



# COVID19 Student Experience Survey

Institutional Research, Planning & Institutional Effectiveness

May 22, 2020



Chancellor, Dr. Dianne G. VanHook

Executive Cabinet

Associated Student Government

*Survey Design Team*

Jasmine Ruys, Ryan Theule, Diane Fiero, Justin Hunt, Michael Monsour, James Glapa-Grossklag, Alene Terzian, Rebecca Eikey, Joe Gerda, Joy Shoemate, Tara Williams, IRPIE

*Technical Launch Team*

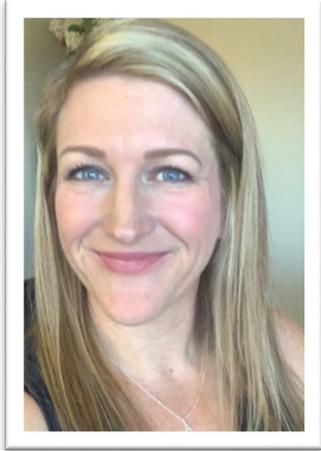
Wendy Trujillo, Mark Garcia, Chad Estrella

College Assistants in the Assessment Center (Proctors)

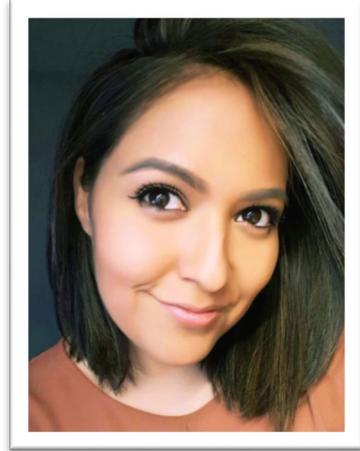


# Institutional Research, Planning & Institutional Effectiveness (IRPIE) Team

## Presenters



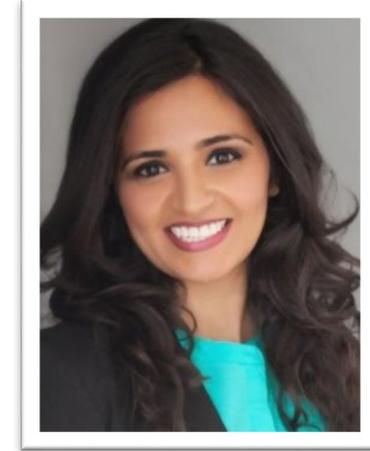
Alicia Levalley



Vida Manzo



Catherine Parker



Preetta Saxena

## Moderators

Daylene Meuschke, Joe Gerda, Ryan Theule, & Jasmine Ruys

## COVID19 Student Experience Survey Spring 2020

Welcome

# Data Collection

- Online Survey
- Text and Canvas Announcement
- Mon April 27<sup>th</sup> - Fri May 8<sup>th</sup>

50 questions

20 open-ended questions

**3,739** Responses

College of the Canyons is conducting a survey on students' experiences with the recent changes related to the COVID-19 pandemic. We are asking for your feedback in helping us improve planning and responses to the current situation. This survey will take approximately 10-15 minutes to complete, and is anonymous (no personal information like name, ID etc. will be asked).

In answering the survey questions, please respond based on your experiences since March 16th, 2020, when the college transitioned its in-person courses and services to an online environment.

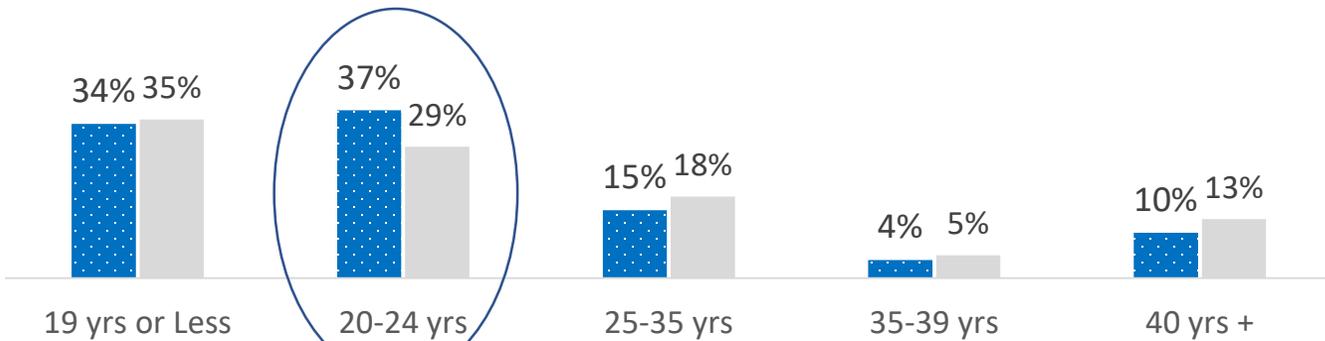
**PLEASE COMPLETE THIS SURVEY ONLY ONCE.**

We appreciate your assistance!

