prior to the emergence of the pandemic.

Parent Concern about Privacy and Security of Student Data and Information Collected by School



Concern About Student Data Privacy and Security Today Compared to pre-COVID-19



▲ ▼ Indicates significantly higher/lower than previous year at the 95% confidence level
Q24 (Parent_2020/2021): Overall, how concerned are you about the privacy and security of your child’s data and information that may be collected and stored by your child’s school? (Parents Survey)
Q25: Compared to before the social distancing guidelines in response to coronavirus were put in place -- today, would you say you are more concerned, less concerned, or have about the same level of concern about the privacy and security of your child’s data and information that may be collected and stored by your child’s school?

**Embed privacy protection in
efforts to close the homework gap**

Teachers: School Device and Internet Access Support

- School device distribution to ALL students has increased since the beginning of the pandemic during the 2019-2020 school year.
- More teachers report their schools offer subsidized Internet access than at the close of the last school year. WiFi signals from school buildings and distributing mobile hotspots to students without Internet access at home have increased.

School provides tablets, laptops, or Chromebooks to students for use at home

Pre-COVID/typical
(data collected July 2020)

During COVID-19
2020 2021

All students 30%

40% 68%▲ All students

If do not have one 13%

46% 27%▼ If do not have one

No, not provide 55%

13% 5%▼ No, not provide



Subsidized Internet Access	July 2020	Feb 2021
	1009	405
Subsidized Internet Access (net)	81%	87%▲
WiFi signals on vehicles, such as school buses parked in student neighborhoods	14%	14%
WiFi signals from school buildings	29%	39%▲
Distributing internet-enabled devices, such as tablets or laptops, to students without internet access	37%	37%
Distributing mobile hotspots to students in homes without internet access	44%	55%▲
Subsidize mobile or home Internet costs	19%	16%
Some other way	3%	1%
None of these/Not sure	19%	13%▼

▲ ▼ Indicates significantly higher/lower than previous year at the 95% confidence level

Q14 (2020): When it comes to your students' education and learning prior to COVID-19, how important is educational technology—programs or technological devices designed to help teach and/or reinforce a subject?

Q15 (2020/2021): During remote schooling that took place due to COVID-19 at the end of this past school year, did your school provide tablets, laptops, or Chromebooks to students for their use at home?

Q16 (2020): Does your school typically provide tablets, laptops, or Chromebooks to all students for their use at home (i.e., provides students access to these devices during normal school years)?

Q17 (2020/2021): Some school districts, local and state governments, together with some internet service providers around the country, provided internet access to students during remote schooling who may not have had access at home. To the best of your knowledge, which of the following did your school district, local/state authorities, or local internet service providers provide to students? Select all that apply.

- Despite an increase in school-subsidized Internet access among both Title I and non-Title I schools, gains in the proportion of Title I schools receiving subsidies are more modest compared to their counterparts.
- Device distribution is about the same among both Title I and their non-eligible counterparts (though both increased since July).

School provides tablets, laptops, or Chromebooks to students for use at home
During COVID-19

	<u>Title I</u>	<u>Not Title I</u>
All students	69%	67%
If do not have one	26%	29%
No, not provide	5%	4%

	Feb 2021		△ July 2020 to Feb 2021	
Subsidized Internet Access	Title I or eligible	Not Title I nor eligible	Title I or eligible	Not Title I nor eligible
Teachers	243	118		
Subsidized Internet Access (net)	88%	93%	+6 ▲	+9 ▲
WiFi signals on vehicles, such as school buses parked in student neighborhoods	14%	16%	+1	-2
WiFi signals from school buildings	36%	43%	+6	+12 ▲
Distributing internet-enabled devices, such as tablets or laptops, to students without internet access	36%	41%	--	+1
Distributing mobile hotspots to students in homes without internet access	57%	57%	+12 ▲	+8
Subsidize mobile or home Internet costs	15%	24%	-5	+2
Some other way	2%	0%	-1	-5 ▼
None of these/Not sure	12%	7%	-6 ▼	-9 ▼

▲ ▼ Indicates significantly higher/lower than previous year at the 95% confidence level, **Bold** indicates higher than adjacent column

Q15 (2020/2021): During remote schooling that took place due to COVID-19 at the end of this past school year, did your school provide tablets, laptops, or Chromebooks to students for their use at home?

Q17 (2020/2021): Some school districts, local and state governments, together with some internet service providers around the country, provided internet access to students during remote schooling who may not have had access at home. To the best of your knowledge, which of the following did your school district, local/state authorities, or local internet service providers provide to students? Select all that apply.

Contact Us

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