# California Community Colleges Covid-19 Student Impact Survey

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Institutional Effectiveness

Fall Flex

August 19, 2020

NORCO COLLEGE

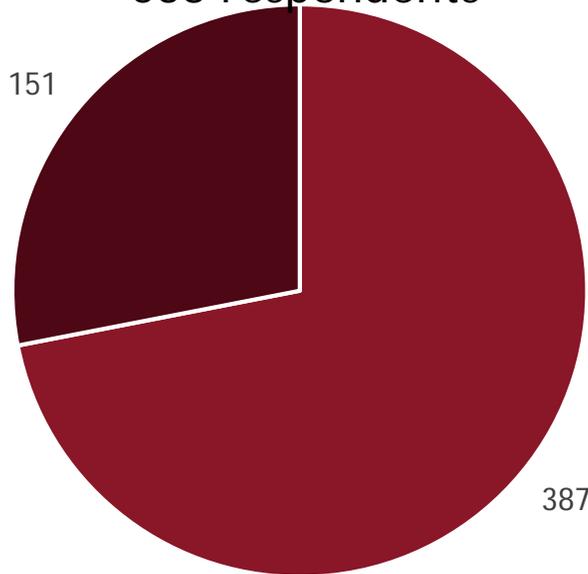# Survey Overview

▶ Survey was open from May 29th through June 14th, 2020

▶ Distributed via the District Office

  ▶ Sent to all active email accounts

▶ Purpose:  The California Community Colleges would like to better understand the impact COVID-19 has had on your community college experience and provide you the opportunity to shape how we can all best support you and other students, both during and after this pandemic.

# Respondents

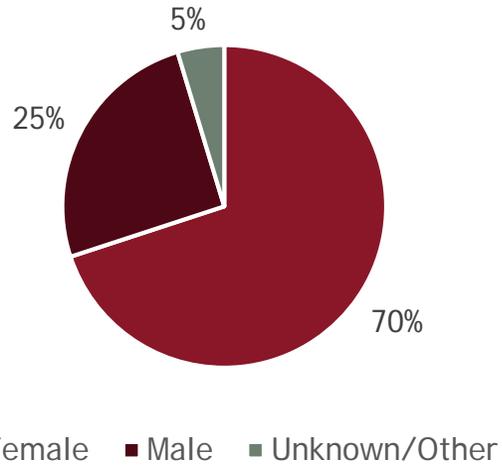71.9% of respondents completed entire survey
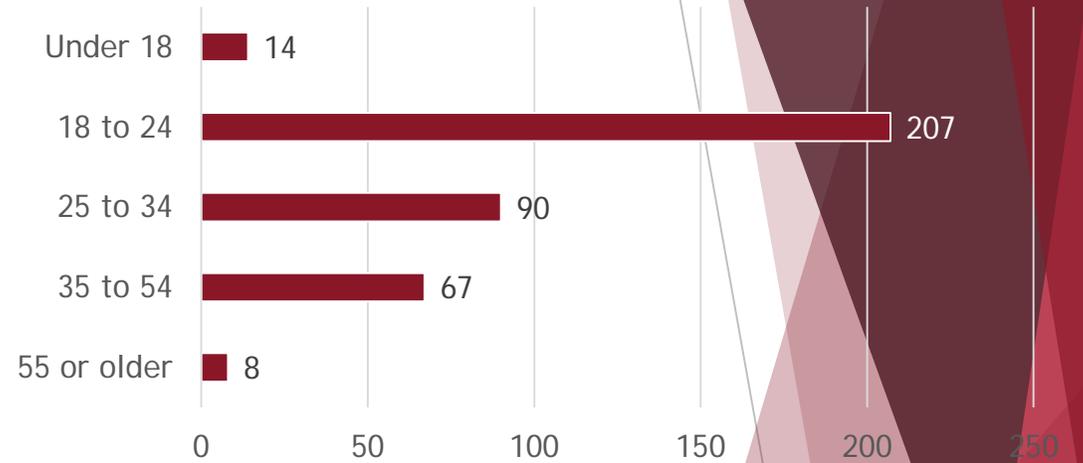
## Individual Surveys

### 538 respondents

151

387

- Complete
- Partial

## Gender

5%

25%

70%

- Female
- Male
- Unknown/Other

## Age

| | |
|---|---|
| Under 18 | 14 |
| 18 to 24 | 207 |
| 25 to 34 | 90 |
| 35 to 54 | 67 |
| 55 or older | 8 |