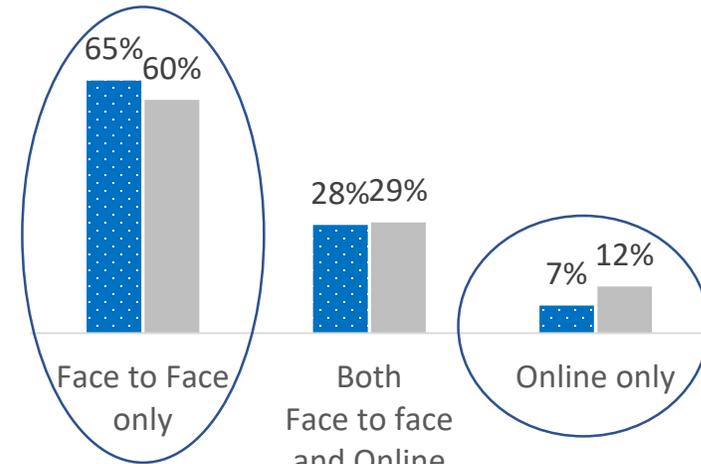


# Representative?

■ Survey Respondents ■ Overall

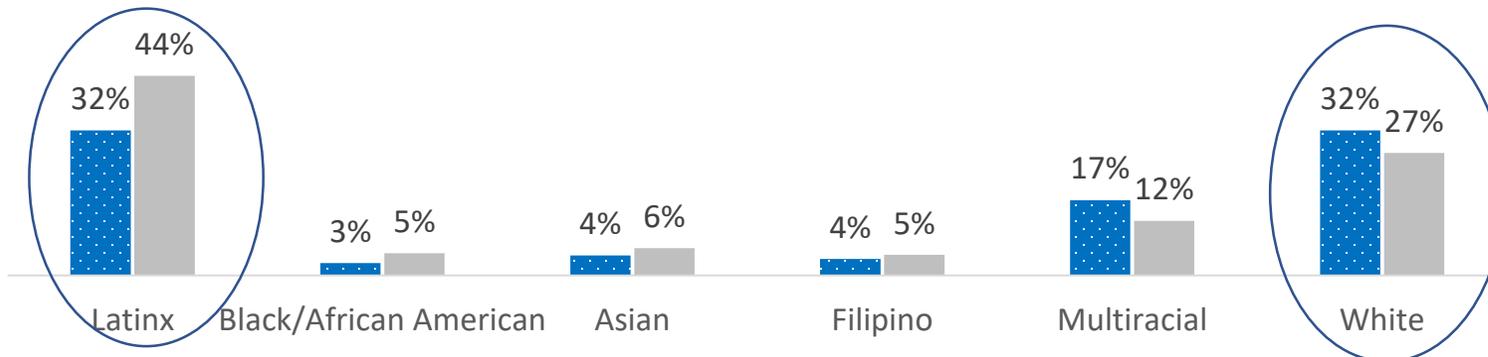


**Age:** Over-representation of '20-24 years'



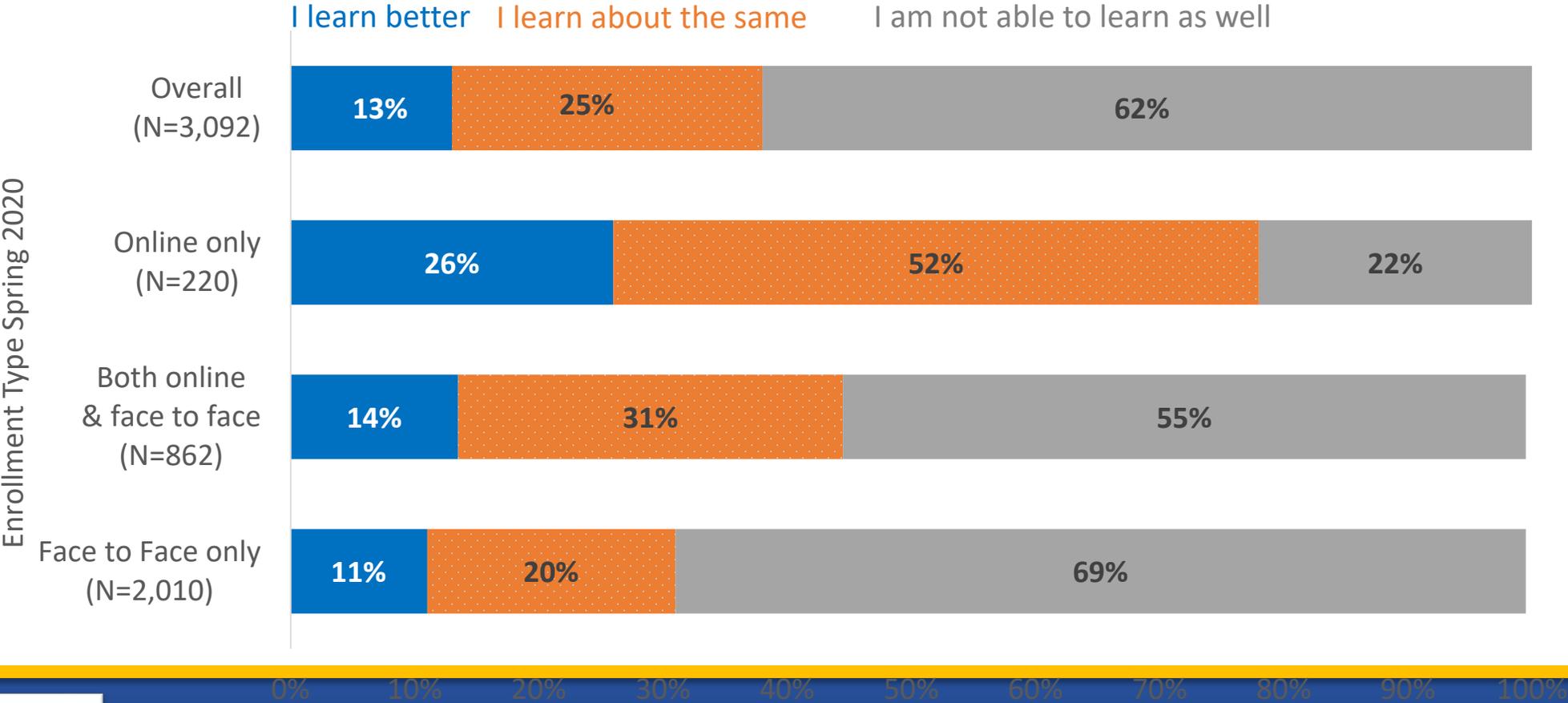
SP 2020 Enrollment Type)

**Online vs. Face to face:** Over-representation of face to face-only students, and under-representation of Online-only students (65% of respondents vs. 60% overall)



**Race/Ethnicity:** Over-representation of White and Multiracial, and under-representation of Latinx

*Q: Compared to on-campus classroom format, which describes your learning experience in remote/online format?*

