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2021 Annual Survey of Online Students – Profile and Resources (COVID-19 Edition)

College of the Canyons

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Institutional Research, Planning, and
Institutional Effectiveness

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Introduction

At the request of the office of Online Education, a survey was distributed to all online classes during the Spring 2021 semester to examine students' experiences in their OnlineLIVE and 100% online classes. Due to COVID-19 stay at home orders, the majority of courses transitioned to a remote modality. Remote modality included 100% online classes and classes. OnlineLIVE courses consist of scheduled class times via Zoom and primarily via Canvas, whereas 100% online is where classwork is all online, primarily via Canvas, without a requirement to meet with the instructor at scheduled class times.

Survey results were split into two reports, 2021 Annual Online Student Survey - Profile and Resources (research brief #223) and 2021 Annual Online Student Survey – Experiences in Classes (research brief #224). Research brief #223 provides respondent data on the demographics and use of resources during the Spring 2021 semester. Research brief #224 provides respondent data on learning experiences, barriers and challenges faced, and experiences in OnlineLIVE and 100% online classes. Results of this survey will be used to assess the degree to which online classes, programs, and services offered online are meeting the needs of students.

Methods

The Office of Institutional Research, Planning and Institutional Effectiveness in conjunction with the office of Online Education, developed a survey that contained open- and closed-ended questions examining student experiences with 100% online and OnlineLIVE classes at College of the Canyons and assessing how to better support students.

Procedures

Surveys were distributed to all 100% online and OnlineLIVE classes that were active during the distribution period, via Survey Monkey the week of May 10th, 2021. Survey data was analyzed using SPSS (2020) and Excel (2019).

Subjects

Overall, 13,798 surveys were distributed to students enrolled in 100% online and OnlineLIVE classes. A total of 1,302 students completed the survey, resulting in an overall response rate of nine percent.

Note: Copy of survey instrument and open-ended comments available upon request.

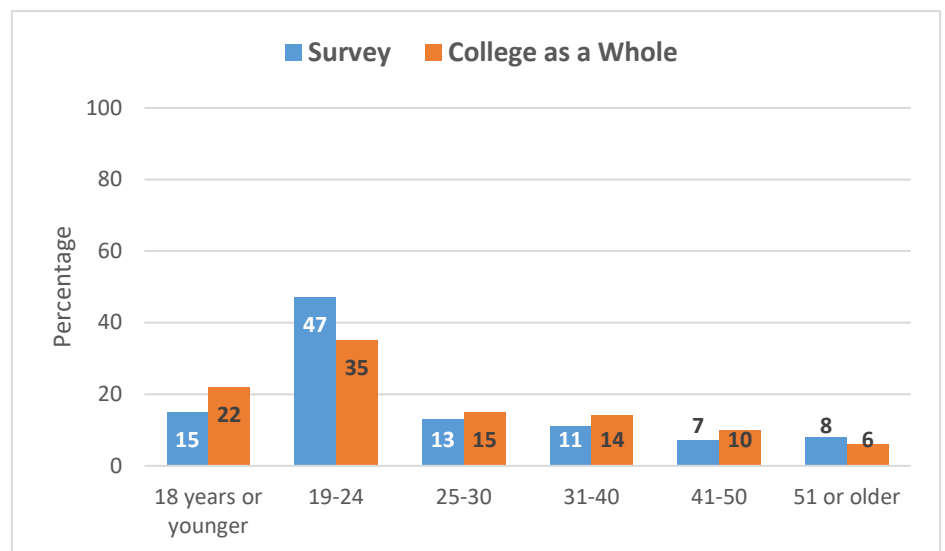
Research Results

At the request of the office of Online Education, a survey was distributed to all online classes during the Spring 2021 semester to examine students' experiences in their online classes. Due to COVID-19 stay-at-home orders, the majority of courses transitioned to a remote modality beginning in Spring 2020 with the exception of essential infrastructure classes (e.g., Nursing, Emergency Medical Technician and Welding), which were permitted to hold some on-ground classes. Remote modality included 100% online classes and OnlineLIVE classes.

