

**Survey Title:** Cañada College Survey of Online Student Engagement, Fall 2020

**Survey Participants:** All students enrolled in fall 2020 at Cañada College (including those who have dropped classes)

**Survey Purpose:** Given the shift to remote teaching and learning due to COVID-19 in 2020, Cañada College is seeking to understand student experiences with online learning and student engagement with Cañada faculty and staff, as well as with their fellow students in support of that learning. This information will be aggregated (individual comments will remain confidential and not shared beyond the College President's Office) and provided to faculty and staff so that they may address the challenges students are facing and better support students' academic success.

**Survey Draft Date:** As of October 7, 2020

**Survey Admin:** October 19 – November 6, 2020

**Survey Lead:** Cañada College Office of Planning, Research & Institutional Effectiveness (PRIE)

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### Overall experience

1. Overall, how would you rate your experience with online learning this semester at Cañada College? [Likert Scale: Very Poor, Poor, Average, Good, Very Good]

### Technology access

2. For your coursework this term, how often are you able to successfully **access the internet** and the relevant learning platforms?
  - a. All the time
  - b. Almost all the time
  - c. A majority of the time
  - d. Half the time
  - e. Less than half the time
  - f. Almost never
3. Please characterize your ability to reliably **access the equipment** you need to engage successfully in online learning and instruction at Cañada:
  - a. I have access to my own computer and do not need additional equipment
  - b. I have access to a computer or Chromebook that I've borrowed from the College, Library, or other District Office
  - c. I share access to a computer but it would be nice to borrow equipment that only I would use
  - d. I do not have consistent access to a computer or Chromebook
  - e. I primarily use my cellphone to access online instruction at Cañada College
  - f. Other
4. Are you able to **access all of the books and materials required** for your course(s) this term?
  - a. I can access my books and my materials
  - b. I can access my books. I cannot access my materials
  - c. I cannot access my books. I can access my materials
  - d. I cannot access either my books or materials
5. How would you rate your level of comfort using the following learning platforms? I feel: [Likert Scale: Very comfortable, Somewhat comfortable, Not that comfortable, Uncomfortable, I don't use this learning platform] – scale applied to each of the below
  - a. Canvas
  - b. Zoom

- c. NetTutor
  - d. Proctorio
  - e. Google Apps
  - f. Microsoft Office
6. Where do you usually do your classwork and online homework?
- a. Home Internet Connection (in private)
  - b. Home Internet Connection (from a shared space)
  - c. Work Internet Connection
  - d. Mobile Phone / Hotspot
  - e. Campus WiFi Parking Lot
  - f. Other Public WiFi

### Faculty communication and availability

7. How often have your instructors contacted you directly this semester via the following (Likert scale for each response: Very frequently, Frequently, Occasionally, Rarely, Never)?
- a. Canvas mail
  - b. Email
  - c. Zoom Chat
  - d. Slack
  - e. Phone (text or call)
  - f. Other
8. How often have you contacted one or more of your instructors this semester via the following (Likert scale for each response: Very frequently, Frequently, Occasionally, Rarely, Never)?
- a. Canvas mail
  - b. Email
  - c. Zoom Chat
  - d. Slack
  - e. Phone (text or call)
  - f. Other
9. By what methods do your instructors provide feedback for your online assignments? (check all that apply)
- a. Write comments directly on the PDF or other documents I submit
  - b. Provide written feedback through Canvas grade book (SpeedGrader)
  - c. Provide video feedback through Canvas grade book (SpeedGrader)
  - d. Send me email with feedback or suggestions on how to improve
  - e. Send me canvas messages with corrections or suggestions on how to improve
  - f. I get feedback when we meet in Zoom
  - g. I receive a score through Canvas grade book
  - h. Other
10. How frequent is the feedback you receive for your online assignments?
- a. I receive feedback on all assignments.
  - b. Many of my assignments have feedback, but not all.
  - c. I receive feedback on only a few assignments
  - d. My assignments receive a score, but no instructor comments.
  - e. I have not received any of my assignments back yet.
11. How does the feedback you receive for your online assignments help you learn the course objectives?
- a. Feedback is communicated effectively and detailed explanations help me improve my understanding

