

De Anza College Office of Institutional Research and Planning

To: Senior Staff

From: Ola Sabawi, Research Analyst

Date: 10/21/2020

Subject: Online Learning Survey – Students Enrolled in Spring and Summer 2020

The Online Learning Survey was distributed in September 2020 to all students who enrolled in the spring and summer quarters of 2020 with a valid email address and first name on file. These students had experiences at least one term of fully-online instruction. The survey collected 1,219 responses for a **response rate of approximately 6%**.

Survey Highlights

- The highest *ranked* preference for online course format in order includes:
 1. First: No scheduled meetings: There are no required meeting times. You complete the coursework at your own pace within the scheduled due dates (42%; 505 responses)
 2. Second: Mixed format: Some class meetings are held in real time (via Zoom) but other coursework can be completed independently, or participation in real time sessions is voluntary. Instructors may record meetings for you to view whenever you prefer (55%; 660 responses)
 3. Third: Regularly scheduled meetings: All class meetings are in real time (via Zoom) and you are required to attend at the scheduled time (56%; 667 responses)
- The highest ranked preference for office hours in order includes:
 1. First and Second: Mixed office hours: Faculty are available to answer emails AND are available online during a set time to speak with you (46%; 561 responses and 39%; 464 responses)
 2. Third: Face-to-face online: Faculty are available online during a set time to speak with you via Zoom or other online video (44%; 521 responses)
- Via write-in responses, the following made respondents feel **most supported or connected** in their online classes during spring quarter or summer session:
 1. **Consistent and timely communication with the instructor** (31%; 301 responses)
 2. **Synchronous instruction, and the ability to interact with instructor and classmates through Zoom** (13%, 126 responses)
 3. The **empathetic, flexible, and helpful attitude of their instructors** (12%, 117 responses)
- Via write-in responses, respondents found the following to be most challenging about their online classes during spring quarter or summer session:
 1. Unable to fully adjust to remote learning, **perform better with face-to-face instruction** (18%, 174 responses)

- 2. Insufficient or complete **lack of communication with the instructor** (14%, 134 responses)
- 3. **Instructors who were not adequately prepared** to teach their courses online (10%, 99 responses)
- 75% of respondents agree or strongly agree that the **level of interaction with their instructors was sufficient in “all” or “more than half”** of their courses.
- 58% of respondents agree or strongly agree that the **support they received outside of class was enough to help them be successful in their courses** - via online tutoring, online library services, online financial aid assistance, online counseling, etc.-

Survey Results

1. Please rank your preferences for these online course formats: Select your top choice first, followed by your second choice, then your third choice.

- **First choice:** “No scheduled meetings” received the most votes for first choice for course format with 42% of all responses.
- **Second choice:** “Mixed format” received the most votes for second choice for course format with 55% of all responses.
- **Third choice:** “Regularly scheduled meetings” received the most votes for third choice for course format with 56% of all responses.

	First Choice		Second Choice		Third Choice	
No scheduled meetings: There are no required meeting times. You complete the coursework at your own pace within the scheduled due dates.	505	42%	277	23%	410	34%
Mixed format: Some class meetings are held in real time (via Zoom) but other coursework can be completed independently, or participation in real time sessions is voluntary. Instructors may record meetings for you to view whenever you prefer.	427	35%	660	55%	113	9%
Regularly scheduled meetings: All class meetings are in real time (via Zoom) and you are required to attend at the scheduled time.	278	23%	253	21%	667	56%
Total	1,210	100%	1,190	100%	1,190	100%

2. If you were to select a course with a Mixed Format, what would be your preference for number of times to meet per week in real-time (via Zoom):

- Most respondents (40%; 485) preferred a course with a Mixed Format to meet in real-time about half of all class meetings
- 35% (430) of respondents preferred to meet less than half of class meetings in real-time
- A combined 24% (304) of all respondents preferred to meet more than half or all of class meetings in real-time

3. Please rank your preferred format for instructors holding office hours:

- **First and second choice:** “Mixed office hours” received the most votes for first and second choice for instructor office hours, with 46% of all first-choice responses and 39% of all respondents second choice. This indicates that respondents wanted the ability to reach their instructor both by email AND during a set face-to-face meeting time via online video
- **Third choice:** “Email or Online messaging” received the most votes for third choice for instructor office hours after “Face-to-face online”, with 44% of all third-choice responses.