Demographics:

Of the students who participated in this survey, the majority were enrolled in online only classes, which includes OnlineLIVE and 100% online (94 percent, n=1,220), followed by both online and face-to-face (6 percent, n=74), and face-to-face on ground classes only (less than one percent, n=8). Slightly less than half of respondents indicated that they are full-time students (46 percent, n=460) while just over half indicated they are part-time (54 percent, n=543).

Figure 1. Age of Respondents (Percentage)



Age: The distribution of age categories for students who completed the survey is somewhat representative of the College as a Whole. There is a similar representation for age categories of 25 and older; however there was a lower representation of survey respondents age 18 years or younger (15 percent – Survey and 22 percent – College as a Whole). In addition, there was a higher representation of survey respondents in the age category of 19-24 compared to the College as a Whole (47 percent – Survey and 35 percent – College as a Whole). See Figure 1 for distribution of percentages and Table 1 for the distribution of the frequencies.

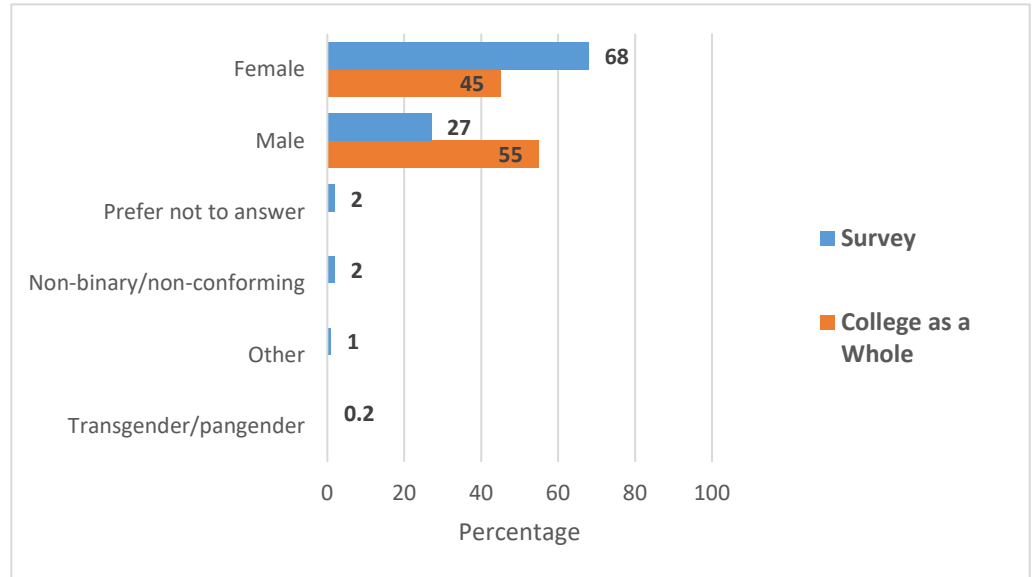
*Note: College as a Whole data is from Fall 2020

Table 1. Age of Survey Respondents vs. College as a Whole (Number)

Age	Survey Respondents (N)	College as a Whole (N)
18 years or younger	146	4,346
19-24	470	7,011
25-30	127	3,023
31-40	109	2,734
41-50	69	1,987
51 or older	83	1,106

Figure 2. Gender of Participants (Percentage)

Gender: The distribution of female and male gender categories is not representative of the College as a Whole. A higher percentage of survey respondents indicated that they are female compared to the College as a Whole (68 percent – Survey and 45 percent – College as a Whole). Respondents who indicated they are male had a lower representation compare to the College as a Whole (27 percent - Survey and 55 percent – College as a Whole). See Figure 2 for distribution of percentages and Table 2 for the distribution of the frequencies.