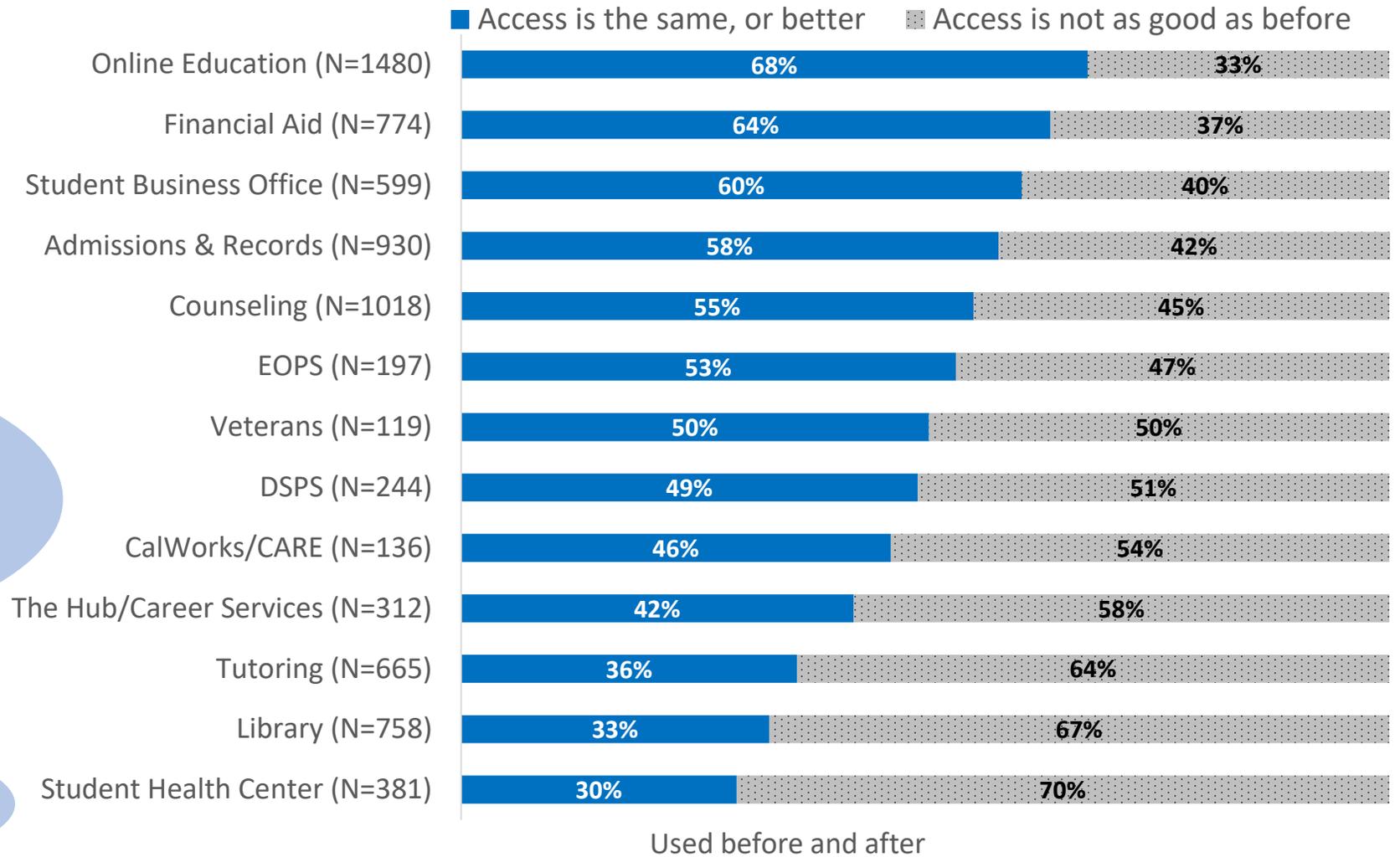


# Access to Services

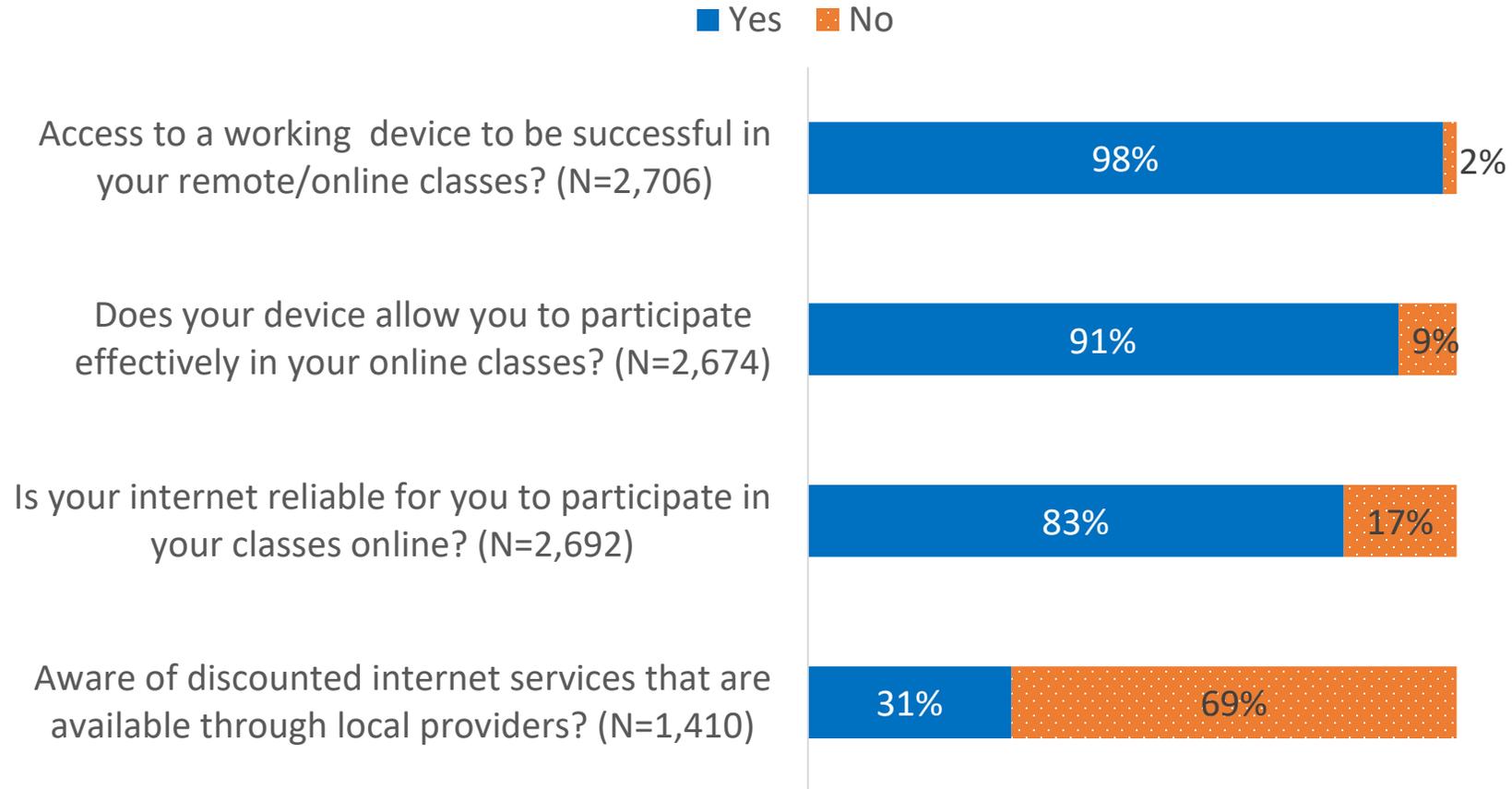
“It works better with my full time work schedule since now I can participate thru virtual appointments.”

“All student resources have been harder to access because not everyone is lucky enough to afford technology that can actually work well.[sic]”

“Certain services such as tutoring is much better face-face.”

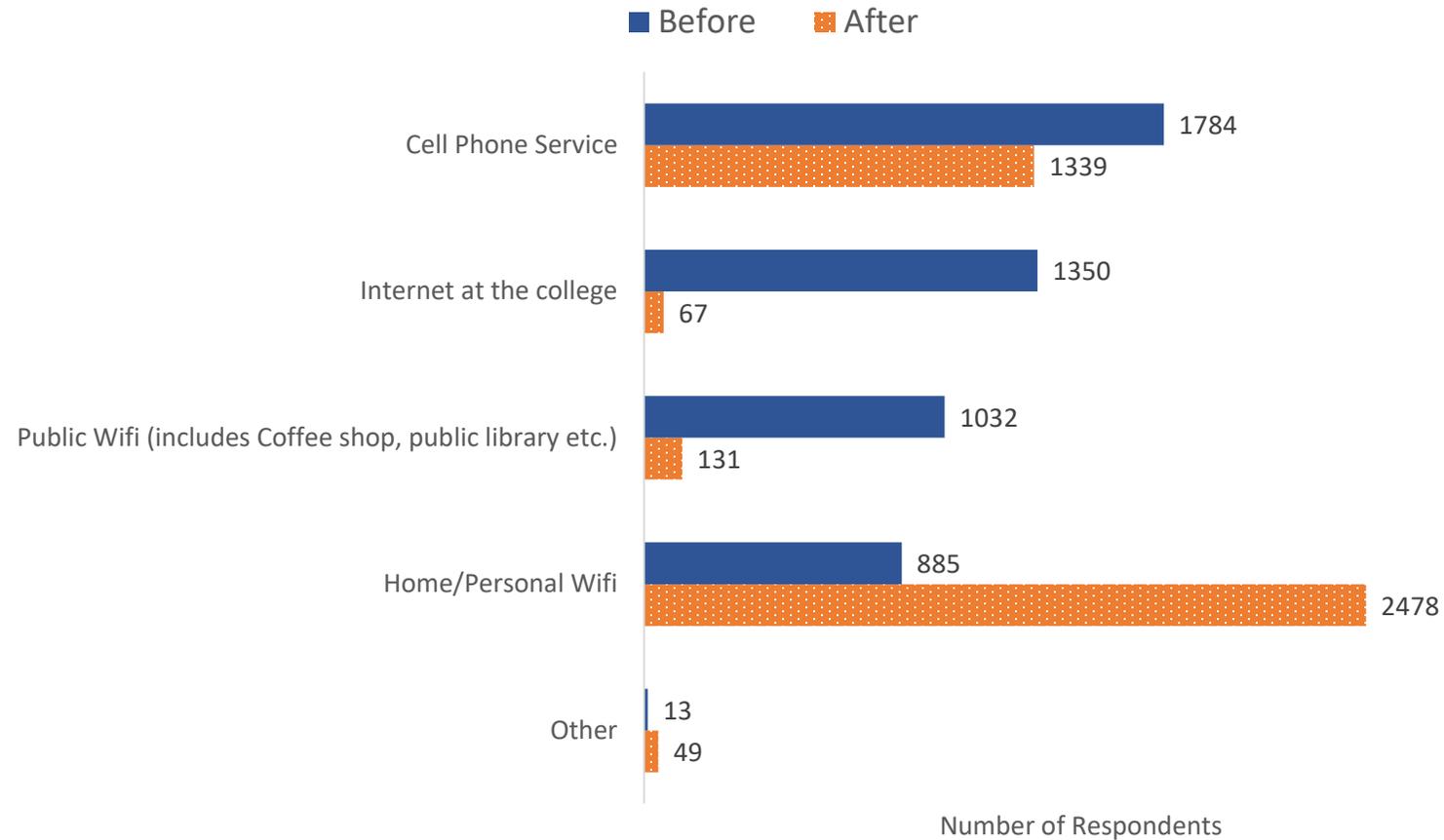


# Access to Technology



# Access to Technology

How did you usually access the internet before/after COC transitioned to remote learning on March 16<sup>th</sup>?



# Access to Technology...in a student's words

"We have one computer at home but there are two students that use it...I am doing zoom classes on my iPhone on the go practically which I have been criticized by one teacher asking me if I am homeless because I am always doing zoom in my car. I found that very offensive.

...I took the offer of laptop rental through COC which I thank you for that. Very nice of COC to do that.

Unfortunately I cannot figure out how to connect it to my internet at home to do any assignments and finding WiFi and a place to sit with the laptop is hard. But I am still going to work on it I would like to be able to use the opportunity of a laptop.

Thank you"  
(One student respondent)

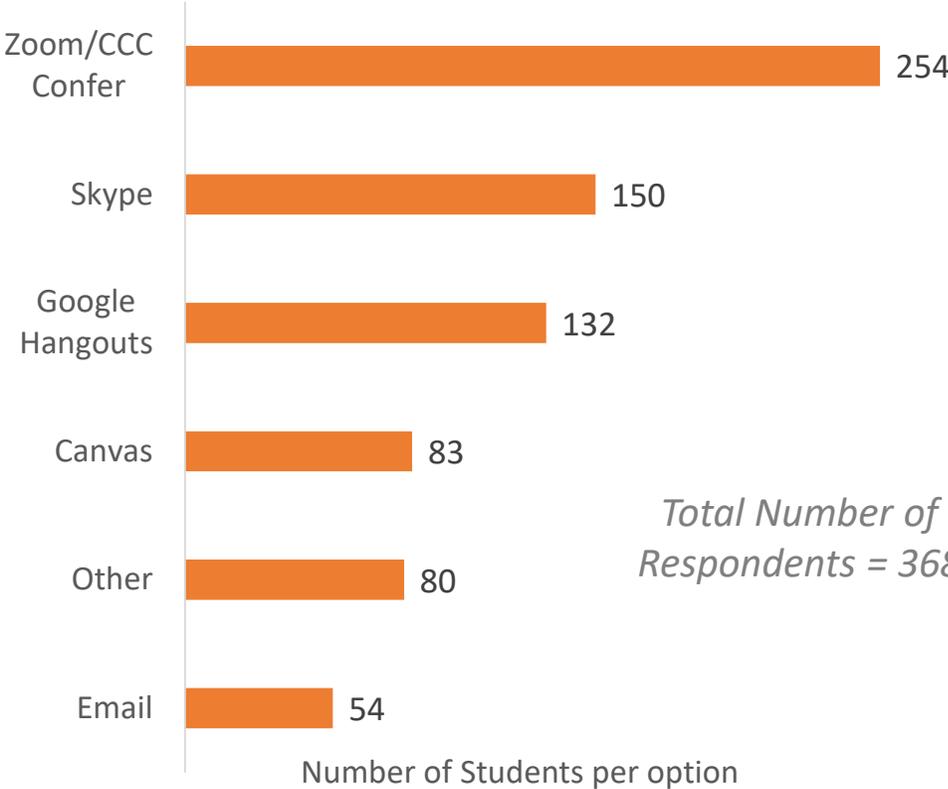
# Comfort with Technology

Are you comfortable with using all of the technology that you are required to use for your courses?  
(Technology includes laptops, software, etc.)

