

# NORCO COLLEGE

## STUDENT SUPPORT SERVICES SURVEY- FALL 2020

To assess student access to Student Support Services during 'Safer at Home', the Riverside Community College District distributed a survey during the Fall 2020 semester.

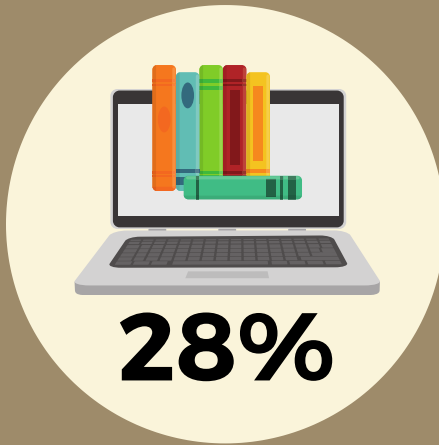
458 Norco College students responded.

### Students preferred and most used forms of communication with Student Support Services

#### Email



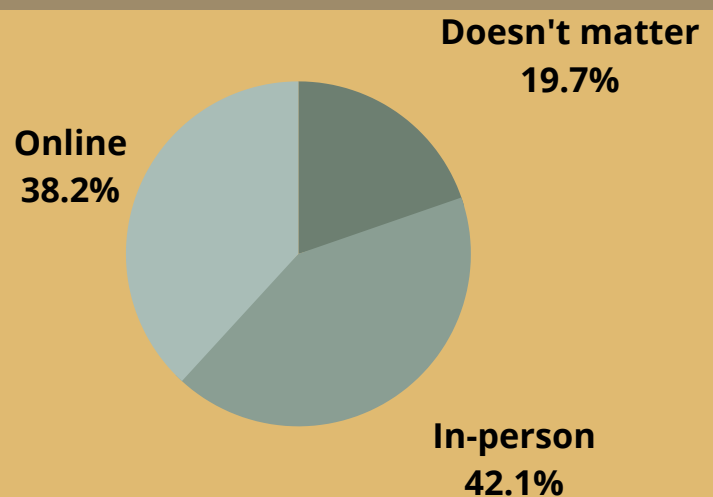
#### Canvas



#### Phone Call



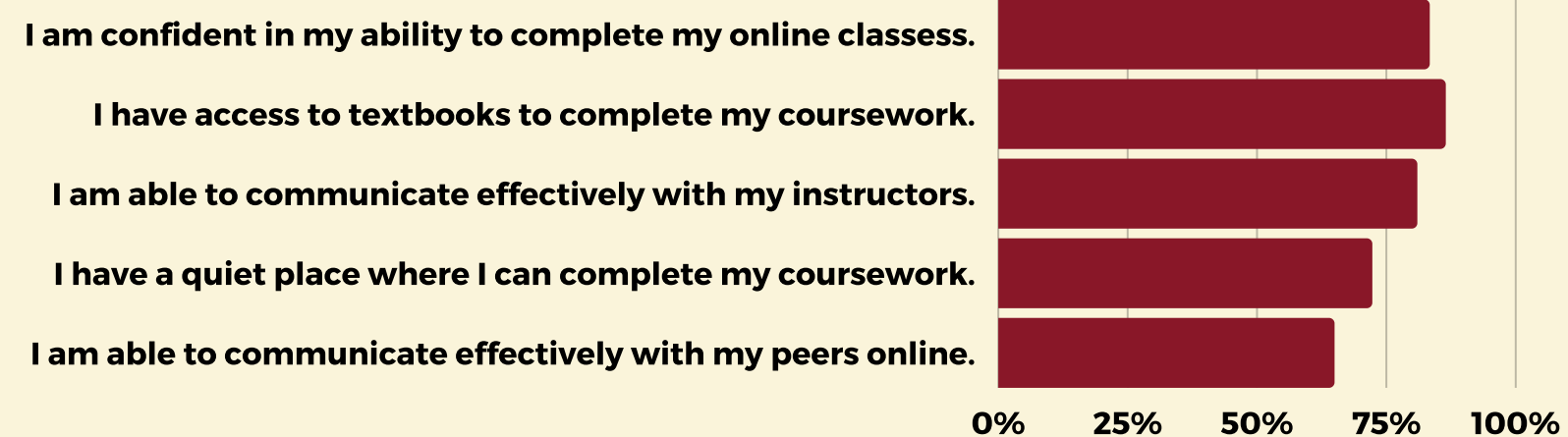
### Students Preferred Instructional Methods



### Top 3 contacted Student Support Services:

1. Financial Aid
2. Academic Counseling
3. Admissions and Records

### Experience as a student online:



### Most requested assistance with Technology:



1. Internet
2. Purchase of equipment
3. Hotspots



### Most helpful Student Support Services while online:

1. Academic Counseling
2. Disability Resource Center
3. Financial Aid



### In response to this feedback we are:

- Reaching out and assisting 140+ students who requested contact.
- Increasing awareness of available Student Support Services through increased targeted social media and website posts.
- Purchasing 200 additional hotspots to help students with internet issues.
- Raising awareness of software and equipment purchase discounts available to students through website and social media posts.