0    50    100    150    200    250

## Ethnicity

- African American or Black
- Asian
- Hispanic/Latinx/Chicanx
- White or Caucasian
- Other
- Prefer not to answer

0.0%   5.0%   10.0%   15.0%   20.0%   25.0%   30.0%   35.0%   40.0%   45.0%   50.0%
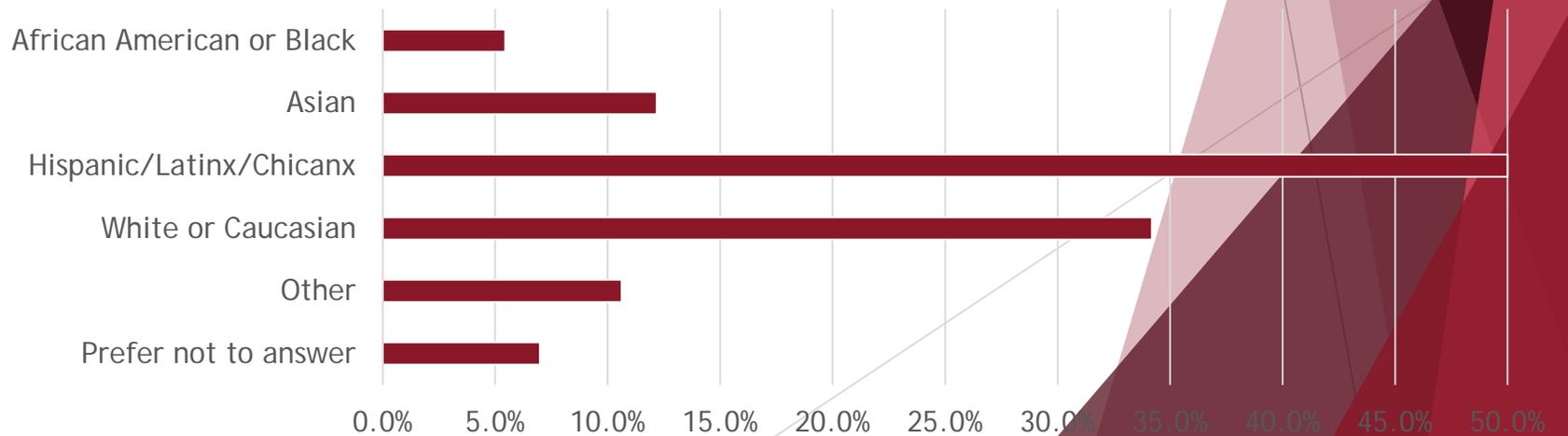
# Children in Household

# Primary Educational Goal

Yes, 86, 22%

No, 298, 78%

Transfer — 243
Degree — 112
Certificate — 19
Not sure/undecided — 4
Exploring personal interests and goals — 4
Job training — 2
High school credit only — 1
Improve basic skills, prepare for GED — 1