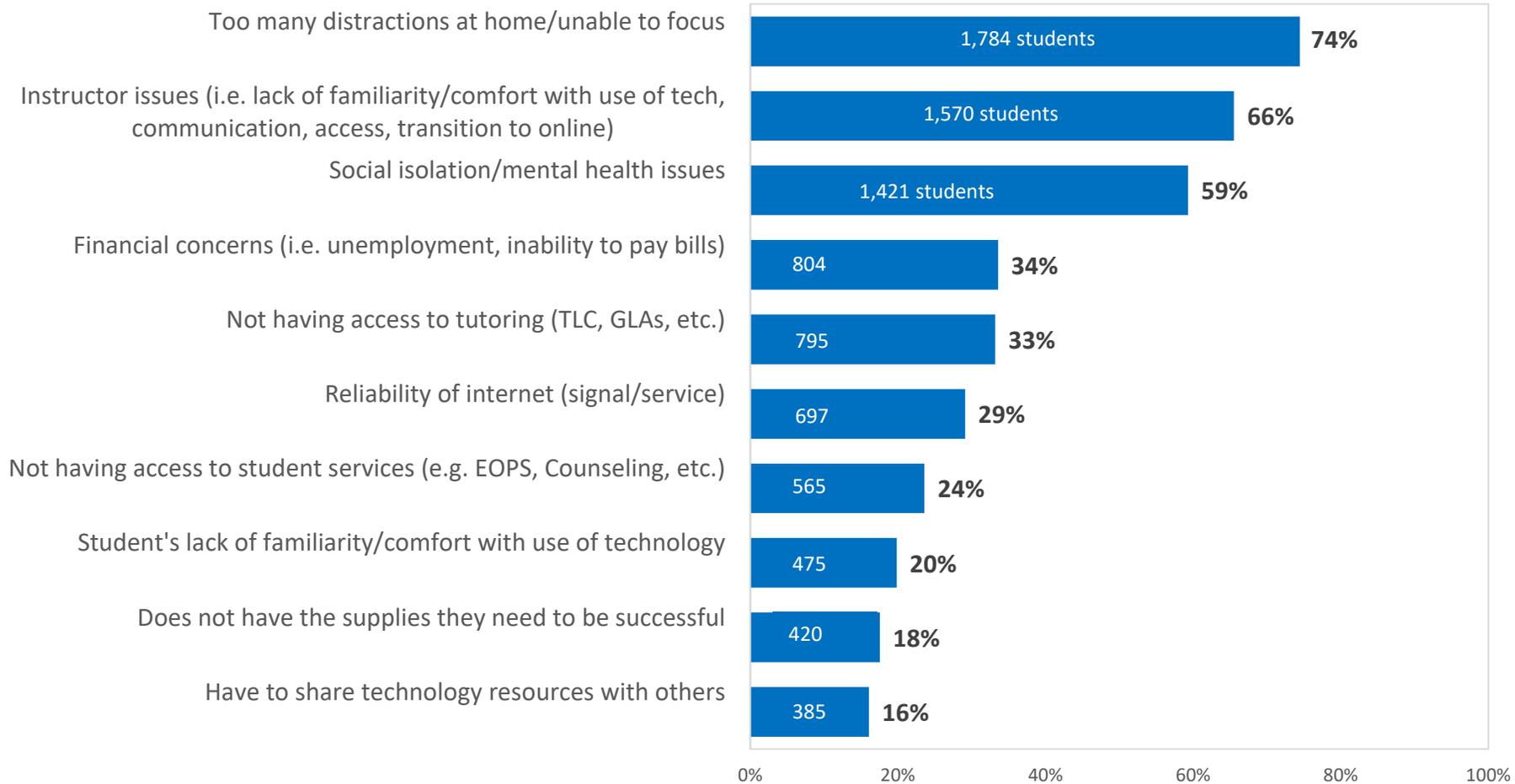


Total Number of Respondents = 2,699

Follow-up: Types of technologies/platforms that students are not comfortable using.  
(Check all that apply)



## Students' Top 10 Challenges with Remote Learning



Combined responses from 3 survey questions (2 response alternative questions and one open-ended question).

Percentages are out of students who responded to at least one of the three questions (N=2,396).

Percentages don't total 100% because students could indicate more than one challenge.

# Challenges

Too many distractions at home/unable to focus



"It is hectic having everyone home, and having to balance school and work on top of that"

"I live in a 6 person household and it can get pretty loud so there are many distractions and no quiet place where I can study and focus on my work."

"I live with a family of 5 and taking tests is extremely difficult because of all the distractions and noise. It becomes very difficult and overwhelming."

"My professor seems very unfamiliar with the technology to deliver remote instruction similar to what we were getting in person in the classroom."

Instructor issues (i.e. lack of familiarity/comfort with use of tech, communication, access, transition to online)



"A big problem I have right now is professors struggling to transition to online. I do not blame them at all but it is causing my grade to drop and other classmates as well."

"Lack of communication from my teachers."

Social isolation/mental health issues



"Not being around other new people nor moving around a lot has had an impact on my mental health. It's easy for me to fall into feelings of sadness and anxiety within the walls of my room a lot of the time"

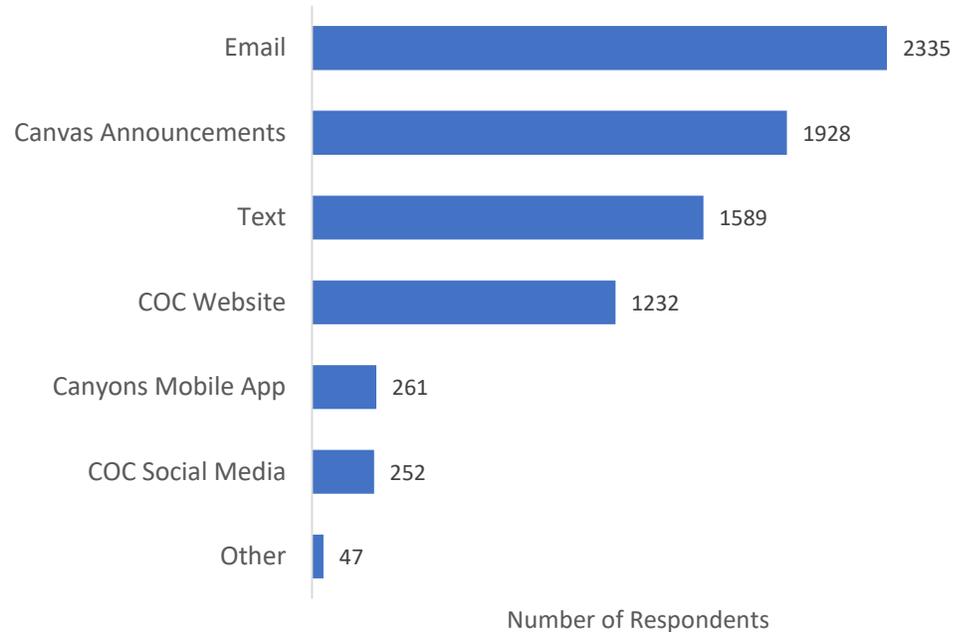
"Sometimes I feel anxiety for uncertain future"

"Leaving the house for school was a great mental health break. I have to put myself on time out to catch a breath."

