9th Annual Student Survey – Online Classes: Spring 2018

Executive Summary

The Institutional Research, Planning and Institutional Effectiveness Office conducted the tenth annual survey of students enrolled in online classes during the Fall 2019 semester. The number of 100% online sections offered increased from 14 to 282 from Fall 2005 to Fall 2019. During that same time period, the unduplicated student headcount for these sections increased from 348 to 5,812.

To obtain feedback on students' experiences at COC and in an effort to determine whether students' online course and service needs are being met, the Institutional Research, Planning and Institutional Effectiveness Office, along with input from the Director, Distance and Accelerated Learning, designed this survey. Out of the possible 6,960 online students who were invited to participate in the survey, completed surveys were received from 778 students (8 percent response rate).

The following results were observed:

Reasons for Taking Online Classes

The top three reasons that respondents indicated for taking online classes were the convenient schedule (85 percent), helps with work-life balance (63 percent), and comfort with technology (50 percent). More than half of the respondents (59 percent) indicated that, if available, they would pursue a 100% online pathway option in which they would complete their entire degree/certificate online.

Satisfaction with Aspects of Online Courses

The top four aspects of online courses that respondents indicated they were "satisfied" or "very satisfied" with were the overall quality of online courses at College of the Canyons (81 percent), the variety of online courses offered (69 percent), resources on the College website (68 percent), and the availability of online courses offered (66 percent). Results from Fall 2019 were consistent with the results from Spring 2018.

Online Services

Awareness of Online Services. Nearly two-thirds of the respondents (60 percent) indicated that they are "not at all aware" of Ask a Librarian 24/7 online chat, 46 percent are not aware of online tutoring, 39 percent are not aware of online counseling, and 28 percent are not aware of 24/7 online Canvas support.

Use of Online Services. More than half of the respondents indicated that they are aware of, but have not used, 24/7 online Canvas support (56 percent), followed by online counseling (51 percent), online tutoring (44 percent), and Ask a Librarian 24/7 online chat (37 percent).

Online Education Website

Use of the Online Education Website. Respondents indicated that they have used the following aspects of the Online Education website: Canvas guides (65 percent), orientation letters (53 percent), online student resources (46 percent), and Zero Textbook Cost (ZTC) information (35 percent). Fourteen percent of the respondents indicated that they have not used the Online Education website.

9th Annual Student Survey – Online Classes: Spring 2018

Most Helpful Aspects of the Online Education Website. Respondents indicated that the following three aspects of the Online Education website were most helpful: Canvas guides (35 percent), orientation letters (23 percent), and online student resources (15 percent).

Online Class Orientation Letter

Aware of the Orientation Letter. The majority of respondents (83 percent) indicated that before registering for their online class(es), they were aware of the orientation letter provided by their instructor(s) on the Online Education website.

Helpfulness of the Orientation Letter. The majority of respondents indicating that they were aware of the orientation letter indicated that the orientation letter was "helpful" or "very helpful" in understanding the instructor's expectations (77 percent) and being better prepared for their online class (71 percent). More than half of the respondents (57 percent) indicated that the orientation letter was "helpful" or "very helpful" in deciding which online class to register for.

Most Helpful Aspects of the Orientation Letter. The majority of respondents indicated that the following aspects of the orientation letter were most helpful: description of coursework (86 percent), textbook information (72 percent), the instructor's contact information (61 percent), and testing details (55 percent).

Canvas Access

Frequency of Accessing Canvas. About half of the respondents indicated that they access Canvas once a day from their personal laptop/desktop computer (59 percent) or through the Canvas mobile application on their mobile device (46 percent).

Use of the Canvas Mobile Application. Eighty-six percent of the respondents indicated that they use the Canvas application on their mobile devices. The top three reasons that respondents indicated that they use the Canvas mobile application for were: grades (83 percent), announcements (76 percent), and assignments (71 percent), followed by inbox/conversations (59 percent), discussions (58 percent), calendar (55 percent), modules – course content (54 percent), quizzes (42 percent), and to do items – activity stream (35 percent).

Access to Class within Canvas. Nearly all of the respondents (98 percent) indicated that their online class opened in Canvas on time. Nearly half of the respondents (42 percent) indicated that they would prefer if their online class opened one week prior to the start of class, followed by a few days prior to the start of class (38 percent), one day prior to the start of class (7 percent), and the day the class starts (12 percent).