0    50    100    150    200    250
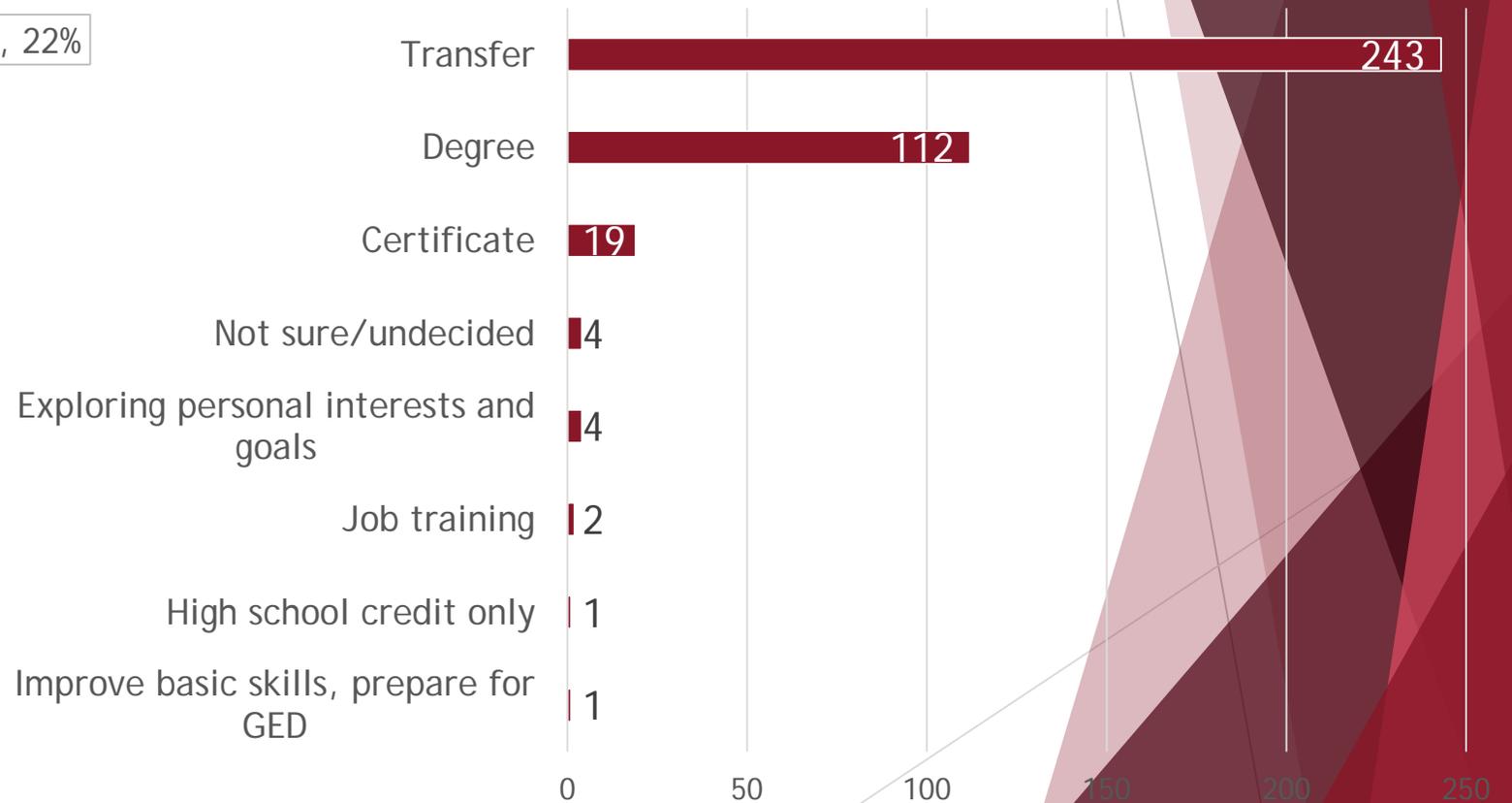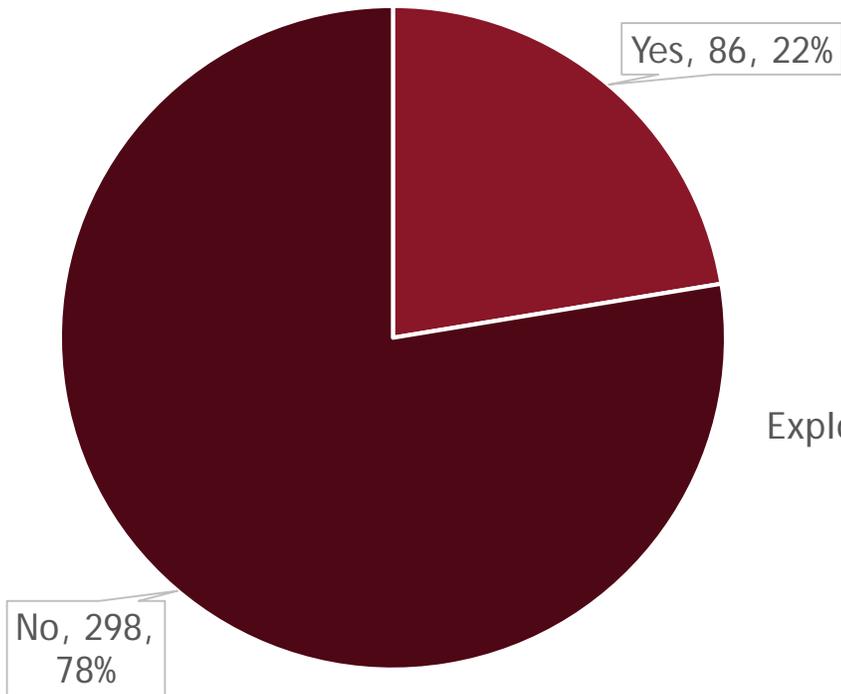
# Enrollment