	First Choice		Second Choice		Third Choice	
Mixed office hours: Faculty are available to answer emails AND are available online during a set time to speak with you	561	46%	464	39%	174	15%
Face-to-face online: Faculty are available online during a set time to speak with you via Zoom or other online video	253	21%	418	35%	521	44%
Email or online messaging: Instructors answer your questions via email, through Canvas or by online chat during a designated time - but are not available to meet face-to-face via Zoom or other online video	398	33%	308	26%	486	41%
Total	1,212	100%	1,190	100%	1,181	100%

4. Please select the most appropriate answer based on your experience with the following student services:

- **Student services that were most used or were anticipated to be used in the future:**
 - Admission and Records; 17%
 - Academic counseling; 13%
 - Financial Aid; 10%
 - Library; 10%
 - Transfer Center; 9%
 - Tutoring and Student Success Center; 9%
- **Respondents were most unaware that these services were offered online:**
 - Health services; 10%
 - Psychological counseling; 10%
 - Financial emergency resources; 9%
 - Assessment Center; 8%
 - Food assistance; 8%

	Have used or anticipate using in the future		I did not know this service was available online		I did not need to use this service	
Tutoring and Student Success Center	396	9%	161	7%	641	6%
Admissions and Records	762	17%	93	4%	345	3%
Assessment Center	275	6%	187	8%	724	7%
Counseling - Academic	610	13%	99	4%	484	4%
Counseling - Psychological	178	4%	215	10%	794	7%
Health Services	146	3%	232	10%	801	7%
Financial Aid	474	10%	90	4%	619	6%
Library	461	10%	164	7%	558	5%
Transfer Center	414	9%	145	6%	619	6%
Food assistance	129	3%	185	8%	860	8%
Financial emergency resources	148	3%	208	9%	821	7%
Veterans services	60	1%	98	4%	1,026	9%
Disabled student services	111	2%	89	4%	981	9%
Technical assistance with online courses	179	4%	144	6%	865	8%
Training on Canvas or Zoom	176	4%	133	6%	877	8%
Total	4,519	100%	2,243	100%	11,015	100%

Note: Highlighted categories at 8% or higher.

5. The level of interaction with my instructors - via messaging, assignments, clarifications, feedback and lectures - was sufficient in:

- 75% of respondents agree or strongly agree that the level of interaction with their instructors was sufficient in “all” or “more than half” of their courses.

	Responses	
All my classes	659	54%
More than half of my classes	257	21%
About half of my classes	201	16%
Less than half of my classes	92	8%
No response	10	1%
Total	1,219	100%

6. The support I received outside of class - via online tutoring, online library services, online financial aid assistance, online counseling, etc. - was enough to help me be successful in my courses.

- 58% of respondents agree or strongly agree that the support they received outside of class - via online tutoring, online library services, online financial aid assistance, online counseling, etc. - was enough to help them be successful in their courses.

	Responses	
Strongly agree	267	22%
Agree	443	36%
Not Sure	335	27%
Disagree	109	9%
Strongly Disagree	49	4%
No response	16	1%
Total	1,219	100%

7. In 5 words or fewer, what made you feel most supported or connected in your online classes during spring quarter or summer session?

Theme	Responses	
Consistent and timely communication with the instructor: - Quick reply to student emails and questions - Consistent availability to meet on Zoom for office hours - Frequent instructor participation in class discussion board - Fast turn around on assignment grading with good feedback - Time set for live Q&A before the end of each lecture - Weekly emails with updates and reminders	301	31%
Synchronous instruction: the ability to see and interact through Zoom	126	13%
Empathetic, flexible, and helpful instructors / instructors who are supportive with positive or fun attitude	117	12%
Peer support: Zoom breakout rooms during class, study groups outside of class such as Discord groups, or the chat feature on Zoom during lecture	77	8%
Helpful Canvas features: The ability to track progress, announcements, discussion boards, tracking due dates on calendar, notifications	67	7%
Knowledgeable instructors who were well prepared for online learning: provided clear expectations and detailed directions, provided engaging materials and helpful textbook, were well organized and passionate about their subject	64	7%
Did not feel supported or connected	59	6%
Happy with remote instruction: the mobility freedom, convenience, schedule flexibility, ability to save time and money, Covid-19 safety	25	3%
Felt that they were adequately supported: the combined availability of all college resources	22	2%
Asynchronous instruction: the flexibility of setting own schedule	19	2%
Availability of recorded lectures with synchronous instruction	16	2%
The availability of academic counseling	13	1%
Availability of online tutoring support	12	1%
Social bonding through shared experience: going through this together	6	1%
Prior familiarity with instructors and peers	5	1%
Family or friends support	5	1%
Internal motivation or personal study habits	5	1%
Prior experience with online learning	5	1%
The availability of EOPS services	3	0%
Availability of emergency funds and food supplies	2	0%
Financial aid	2	0%
A hybrid remote learning style	1	0%
Availability of psychological counseling	1	0%
Bookstore services	1	0%
Daily homework assignments	1	0%
Free textbooks	1	0%
Mobile compatibility of e-textbooks	1	0%
Physical exercise	1	0%
Resources and information listed on college website	1	0%
Use of Webassign	1	0%
Use of YouTube	1	0%
Total	961	100%

8. In 5 words or fewer, what did you find to be most challenging about online learning during spring quarter or summer session?