# Communications on (COVID19) Changes

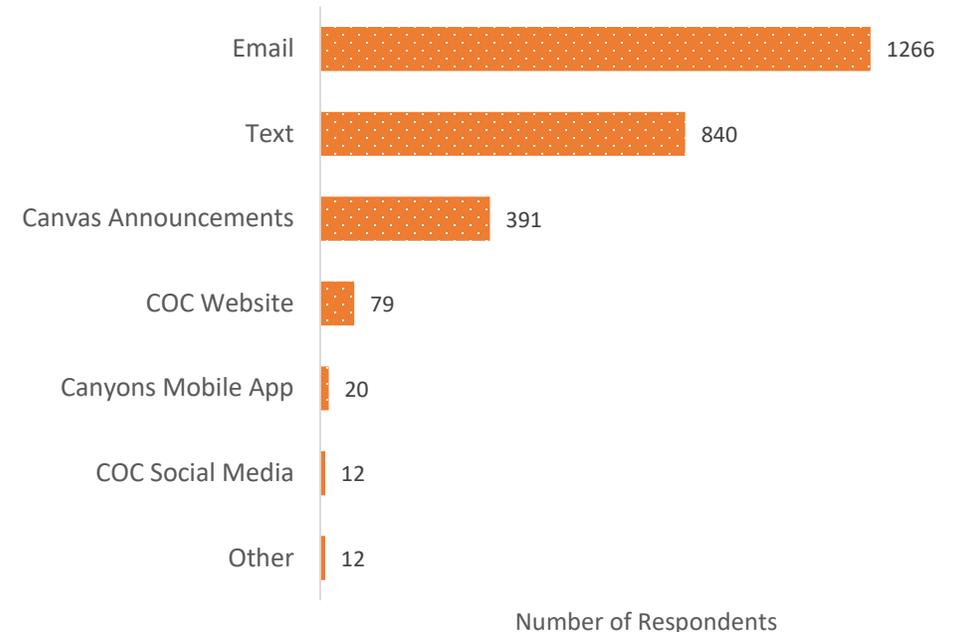
Ways in which students received and preferred to receive information on changes related to COVID19 from COC

**RECEIVED** method information  
(Check all that apply)



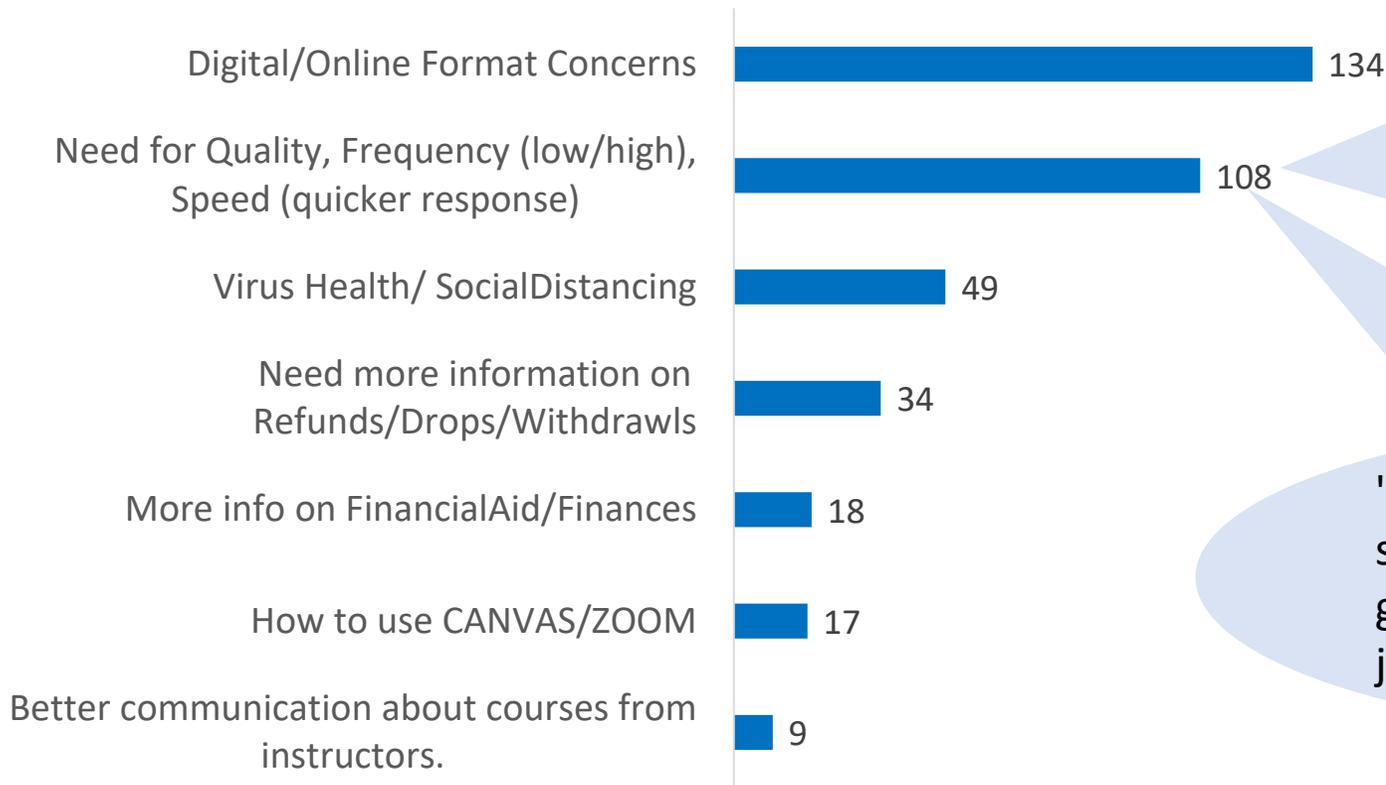
Total Number of Respondents = 2,638

**PREFERRED** method to receive information  
(Select only one)



Total Number of Respondents = 2,620

# Do you have additional feedback on **communication** about changes due to COVID19?



"The email from COC regarding COVID has been random, I think it would have been better if COC sent out an email at regular schedule like weekly, or every other day to update students."

"Maybe communicate with the students more often about what's going on even if nothing has changed just so we are aware."

"I think COC could have announced closure sooner alongside other major colleges."

"I am incredibly thankful classes were able to go to remote access I wouldn't feel comfortable going back in the summer."