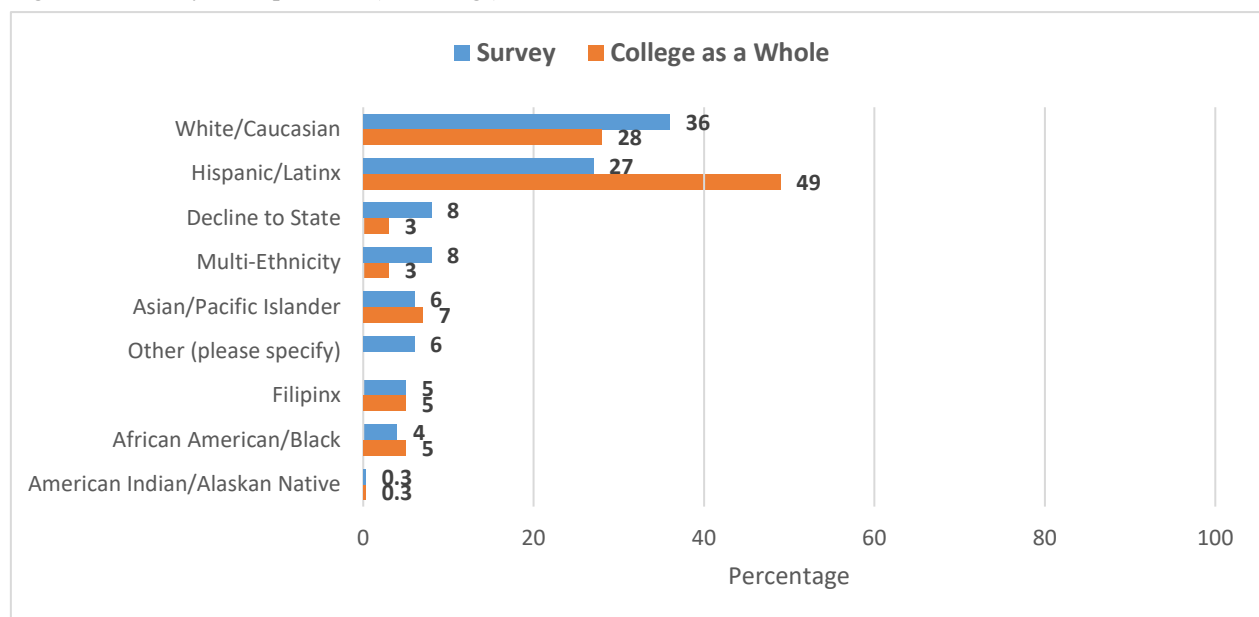


*Notes: The College as a Whole does not collect data on the other categories of gender. College as a Whole data is from Fall 2020.

Table 2. Gender of Survey Respondents vs. College as a Whole (Number)

Gender	Survey Respondents (N)	College as a Whole (N)
Female	682	9,110
Male	268	11,007

Figure 3. Ethnicity of Respondents (Percentage)



Ethnicity: The distribution of ethnicity categories is somewhat representative of the College as a Whole. The distributions of Asian/Pacific Islander, Filipinx, African American/Black, and American Indian/Alaskan Native were relatively similar for survey respondents and the College as a Whole. However, the distribution for survey respondents who indicated they are White is higher than the College as a Whole (36 percent – Survey and 28 percent – College as a Whole). For respondents who indicated they are Hispanic/Latinx, the distribution was lower for survey respondents compared to the College as a Whole 27 percent – Survey and 49 percent – College as a Whole). See Figure 3 for distribution of percentages and Table 3 for the distribution of the frequencies.

Table 3. Ethnicity of Survey Respondents vs. College as a Whole (Number)

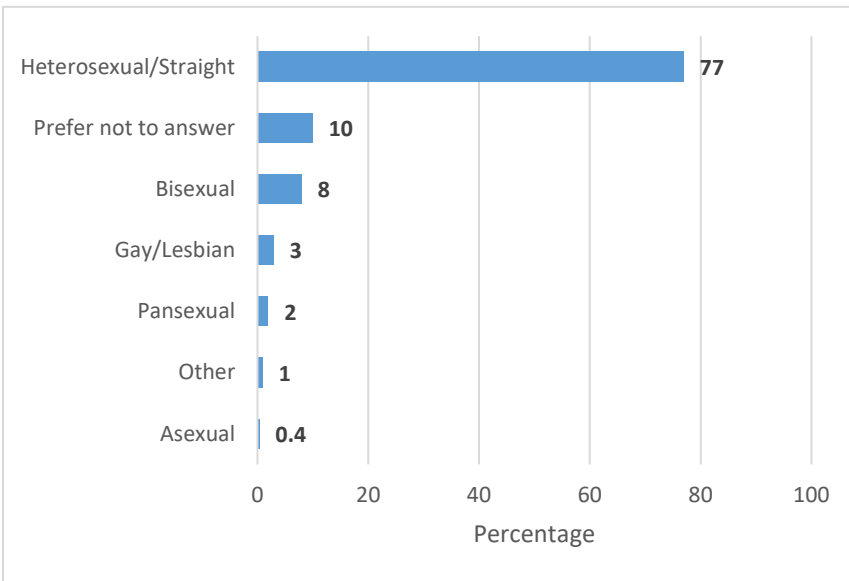
Ethnicity	Survey Respondents (N)	College as a Whole (N)
American Indian/Alaskan Native	--	64
African American/Black	42	1,044
Filipinx	50	906
Other (please specify)	60	*
Asian/Pacific Islander	62	1,322
Multi-Ethnicity	78	532
Decline to State	76	681
Hispanic/Latinx	268	9,987
White/Caucasian	359	5,622