Interest in the Quest Course. Respondents were informed that College of the Canyons offers a free online course in Canvas called "Quest", where they can assess their online learning strengths and learn how to strengthen areas that need improvement in order to help them be more successful in an online class. Just over one-third of the respondents (36 percent) indicated that they would be "likely" or "very likely" to utilize this course, 35 percent indicated a "neutral" response, 14 percent indicated they were "unlikely" to utilize this course, and 14 percent indicated that they were "not at all likely" to utilize this course.

9th Annual Student Survey – Online Classes: Spring 2018

MyCanyons Student Email Usage

Nearly half of the respondents (49 percent) indicated that they access their MyCanyons email daily, followed by weekly (31 percent), monthly (3 percent), and only when they are expecting an email (14 percent). Three percent of the respondents indicated that they do not access their MyCanyons email.

Campus Engagement

Twenty-nine percent of the respondents indicated that they have engaged in events on campus, student clubs, campus culture, or ASG.

Respondents indicating that they have engaged in events on campus indicated that they have engaged in events on campus (67 percent) and campus culture (61 percent).

Emphasis of Online Classes on Aspects of Learning

The majority of respondents indicated that their online classes "often" or "very often" emphasize interaction among students (72 percent) and interaction with the instructor (62 percent). A little less than one-third of the respondents indicated that their online class emphasizes attending faculty office hours online (31 percent).

Communication about Activities/Events on Campus

The majority of respondents prefer to receive communication about activities or events occurring on campus by email (77 percent), followed by MyCanyons (49 percent), Canvas announcements (48 percent), Canvas message as part of a class (44 percent), and text message (42 percent).

Barriers to Achieving Educational Goals

The top four barriers that respondents indicated they have personally experienced in achieving their educational goals were availability of courses (50 percent), lack of time for homework and studying (45 percent), costs related to textbooks (43 percent), and work conflicts/pressures (36 percent).

Demographics

Sex. Of the respondents who indicated their sex, 70 percent indicated their sex to be female, 30 percent indicated male and less than one percent indicated "other". In the overall student population, 54 percent indicated their sex to be female and 46 percent indicated their sex to be male.

Age. Respondents indicated their age to be 18 years or younger (27 percent), between the ages of 19 and 24 years (41 percent), between the ages of 25 and 30 years (13 percent), between the ages of 31 and 50 years (16 percent), and 51 years or older (4 percent).

Race/Ethnicity. More than one-third the respondents indicated they were White (36 percent) and Hispanic/Latinx (31 percent), followed by multi-ethnicity (8 percent), Asian/ Pacific Islander (7 percent), Filipinx (5 percent), African

9th Annual Student Survey – Online Classes: Spring 2018

American/Black (4 percent), and American Indian/Alaskan Native (less than 1 percent). Seven percent of the respondents declined to state their ethnicity.

Hours Worked Per Week. The majority of respondents indicated that they work (79 percent). Twenty percent of the respondents work 40 or more hours per week.

Part-Time/Full-Time Status. Fifty-five percent of the respondents indicated they are enrolled at College of the Canyons full-time, while forty-five percent of the respondents indicated that they are enrolled part-time.

Type(s) of Class(es) Taking this Semester. Respondents were asked to indicate which type of classes they are taking this semester and to mark all that apply. Ninety-seven percent of the respondents indicated that they are taking online classes, 60 percent of the respondents indicated that they are taking on-ground classes, and 17 percent of the respondents indicated that they are taking hybrid classes.

Recommendations

Upon review of the results the following recommendations should be taken into consideration. Specifically, consideration should be given to suggestions and comments provided by respondents.

- Consider the option of a 100% online pathway.
- Explore ways to increase student satisfaction with the following:
  - Major/certificate programs options available,
  - Online test proctoring services in Canvas (Proctorio),
  - Test proctoring services through The Learning Center,
  - Online services offered through the library, and
  - Online tutoring assistance through The Learning Center.
- Explore ways to improve student awareness and use of:
  - Ask a Librarian 24/7 online chat,
  - Online tutoring/TLC access,
  - Online counseling, and
  - 24/7 online Canvas support.
- Consider student use of the following aspects of the Canvas mobile application: grades, announcements, and assignments.
- Explore ways to increase student engagement in events regarding the campus culture, student clubs, and ASG.
- Explore ways to expand the College's emphasis on attending faculty office hours online.
- Explore ways to remove barriers to college, especially related to the availability of courses, lack of time for homework and studying, and costs related to textbooks - respondent's top three barriers.