## How comfortable are you using Canvas?



- Not at all comfortable 5%
- I have not used Canvas 4%
- Somewhat comfortable 37%
- Very comfortable 54%
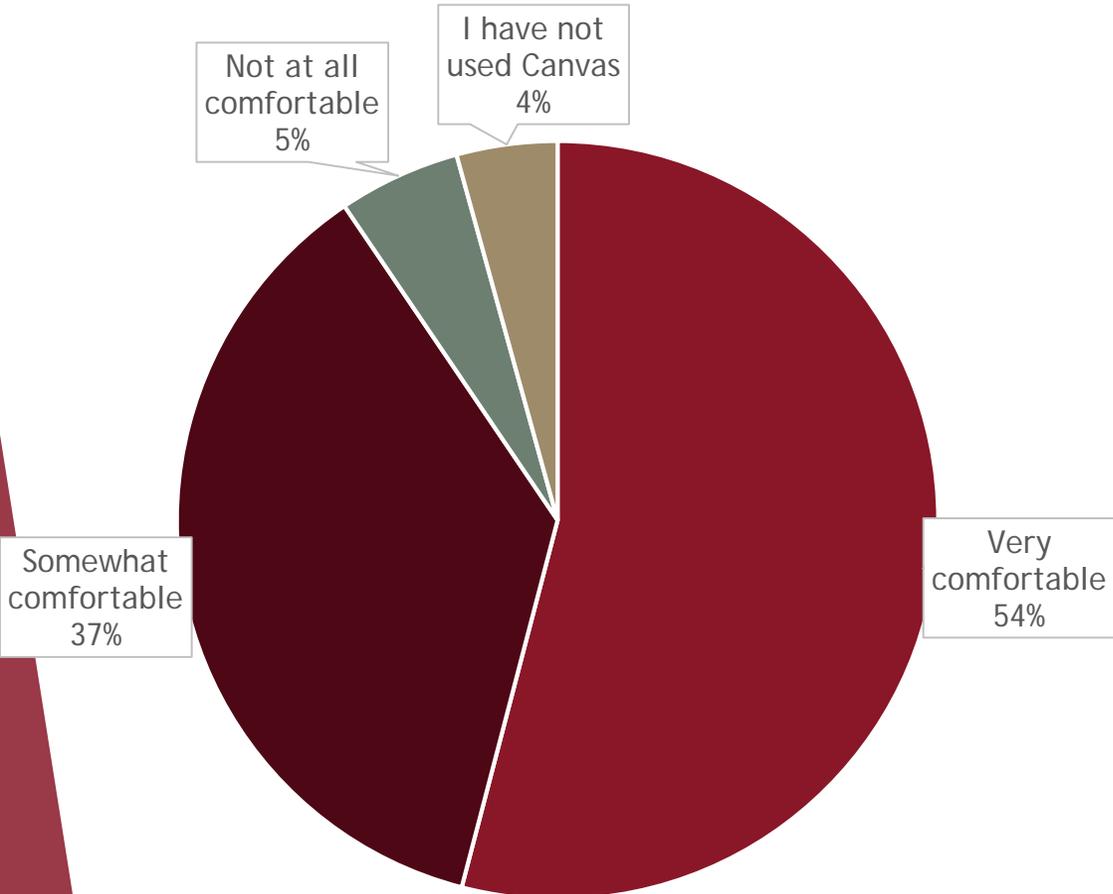
82.4% of respondents are only enrolled at Norco

## Online Enrollment



- I had no experience with an online class. — 37.2%
- I had completed at least one online class. — 40.6%
- I regularly enrolled in online classes. — 22.2%