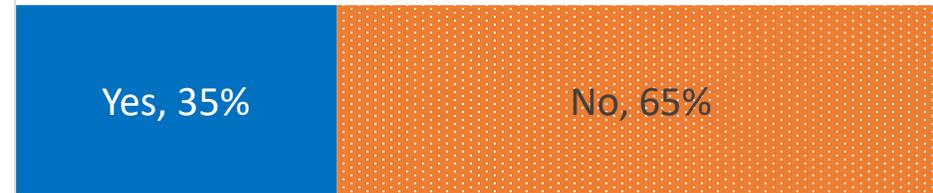
Total Number of Respondents: 671

# Are you aware of the grade options available to you?

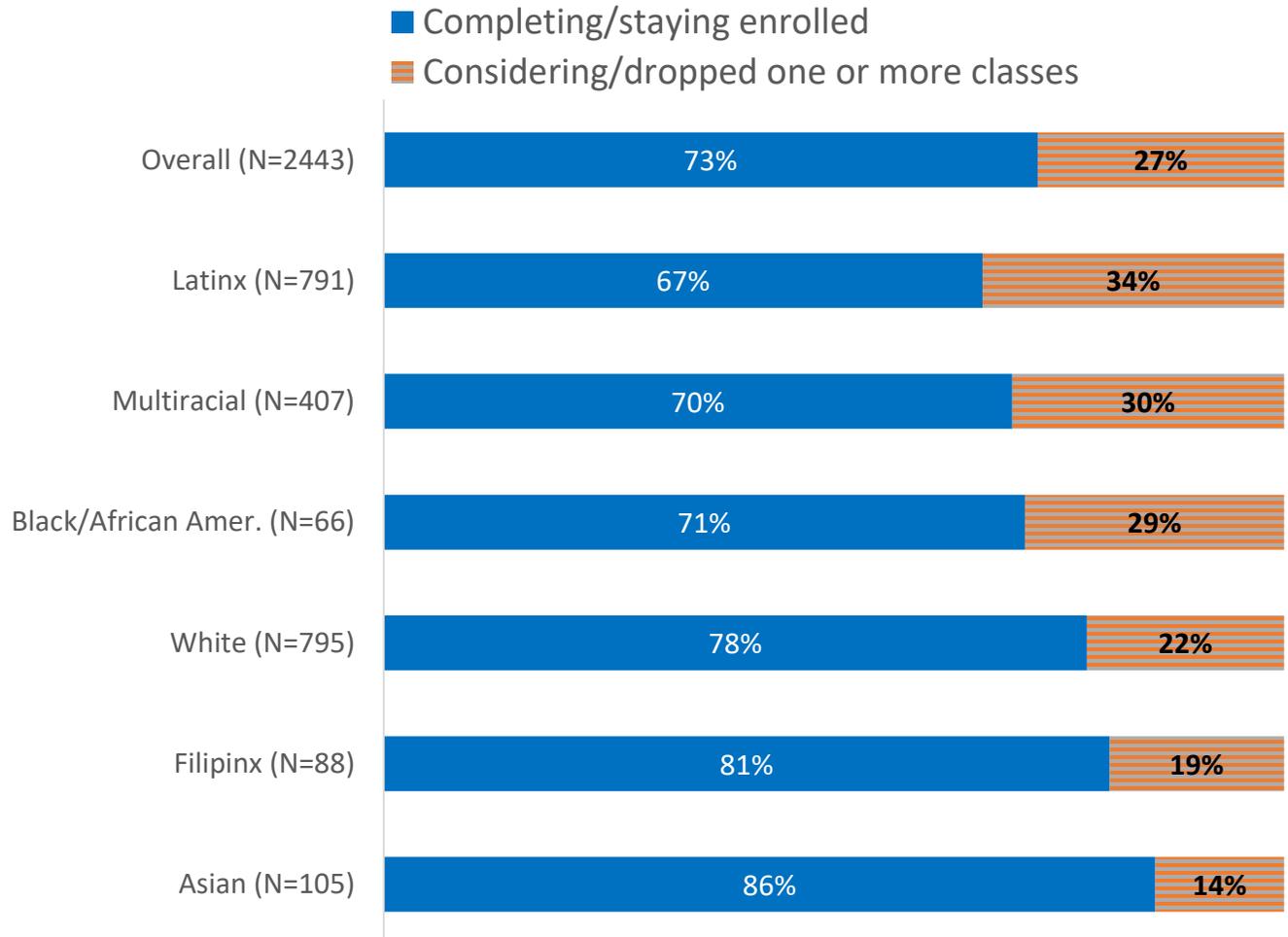
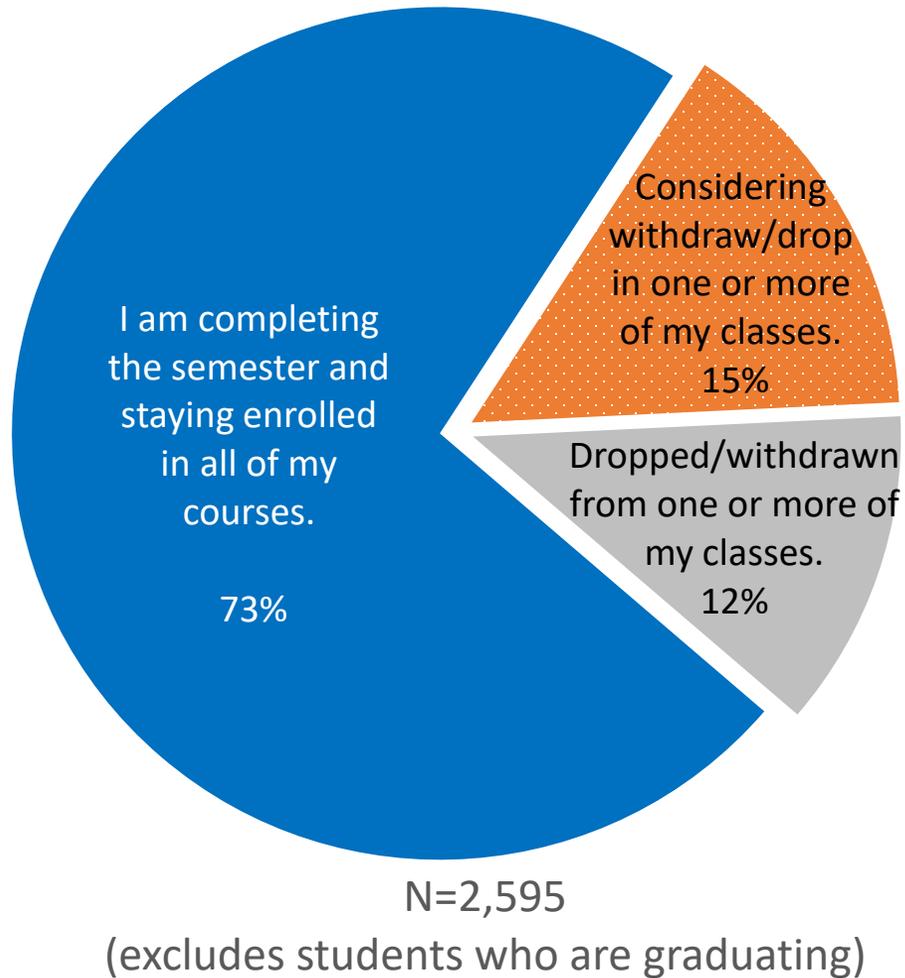
Are you aware that you can select a PASS/NO PASS grading option in one or more of your classes?  
(N=2,581)



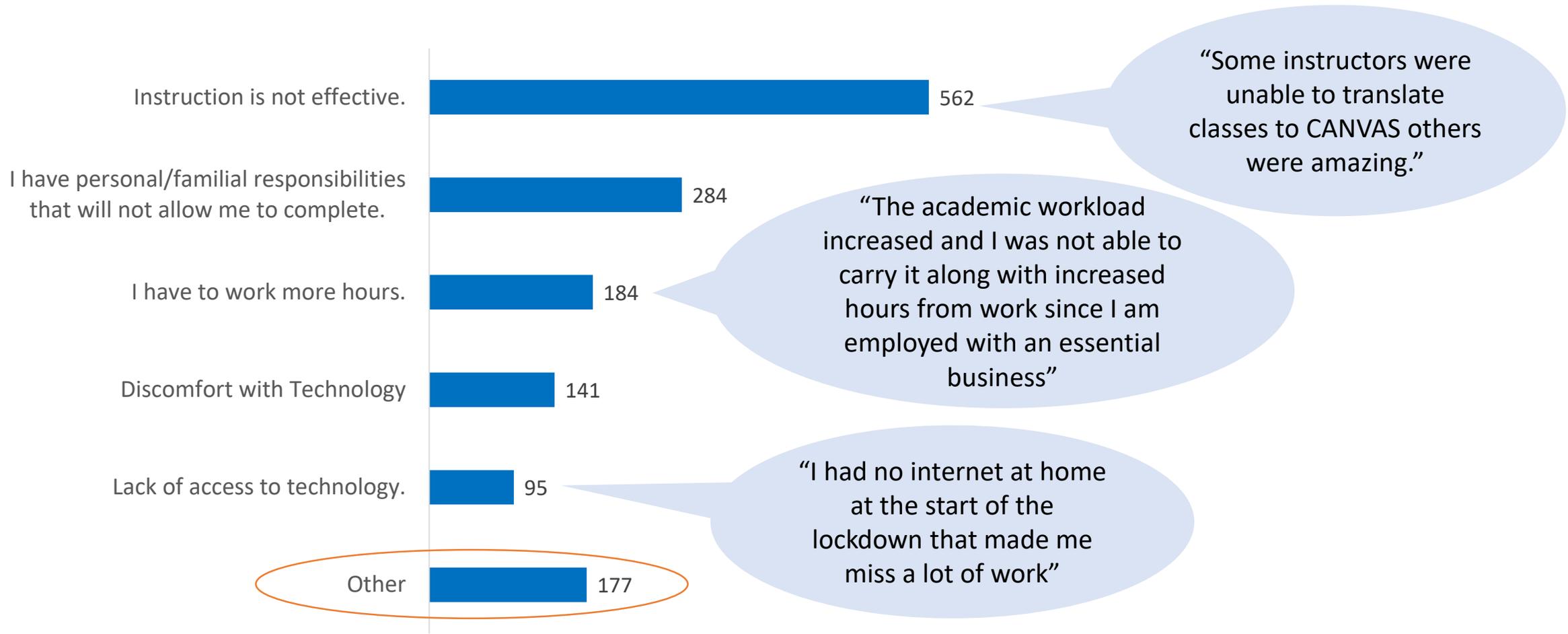
Are you aware that you can select an INCOMPLETE/IN-PROGRESS grading option in one or more of your classes?  
(N=2,585)