Notes: College as a Whole data is from Fall 2020. "--" indicates less than 10 in a category. "" indicates that this category is not collected by the College.

Other ethnicities included Hispanic/White, Persian, Arabian, Armenian, Asian Indian, Italian, Nepali, and South Asian.

While 268 respondents indicated Latinx, 34 indicated they are Mexican/Hispanic/Latino. Two respondents indicated that they prefer Latino/Hispanic, which may explain why respondents indicated Mexican/Hispanic/Latino, instead of Latinx. In addition, three respondents indicated Filipino. Of these three, one respondent indicated that they did not identify with Filipinx.

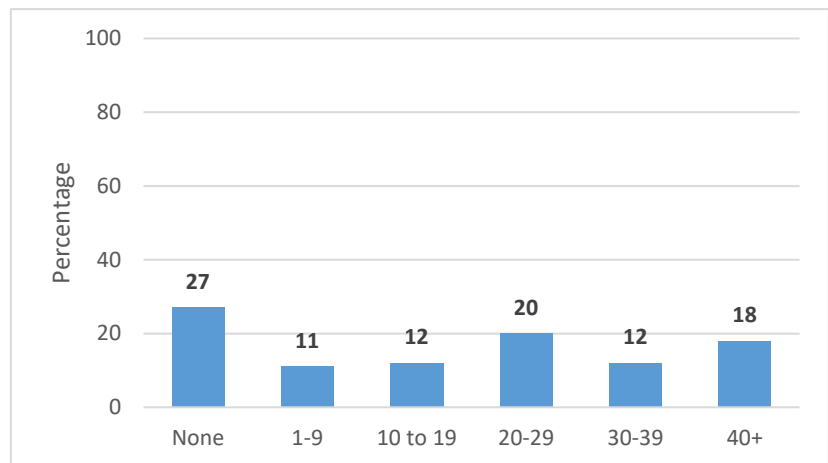
Figure 4. Sexual Orientation of Respondents (Percentage)



Sexual Orientation: The majority of participants indicated that they are heterosexual/straight (77 percent, n=761), followed by bisexual (8 percent, n=75), gay/lesbian (3 percent, n=28), pansexual (2 percent, n=16), other (1 percent), and asexual (less than 1 percent, n=4). Ten percent of respondents indicated that they prefer not to answer (n=99). See Figure 4.

Employment: Just over a quarter of respondents indicated that they are not working (n=272). For respondents who are working, 20 percent indicated they work 20-29 hours per week (n=198), 18 percent indicated more than 40 hours per week (n=182), 12 percent 10 to 19 hours (n=117) and 30-39 hours (n=124), each, and 11 percent one to nine hours (n=106). See Figure 5.

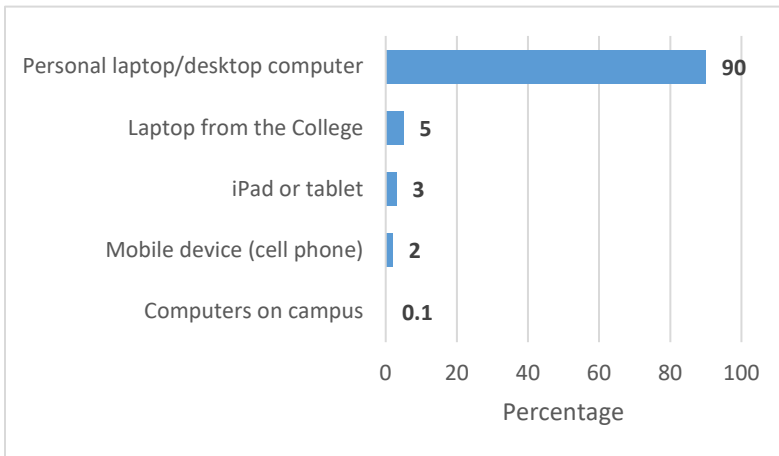
Figure 5. Hours of Employment of Respondents (Percentage)