Theme	Responses	
Unable to fully adjust to remote learning, perform better with face-to-face instruction: <ul style="list-style-type: none"> - Struggling with personal study habits or internal motivation - Unable to find a balance between home, school, and work - Find it harder to concentrate attention on a pre-recorded or Zoom lecture. Can focus much better when in the same physical space. - Struggling because of a disability or mental health issue - Find it difficult to keep track of all assignments and due dates when learning independently 	174	18%
Lack of instructor communication and support: <ul style="list-style-type: none"> - Communication was rare or inconsistent - Late or no reply to emails, students feel ignored - Late grading or delayed feedback on assignments - Did not offer Zoom office hours - Students needed a more hands on learning approach - Did not set enough time for Q&A before end of each lecture 	134	14%
Instructors who were not adequately prepared for teaching online: <ul style="list-style-type: none"> - Instructions on assignment completion and feedback lack clarity - Disorganized course structure and inconsistent communication - Did not provide pre-recorded or zoom lectures - Confusing syllabus, no instructions on where to obtain course materials - Instructor had poor internet connection, glitches during lecture - Instructor did not know how to used canvas or zoom - Lecture times were too long or conflicted with scheduled lectures of other classes 	99	10%
The workload was excessive and too fast-paced, instructors were over compensating and setting unrealistic expectations	75	8%
Happy with remote instruction: the mobility freedom, convenience, schedule flexibility, ability to save time and money, Covid-19 safety	63	6%
Synchronous instruction and required attendance: <ul style="list-style-type: none"> - Lack of flexibility when no option of recorded lecture is offered - Lecture time conflicts with work hours - More sections should be offered in the early morning or late afternoon hours - Conflicting meeting times for different classes - Zoom lectures are too long or sometimes go over-time 	63	6%
Asynchronous instruction: having to learn course material independently with no lecture offered, the need to offer more synchronous classes	48	5%
Lack of communication with peers or difficulty in connecting to classmates to collaborate on course work	48	5%
Unreliable internet connection and technology issues were an added pressure	44	4%
Learning to adjust to a new virtual school environment, learning how to navigate Canvas, Zoom, WebAssign	40	4%
Find it difficult or impossible to access resource or service online: <ul style="list-style-type: none"> - Administrative services do not reply to emails - Difficult to make an appointment with counselor - Issues with ordering from the Bookstore - Issues with tutoring support appointments - Access to a variety of on-campus resources such as financial aid help, affordable cafeteria food, Library study space, and Planetarium 	38	4%

Theme - Continued	Responses	
Miss the connection through personal and social interactions	35	4%
Did not feel supported, unhappy with distance learning and call for a return to in-person learning	32	3%
Taking exams remotely or using invasive Proctorio program	24	2%
Course material was incompatible or too complex for remote learning: advanced math, lab activities, ceramics, no access to equipment or materials	18	2%
Instructor lack of empathy, no deadline flexibility, instructor detachment	11	1%
Reduced physical activity and physical strain from sitting in front of a screen all day	8	1%
Financial cost of attending college, cost of software and electronics to support online learning, or pricy textbooks	7	1%
Job loss, financial hardship, or homelessness	5	1%
Requiring the camera to be on during Zoom lectures	5	1%
Participation in athletics or PE classes	4	0%
The social, political, and environmental challenges of 2020 were an added hardship	2	0%
Add codes are hard to get	1	0%
Delayed delivery of class materials	1	0%
Lack of Zoom etiquette from classmates	1	0%
Added hardship of having to follow safety protocols for Covid-19	1	0%
Using only a smart phone for all school work	1	0%
Total	982	100%

Survey Administration:

The first email was sent on September 23 and was delivered to 21,558 students and had a unique open rate of 48.8%, with 5.8% clicking on the survey link. The reminder email was sent on September 30 and was delivered to 21,475 students and had a unique open rate of 39%, with 2.9% clicking on a survey link.