0.0%  5.0%  10.0%  15.0%  20.0%  25.0%  30.0%  35.0%  40.0%  45.0%
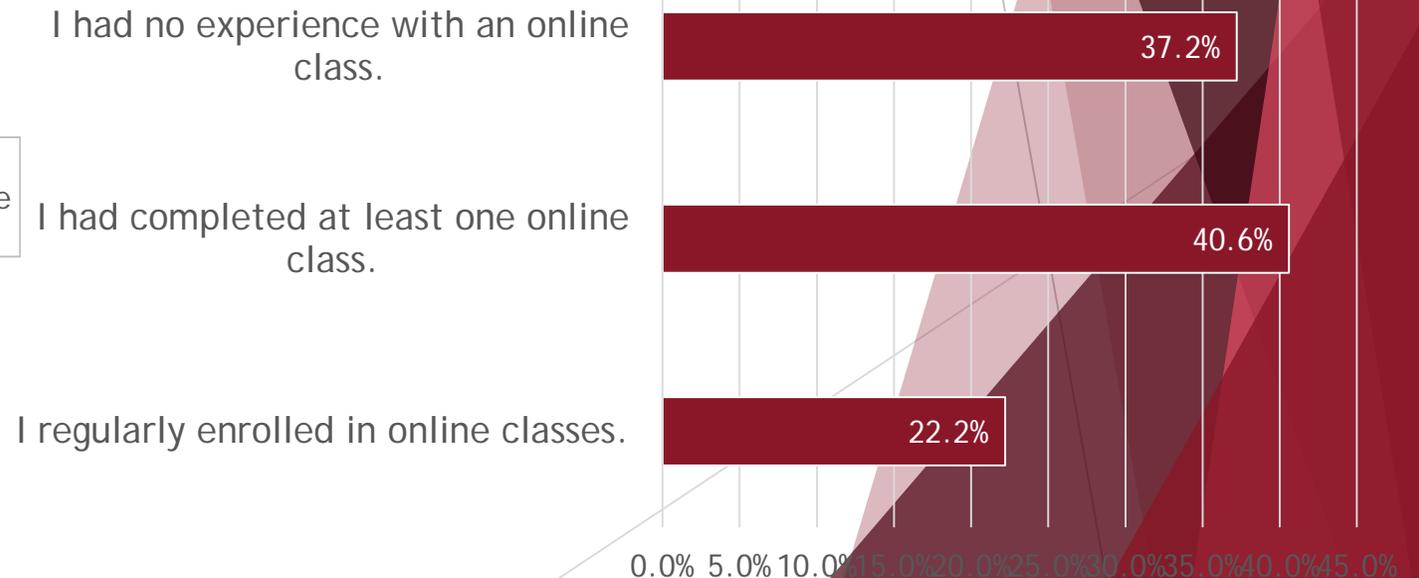
# IMMEDIATE CHALLENGES

52.1% I cannot concentrate on school.

43.5% I have to take care of my family members while going to school.

# TECHNOLOGICAL ISSUES

36.7% Instructor's discomfort or unfamiliarity with required technology or software, such as Canvas

35.7% Inadequate digital alternatives for face-to-face collaboration tools (e.g., whiteboards, breakout rooms)

# LEARNING/EDUCATIONAL ISSUES

61.6% Home environment harder to learn in (e.g., distractions or competition over technology)

60.0% Difficulty focusing or paying attention to online instruction or activities

59.8% Personal preference for face-to-face learning

52.4% Difficulty learning online

## Which of the following student support services have been challenging to access since the transition to online learning?

| Student Support Service | # |
|---|---|
| Academic counseling | 165 |
| Tutoring or writing center | 123 |
| Library | 109 |
| Financial aid | 76 |
| Transfer center | 51 |
| Student health services | 50 |

## Which of the following issues have been a challenge for you in accessing online support services at your college?

49.4% Personal preference for face-to-face interactions for services

48.4% Home environment makes it harder to communicate online (e.g., distractions or competition over technology, digital access)