Course Tools/Resources

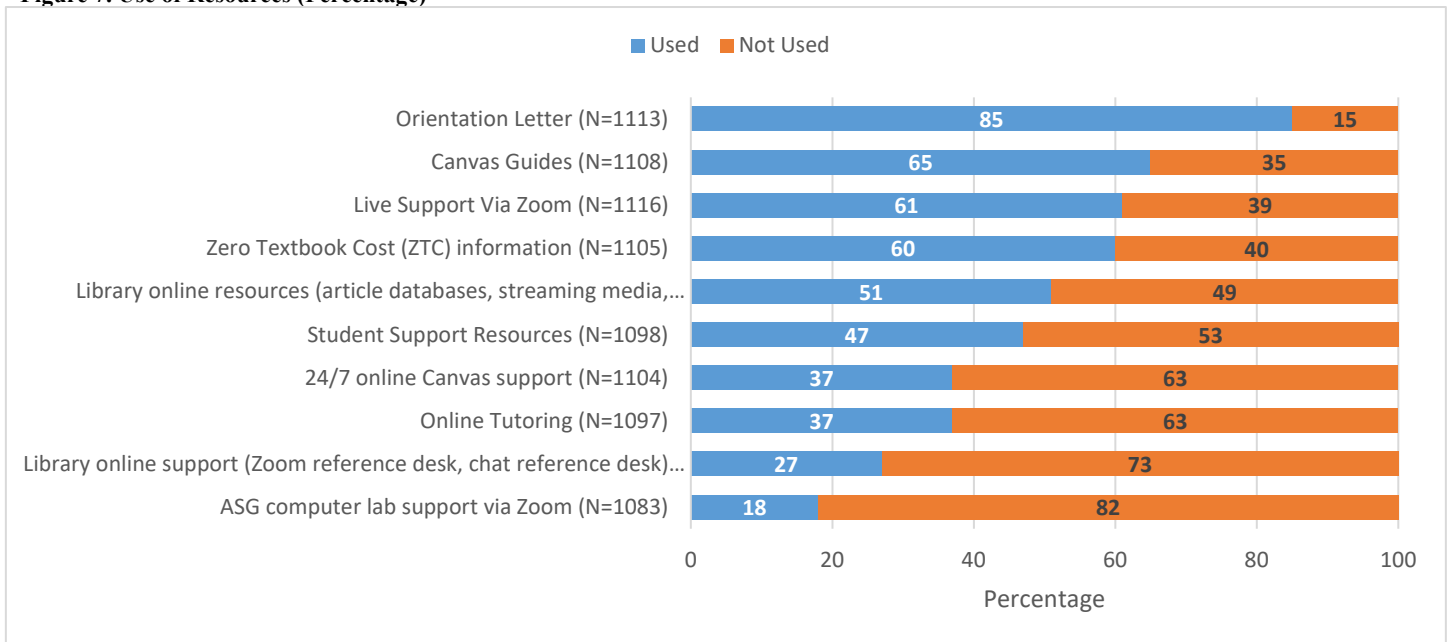
Device Used for Coursework: Overall, the majority indicated they are using a personal laptop/computer (90 percent). Throughout the COVID-19 stay at home orders, 1,492 laptops were distributed to students in efforts to provide digital access. In the present survey, 61 respondents (5 percent) indicated that they are using a laptop from the college. See Figure 6.

