



## Summary of Student Success Team (SST) Online Learning Student Survey

5/26/2020

Survey given to students to assist in improving their access to online courses and services, particularly during the sudden shift in 2020 to all online offerings at the college.

**Total Number Participants to date: 128**

(percentages not calculated for questions allowing multiple answers)

### Access

- Percentage of participants with access to a computer/laptop: 98.4%
- Percentage of participants that have exclusive use of computer/laptop: 75.7%
- Percentage of participants that have internet connection in their home: 96%

### Instruction

- Top 4 things participants identified as needed to succeed online:
  - Time to do academic work
  - Space free of distraction
  - Reliable internet connection
  - Access to computer/laptop
- Top 4 things participants perceive difficulty with in the online environment:
  - Time
  - Physical environment
  - Access to resources
  - Navigating the online environment
- Top 4 most effective aspects of the course
  - Emails to instructors/professors
  - PDF downloadable documents
  - Blackboard course documents
  - Links to additional videos
- Preferred type of instruction:
  - Asynchronous Instruction: 46.8%
  - Synchronous Instruction: 27.3%
  - No Preference: 25.7%
- Percentage of participants that needed help during an online portion of a class: 63.2%
  - Top four places they received the help they needed:
    - Communication with instructors
    - Internet resources
    - Other students
    - Instructor virtual office hours
- Percentage of courses that used teleconferencing:
  - All my courses used teleconferencing: 7%

- Some of my courses used teleconferencing: 59.3%
- None of my courses used teleconferencing: 33.5%
- Top 3 software used:
  - Zoom
  - WebEx
  - Microsoft Teams
- Top 4 preferred methods of communication:
  - Student Email
  - Blackboard messaging
  - Text/personal email
  - Blackboard announcements
- Top 5 college services participants would like to know more about:
  - Other
  - Class Registration
  - Financial Aid
  - Tutoring Services
  - Career Services

#### Common Themes for open ended questions

- What can QVCC do to help you at this time?
  - Need faster/better communication with instructors: 7
  - Need greater flexibility/understanding from instructors: 7
  - Found online classes more difficult (did not want to take online classes and/or found there to be a greater workload): 5
  - Need help registering for classes/advising (one on one support): 6
  - QVCC has done a good job during this time: 6
- What difficulties have you experienced during the transition to online courses?
  - Lack of consistency in online courses (i.e. different technologies to navigate/changes in course expectations/increased workload/live lectures being held at different times than the original on-campus class): 10
  - Difficulty navigating the online environment: 21
  - Not having labs/hands-on approach: 7
  - Difficulty with home environment (time, space, employment, family obligations, motivation, focus): 21
  - Lack of communication: 12
- What adjustments could be made to improve the quality of QVCC services provided in an online format?
  - Improve instructor online competency: 5
  - Improve communication: 5
  - Have more live lectures: 7
  - Make software use more consistent across courses (too many different technologies to navigate): 4

- Provide more online resources: 8
- Transition went fairly well/ student satisfied: 4