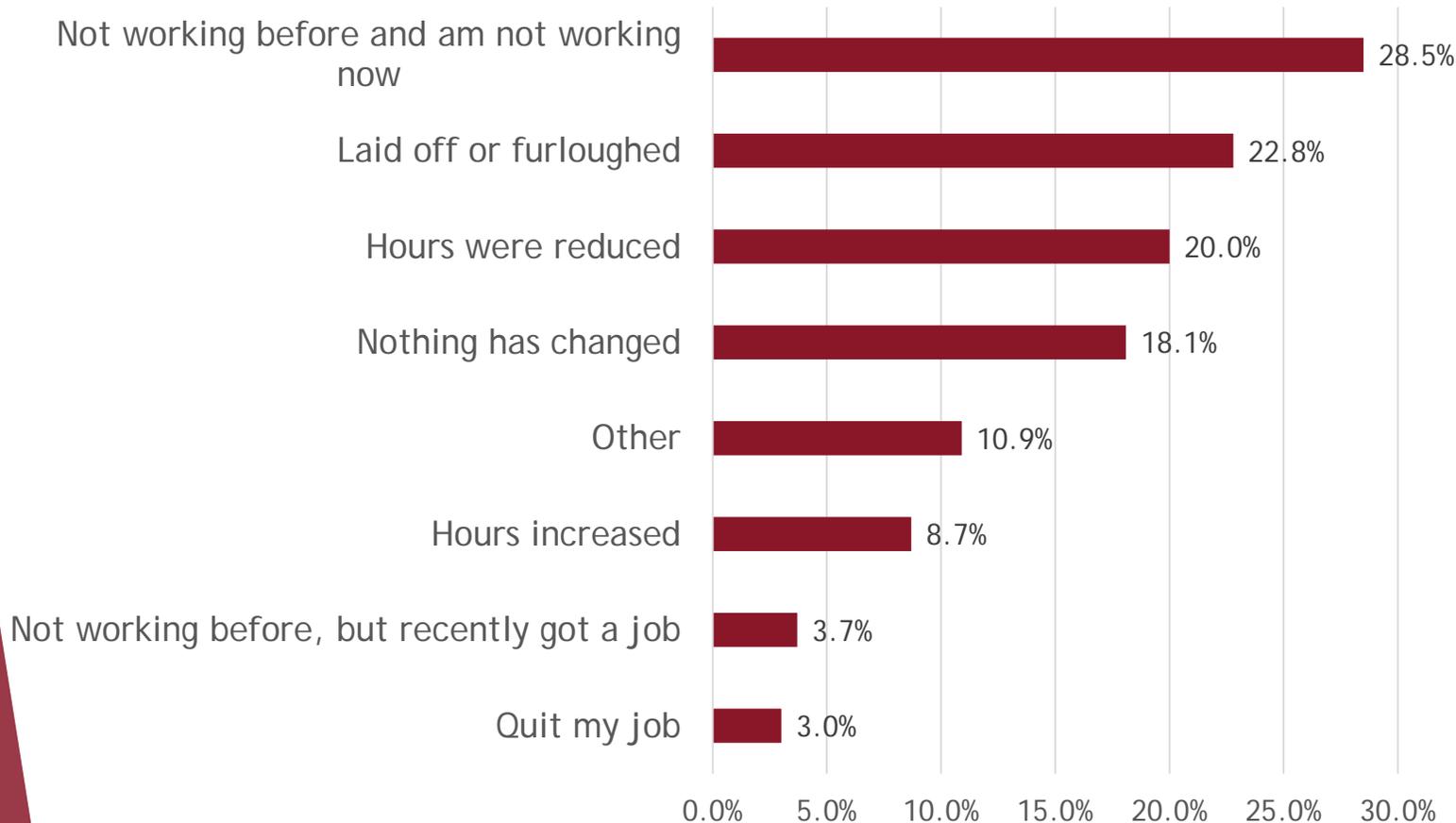48.1% Difficulty maintaining focus on or paying attention to online services or activities

39.2% Lack of interaction/connection with other students

38.9% Feeling isolated in an online environment

# Care and Support

| Statement | Agree/Strongly Agree |
|---|---|
| My college has communicated information effectively to me regarding changes due to the Covid-19 pandemic. | 87% |
| My college has shown they care about me when making decisions in implementing changes due to the Covid-19 pandemic. | 86% |
| My instructors have shown care and concern for me as they transition their courses to an online platform in response to Covid-19. | 83% |
| My college has supported me in the transition to taking my classes online. | 81% |

How has your employment changed as a result of the Covid-19 pandemic?

How has your income been impacted Covid-19 pandemic?

Not working before and am not working now — 28.5%
Laid off or furloughed — 22.8%
Hours were reduced — 20.0%
Nothing has changed — 18.1%
Other — 10.9%
Hours increased — 8.7%
Not working before, but recently got a job — 3.7%
Quit my job — 3.0%