Figure 6. Devices Used for Coursework by Respondents (Percentage)



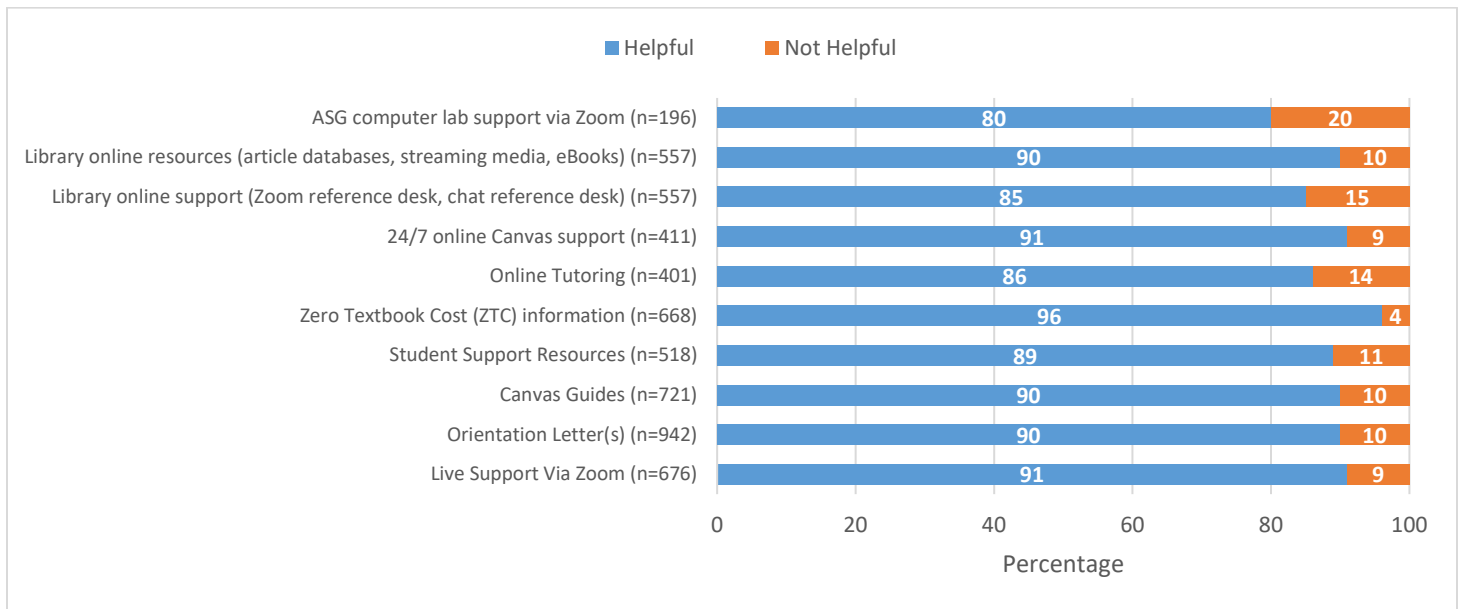
Resources: Respondents were asked to indicate the degree to which specified resources were helpful, not helpful, or if they have not used those resources. Figure 7 shows the proportion of respondents who used and did not use the specified resources. While respondents indicated these resources were helpful, ASG computer lab support had the highest percentage of respondents indicate they did not use it (82 percent), followed by Library online support (73 percent), and online tutoring and 24/7 online Canvas support (63 percent, each).

Figure 7. Use of Resources (Percentage)



Those who indicated they used these resources were further examined to determine if they indicated that these were helpful or not. Overall, the majority who used these resources indicated they were all helpful; however, the ASG computer lab support via Zoom had the lowest percentage indicating it was helpful (80 percent). See Figure 8.

Figure 8. Helpfulness of Resources Used by Respondents (Percentage)



Other resources

Respondents were asked to indicate other COC resources that they would benefit from accessing online. Respondents indicated a variety of resources, including:

- More opportunities for socializing,
- Textbooks,
- Counseling, and
- More support from instructors.

Recommendations

- Consider adding more options for ethnicity/race that participants can relate more to (e.g. “Latino/Hispanic” and “Filipino”) in future surveys.
- Promote the use of resources that were least used.
- Consider continuing to offer free laptops to students.
- Use in conjunction with Research Brief #224

For more detailed information on this research brief, stop by the Institutional Research office located in BONH-224, or call Catherine Parker, Research Analyst at 661.362.5879 or Daylene Meuschke, Associate Vice President of Institutional Research, Planning, and Institutional Effectiveness at 661.362.5329.