- b. Feedback is communicated, explanations are useful but brief
  - c. Feedback is communicated, but explanations are rarely provided
  - d. I receive only a score on my assignments
  - e. I have not received any of my assignments back yet
12. My online course assignments include the following...
- a. a variety of learning styles and abilities
  - b. perspectives from different communities and identities
  - c. scholars and resources from different communities and identities
  - d. none of the above
  - e. I am unsure
13. About how many hours do you spend in a typical 7-day week preparing for all of your classes (studying, reading, writing, rehearsing, doing homework, etc.)?
- a. None
  - b. 1-5 hours
  - c. 6-10 hours
  - d. 11-20 hours
  - e. 21-30 hours
  - f. More than 30 hours

### Engagement with other students

14. Please indicate which of the following ways you engage with your classmates (check all that apply)
- a. Canvas discussion board
  - b. Zoom breakout rooms
  - c. Skype
  - d. Discord (or other conferencing app)
  - e. Google Hangouts
  - f. Other messaging app
  - g. I do not engage with other students in any of my classes
15. Do you participate in study groups outside of class time? Y/N
- a. If Yes, how did you find other students to study with? [Open answer]
  - b. If No, would you like help connecting with other students in order to find a study partner(s)? Y/N
16. During the current academic year, how often have you worked with classmates outside of class to prepare class assignments?
- a. More often than 3 times a week
  - b. 2-3 Times a Week
  - c. Every week
  - d. A few times a Month
  - e. A few times a Semester
  - f. Never
17. Were you required to interact with your classmates in your classes this term?
- a. Yes, in all or most of my classes
  - b. Yes, in one or a few of my classes
  - c. No

### Engagement with support services

18. Please check the support services you have used online this semester (check all that apply)
- a. Academic Counseling

- b. Disability Resource Center
  - c. Drive Thru Food Market
  - d. Drive-Up WiFi
  - e. EPIC Tutoring
  - f. Health Center
  - g. Learning Center Tutoring Learning Center Office Hours support
  - h. Library
  - i. Peer Mentoring
  - j. Personal Counseling
  - k. STEM Tutoring
  - l. Writing Composition Tutoring
  - m. I have not tried to access any of these services this term
19. Please share your experience with the registration process for Fall 2020 courses:
- a. Very Easy
  - b. Easy
  - c. Average
  - d. Difficult
  - e. Very Difficult
20. From the moment you registered for Fall 2020 until your first day of classes, did you receive helpful information about next steps from Cañada College?
- a. Yes
  - b. No
  - c. I'm not sure
21. Please provide feedback about your experience registering for Fall 2020 courses (open response)
22. In what ways do you learn about news, events or programs at Cañada College? (check all that apply)
- a. College Website
  - b. Social Media
  - c. Faculty (via Canvas or email)
  - d. Program staff (e.g., Promise, EOPS, Puente, etc.)
  - e. Emails/Newsletters
  - f. District text messages
  - g. Other students
  - h. Other \_\_\_\_\_
23. Please characterize your experience accessing information or resources that you need to succeed via the Cañada College website:
- a. Very good
  - b. Good
  - c. Acceptable
  - d. Poor
  - e. Very poor
24. Through Cañada College, I am aware of the resources available to address food and housing insecurity and my other basic needs:
- a. Yes
  - b. No
  - c. I'm not sure
  - d. Open response....
25. I am aware of Cañada College's efforts to address racism and anti-blackness at the College and in our community.
- a. Yes

- b. No
  - c. I'm not sure
  - d. Open response.....
26. Are you a primary care provider for children or other family members while taking classes this term?
27. What did you find most challenging about taking classes online at Cañada? [open response]
28. What have you most enjoyed about online learning at Cañada this term? [open response]
29. How likely are you to check ASCC's social media pages for updates? (Facebook: @canada.ascc, Instagram: @canadaasc) \*
- a. Very likely, I check ASCC social media often
  - b. Likely
  - c. Neutral
  - d. Not that likely
  - e. I do not check ASCC social media

**On Final Screen:**

### Student Technology Resources

Did you know enrolled students and campus representatives can request Chromebooks, hotspots, and graphing calculators from SMCCCD using this form? Please request if you need anything.

<https://app.smartsheet.com/b/form/63ec29f5b9f64fae9c7a5921bdc8d584>

There is also free Wi-Fi available at parking lots at Cañada, CSM, and Skyline. Learn more and register for a spot at

<https://covid-19.smccd.edu/drive-up-wi-fi/>

For additional information on support at our virtual campus, please visit: <https://virtual.canadacollege.edu/my-support-center.php>

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