0.0%  5.0%  10.0%  15.0%  20.0%  25.0%  30.0%

It has increased, 8.5%
It has stayed the same, 37.1%
It has decreased, 54.4%
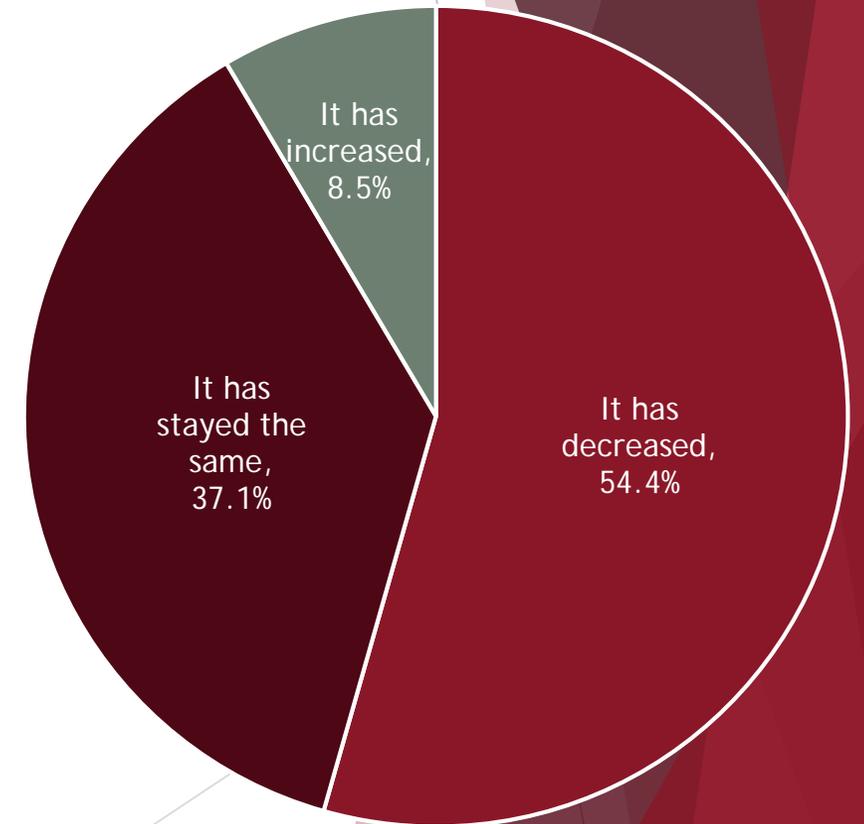
# In the last 30 days:

23.3% of respondents said they had to cut the size of their meals or skip meals because there wasn't enough money for food

27.0% of respondents said they ate less than they felt they should because there wasn't enough money for food

19.2% of respondents said they were hungry but didn't eat because there wasn't enough money for food

# Shelter

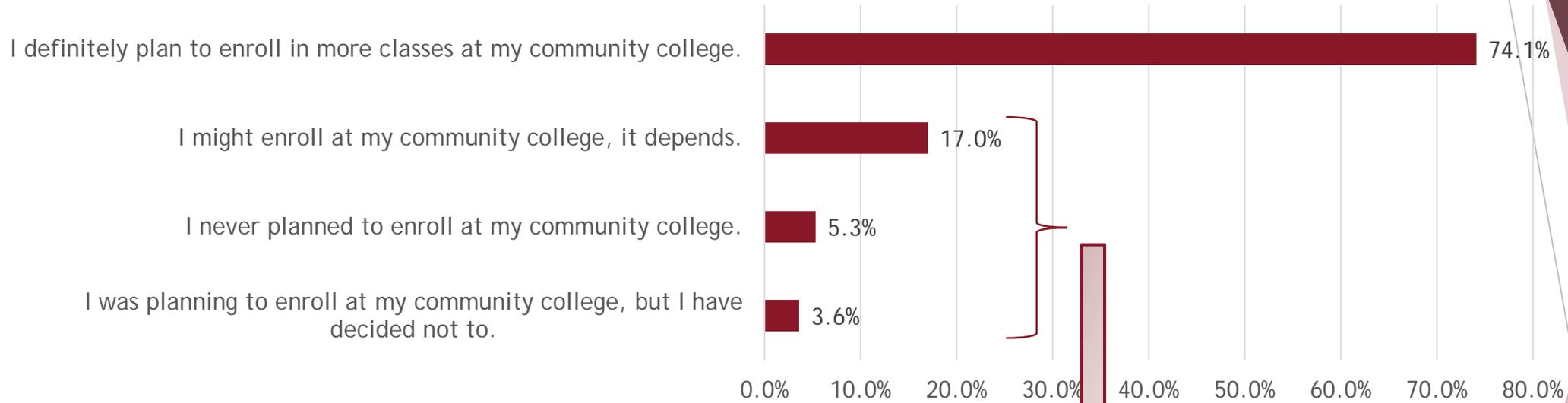| | Strongly disagree/ Disagree | Strongly agree/ Agree |
|---|---|---|
| The place where I am living is only temporary, even if I wanted to stay. | 73% | 11% |
| I feel confident about my ability to pay for this place so I can stay here next month. | 15% | 51% |
| I am safe where I am living. | 6% | 87% |
| I can study and engage in classes where I am living. | 18% | 62% |

Majority of this group of students reported that they temporarily stayed with relative, friend or couch surfing until they find other housing