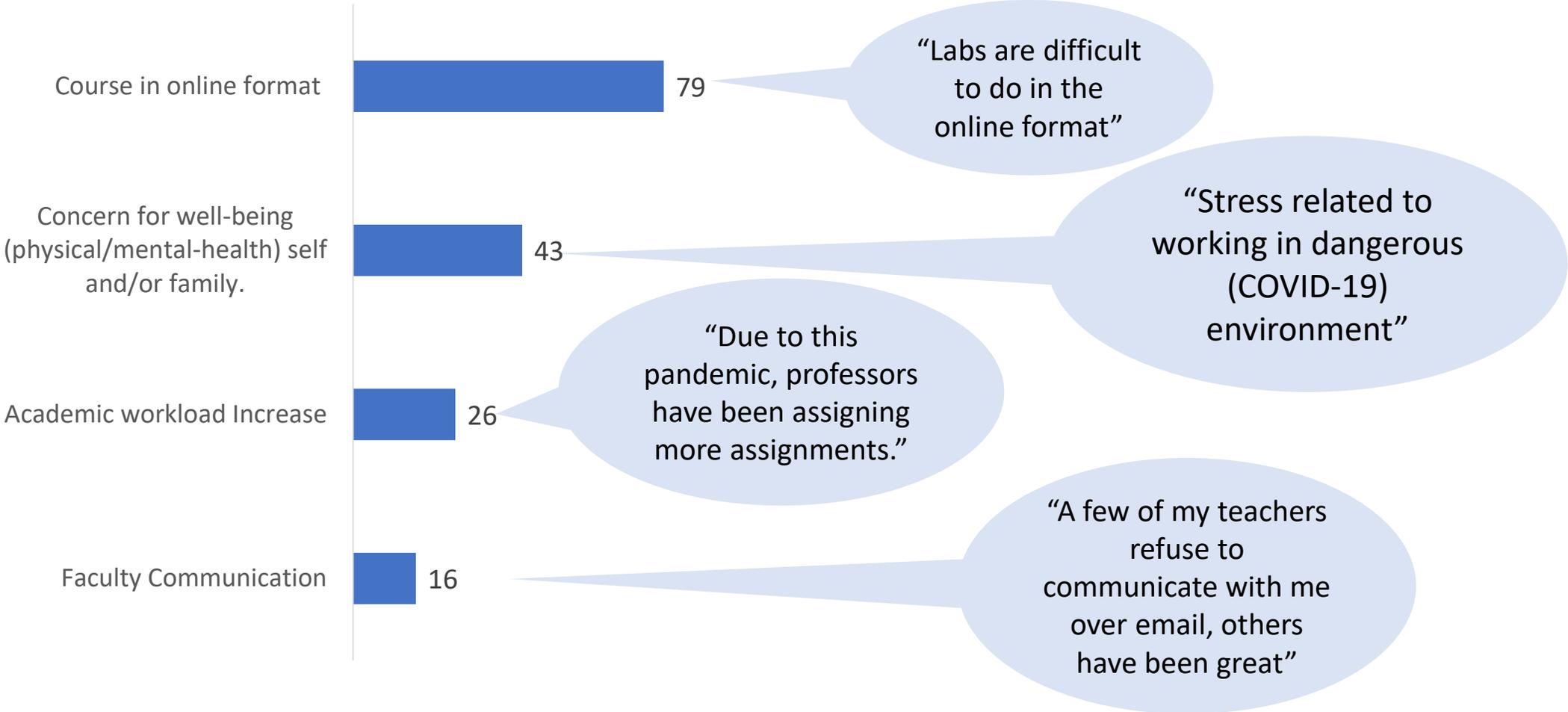
# Q: Which describes your plans for completing this semester?



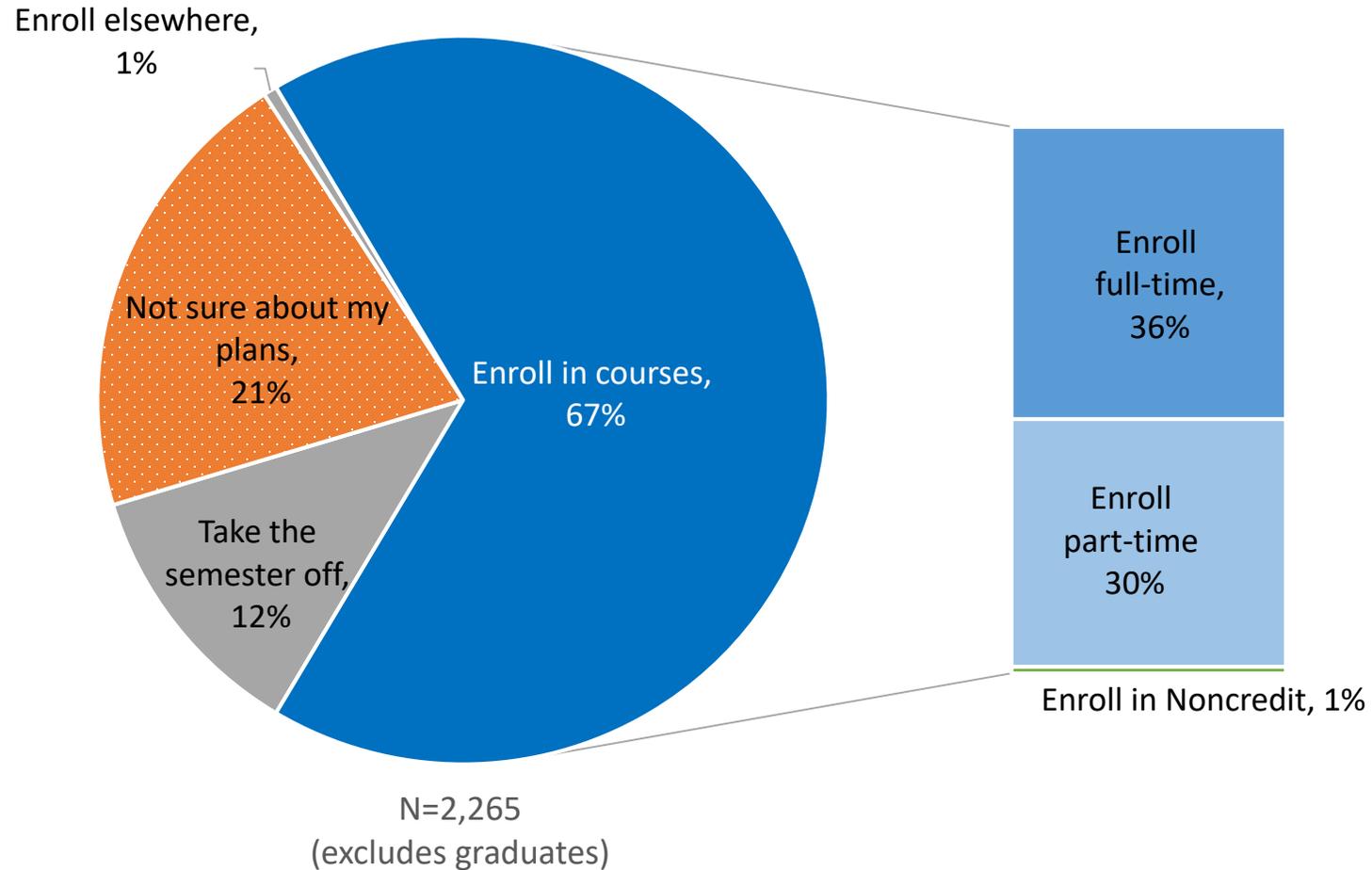
# What are the primary reasons for dropping/withdrawing? *Check all that apply.*



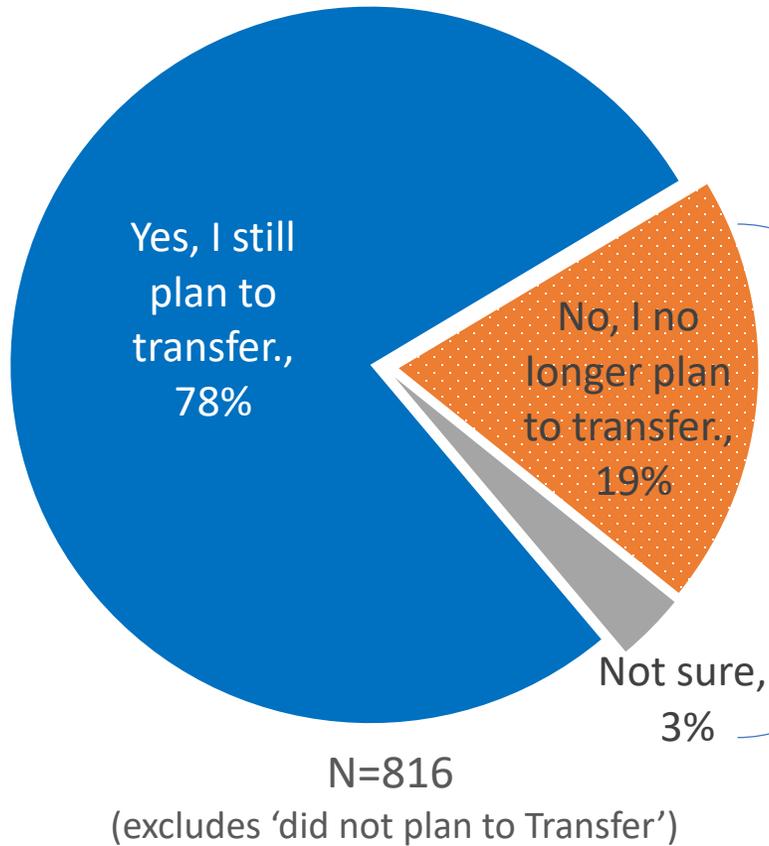
# Primary reasons for dropping/withdrawing? *Other*



If social distancing requirements remain and instruction is still remote/online in the fall 2020 semester, which describes your plan (select one):



# If you had planned to transfer to a 4-year institution next semester (fall 2020), is this still your plan?



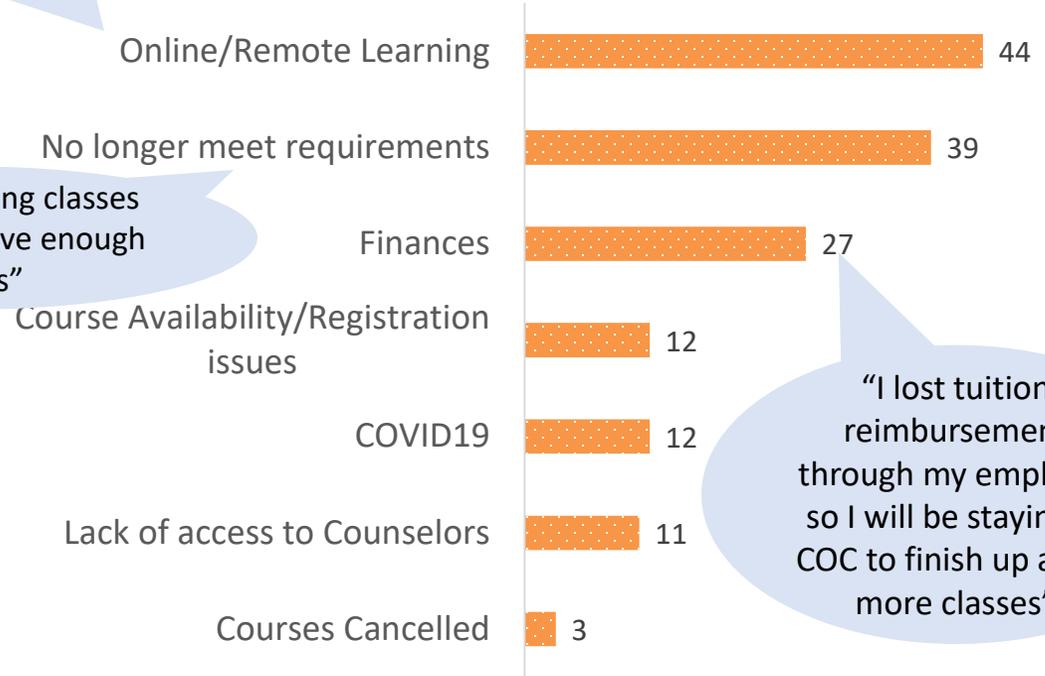
“Because of COVID19 I dropped one of my pre-requisites that I now have to postpone my transfer”

“I feel that transferring with the potential of those classes being online at the new school isn’t worth the money”

“I am now failing classes and will not have enough credits”

“I lost tuition reimbursement through my employer so I will be staying at COC to finish up a few more classes”

## Follow-up: Why did your plans change/Not sure?



# If social distancing requirements stay, how can the college help you succeed? Open-ended

## Top 5 Themes

(presented in rank order of most to least common)

- Provide/Require more Training to Professors/Equip Professors
- Ask Professors to be accommodating and understanding (reduce unnecessary assignment, workload, adjust expectations, increase time given for assignments and exams)
- Communicate with students more/ be available to students
- More online access to and quality services (Registration, Tutoring, Counseling etc.)
- Bring face to face / will wait for face-to-face (courses and counseling) / College can't help me

“As I already mentioned, help the teachers transition to the online platform. For some classes, it has become MORE work than before. For one class, I have to listen to a lecture as well as log in for a zoom meeting plus do all of the assignments. (online lectures + zoom = an hour more per week). For my other class, the way the teacher has canvas set up is very confusing. Some stuff you get through the modules, other things you get through her files and the syllabus changes weekly.”

“I think just being open to suggestions or feedback from students. Which this survey seems to be an indicator of.”

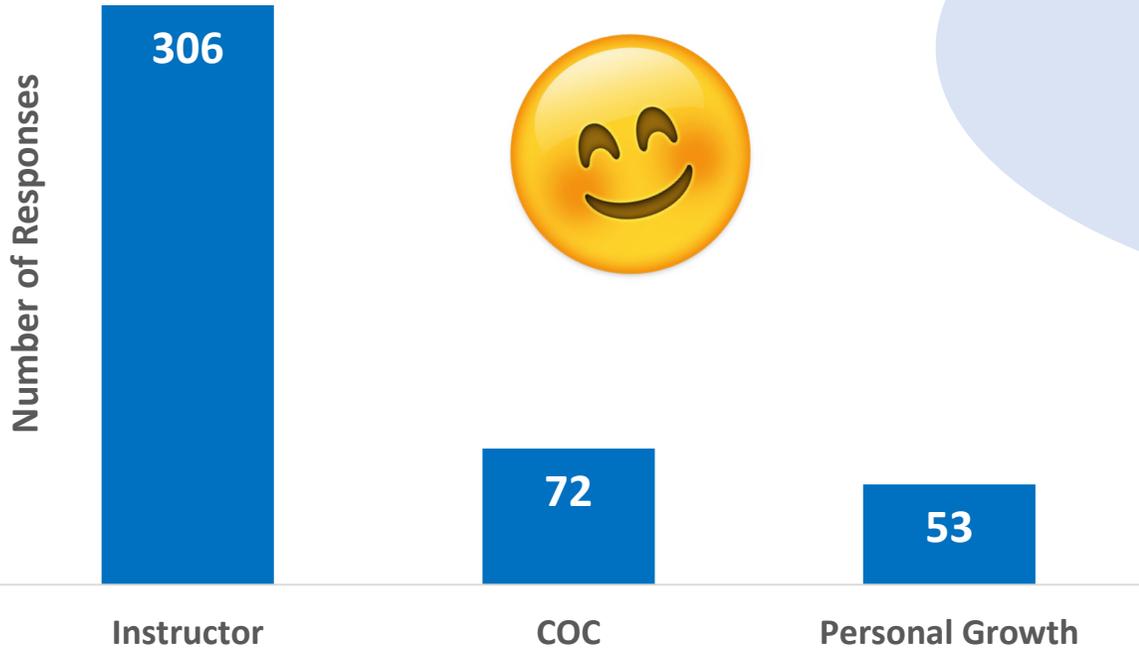
“I would like to suggest that professors have check-ins to make sure they’re comfortable with their remote instruction.”



Total Number of Respondents: 1,178



# Do you have a positive experience you would like to share regarding your Spring 2020 term at College of the Canyons?



“Again, this situation could have been a disaster, but with the team efforts of my amazing professors this semester, it has given me confidence to continue with online learning. Plus, I even reached out to some of my last semester professors and they have been wonderfully supportive as well. I have had such a good experience at COC. Thank you and I hope everyone is ok and healthy.”

“It's forced me to manage my time better and reflect on my goals.”

# Recommendations

ACCESS

ENGAGEMENT

SUCCESS

EQUITY

## STUDENT SERVICES

- Consider Digital Accessibility for providing services.
- Develop workshops for students on technologies/platforms students are not comfortable using (e.g. proctorio, Zoom, cameras, and any other commonly used in Canvas).
- Develop protocol on response times for services on campus (phone and email).
- Explore creating a central location for students to access resources and information.
- Expand communication methods (e.g., texts instead of emails).
- Deploy targeted and succinct communications with updates/changes.

## INSTRUCTION

- Consider Digital Accessibility for all students enrolled in online courses.
- Provide additional support to faculty for Online Instruction.
- Consider consistency in online course format.
- Consider structure and clarity in assignments.
- Consider the balancing of conflicting demands of home and school for students.

**Digital access** is the ability to fully participate in **digital** society. This includes **access** to tools and technologies, such as the Internet and computers, that allow for full participation.

ACCESS

ENGAGEMENT

SUCCESS

EQUITY



# Additional Comments

Joe Gerda (Academic Affairs) and Jasmine Ruys (Student Services)

Thank you for your time.

Reports will be posted on IRPIE webpage

<https://www.canyons.edu/administration/irpie>