# In the last week, how often have you been bothered by any of the following problems?

| | Not at all | Several days | Over half of the days | Nearly every day |
|---|---|---|---|---|
| Worrying too much about different things | 17.4% | 30.8% | 18.9% | 32.8% |
| Feeling nervous, anxious, or on edge | 19.5% | 30.3% | 16.3% | 34.0% |
| Trouble relaxing | 21.6% | 30.1% | 19.4% | 28.9% |
| Becoming easily annoyed or irritable | 24.3% | 28.5% | 17.9% | 29.3% |
| Not being able to stop or control worrying | 27.5% | 28.0% | 17.1% | 27.3% |
| Feeling afraid as if something awful might happen | 35.2% | 23.3% | 16.6% | 24.8% |
| Being so restless that it's hard to sit still | 37.1% | 27.1% | 16.4% | 19.4% |

# Fall 2020

## What are your plans for fall 2020?

| Response | Percentage |
|---|---|
| I definitely plan to enroll in more classes at my community college. | 74.1% |
| I might enroll at my community college, it depends. | 17.0% |
| I never planned to enroll at my community college. | 5.3% |
| I was planning to enroll at my community college, but I have decided not to. | 3.6% |

0.0%  10.0%  20.0%  30.0%  40.0%  50.0%  60.0%  70.0%  80.0%

## What factors are causing you to consider not enrolling in more classes? 101 responses

52.5% I do not want to have to enroll in online classes
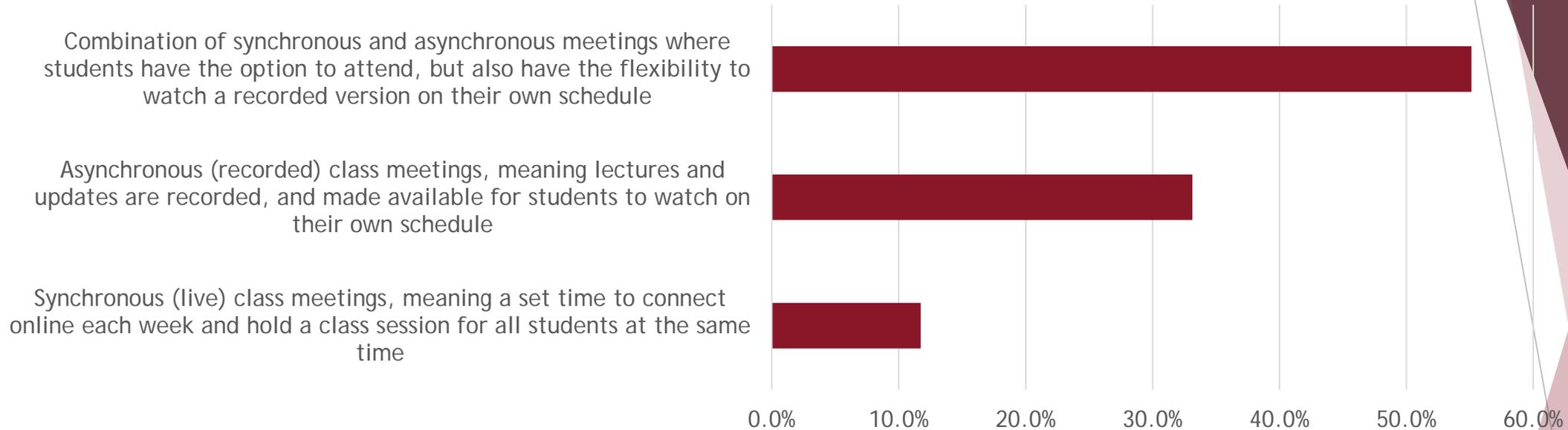
37.6% Too many distractions at home

29.7% I've graduated, transferred to a university, or finished my program of study

23.8% Difficulty managing work-life balance

22.8% I'm worried about risking exposure for myself and others to Covid-19 if I have to come to campus

# Fall 2020

## If courses remain online in fall 2020, how would you prefer they be offered:

Combination of synchronous and asynchronous meetings where students have the option to attend, but also have the flexibility to watch a recorded version on their own schedule

Asynchronous (recorded) class meetings, meaning lectures and updates are recorded, and made available for students to watch on their own schedule

Synchronous (live) class meetings, meaning a set time to connect online each week and hold a class session for all students at the same time

0.0%   10.0%   20.0%   30.0%   40.0%   50.0%   60.0%

| Given my current understanding of how safe it is, I am most likely to re-enroll at the college if: | |
|---|---|
| Most courses were taught online, but some face to face (partially reopen campus) | 36.6% |
| Courses were taught as before, mostly face to face with some online (fully reopen campus) | 33.2% |
| Courses were taught fully online (do not reopen campus) | 30.2% |

# Questions?