Cañada College
Student Engagement Survey
Fall 2020

Preliminary Results
Presented to the Planning & Budgeting Council
by the
Office of Planning, Research & Institutional Effectiveness (PRIE)

December 2, 2020
Survey Sample

• Response rate: 10%
• 95% confidence level (4% margin of error)
• Sample is representative across all major demographic categories and student characteristics except:
  o gender
• Survey responses weighted to compensate

6,151 students  611 students

10% of all enrolled students responded
Overall experience
Overall, how would you rate your experience with online learning this semester at Cañada College?

- **Very good, 38%**
- **Good, 36%**
- **Average, 19%**
- **Poor, 6%**
- **Very poor, 2%**

**Poor or Very Poor:**
- 8% overall
- 11% Men v. 6% Women
- 17% of Hispanic Men
- 14% of Multi-race Women
- 14% of Black Women (all with disabilities)
- 14% of Filipina Women
- 18% of Students with Disabilities
Overall, how would you rate your experience with online learning this semester at Cañada College?

- First-Time Transfer Student
- ESL Students
- Returning Transfer Student
- Returning Student
- First-Time Student
- Continuing Student
- Currently K-12
Access to online platforms, books and materials
For your coursework this term, how often are you able to successfully access the internet and the relevant learning platforms?

- All the time: 64%
- More than half the time: 28%
- Half the time: 6%
- Less than half the time: 1%
- Almost never: 0.6%

No correlation between a students' poor overall experience and their ability to access the internet.
Please describe your ability to reliably access the equipment you need to engage successfully in online learning and instruction at Cañada.

- **I have access to my own computer and do not need additional equipment** (85%)
- **I have access to a computer or Chromebook that I've borrowed from the College, Library, or other District** (9%)
- **I share access to a computer but it would be nice to borrow equipment that only I would use** (3%)
- **I primarily use my cellphone to access online instruction at Cañada College** (2%)
- **I do not have consistent access to a computer or Chromebook** (1%)

In Spring 2020, this number was 11%... of that 11%, (55%) enrolled again in fall 2020.
Where do you usually do your classwork and online homework?

- Home internet connection (in private): 52.0%
- Home internet connection (from a shared space): 22.0%
- Mobile/phone/Hotspot: 5.1%
- Work internet connection: 1.4%
- Other public WiFi: 0.4%
- Campus WiFi Parking Lot: 0.3%
Are you able to access all of the books and materials required for your course(s) this term?

First Generation students (both continuing and first-time) are experiencing the most difficulty accessing books and materials.
How would you rate your level of comfort using the following learning platforms?

- Canvas
- Zoom
- NetTutor
- Proctorio
- Google Apps
- Microsoft Office

- Very comfortable
- Somewhat comfortable
- I don't use this learning platform
- Not that comfortable
- Uncomfortable
Access to services
Please check the support services you have used this semester (check all that apply)

- I have not tried to access any of these services this term: 26%
- Academic Counseling: 24%
- Library: 12%
- Personal Counseling: 7%
- Disability Resource Center: 7%
- Learning Center Tutoring: 7%
- Drive Thru Food Market: 6%
- STEM Center Tutoring: 4%
- NetTutor: 3%
- Peer Mentoring: 2%
- Health Center: 1%
Please check the support services you have used this semester

**Fall 2020 (COVID)**

- Academic Counseling: 24%
- Library: 12%
- Disability Resource Center: 7%
- Learning Center: 7%
- STEM Center Tutoring: 4%
- NetTutor: 3%

**Spring 2019 (Face-to-Face)**

- Academic Counseling: 69%
- Library: 68%
- Tutoring (general): 41%
- Disability Resource Center: 15%
Interactions with instructors
How often have your instructors contacted you individually this semester?

- 18% Very frequently
- 20% Somewhat frequently
- 22% Occasionally
- 17% Rarely
- 8% Never

One in four students has never or rarely been contacted individually by an instructor.

15% of respondents skipped this question.
How often have your instructors contacted you individually this semester via...

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Canvas Email</th>
<th>Email</th>
<th>Zoom Chat</th>
<th>Slack</th>
<th>Phone (text or call)</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very frequently</td>
<td>26%</td>
<td>17%</td>
<td>14%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Frequently</td>
<td>21%</td>
<td>19%</td>
<td>13%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Occasionally</td>
<td>17%</td>
<td>18%</td>
<td>16%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>Rarely</td>
<td>11%</td>
<td>14%</td>
<td>13%</td>
<td>6%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Never</td>
<td>9%</td>
<td>13%</td>
<td>26%</td>
<td>64%</td>
<td>64%</td>
<td>51%</td>
</tr>
<tr>
<td>Skipped question</td>
<td>16%</td>
<td>19%</td>
<td>19%</td>
<td>24%</td>
<td>23%</td>
<td>43%</td>
</tr>
</tbody>
</table>
How often have you contacted one or more of your instructors this semester via...

<table>
<thead>
<tr>
<th></th>
<th>Canvas Email</th>
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<tr>
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<td>10%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
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<td>22%</td>
<td>22%</td>
<td>14%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
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<td>17%</td>
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<td>3%</td>
<td>1%</td>
</tr>
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<td>10%</td>
<td>8%</td>
<td>11%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>Never</td>
<td>9%</td>
<td>10%</td>
<td>27%</td>
<td>66%</td>
<td>63%</td>
<td>53%</td>
</tr>
<tr>
<td>Skipped question</td>
<td>16%</td>
<td>20%</td>
<td>21%</td>
<td>25%</td>
<td>24%</td>
<td>42%</td>
</tr>
</tbody>
</table>
By what methods do your instructors provide feedback for your uploaded assignments? (check all that apply)

- Provide written feedback through Canvas grade book: 28%
- Write comments directly on the documents I submit: 23%
- I receive a score through Canvas grade book: 21%
- Provide feedback via a detailed rubric through Canvas grade book: 9%
- I get feedback when we meet in Zoom: 8%
- Send me email with feedback or suggestions on how to improve: 6%
- Provide video feedback through Canvas grade book: 3%
- I don't know where to find feedback (written or video...): 1%
- Other: 1%

Other forms of feedback mentioned: Text Message, Office Hours (Zoom), Socials, Webassign homework questions, Zoom video calls, Pronto
Level of effort
About how many hours do you spend in a typical 7-day week preparing for all your classes (studying, reading, writing, rehearsing, doing homework, etc.)?

**Part-time Students** (taking less than 12 units District-wide)

<table>
<thead>
<tr>
<th></th>
<th>Spring 2019</th>
<th>Fall 2020 (COVID)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>1-5 hours</td>
<td>42%</td>
<td>25%</td>
</tr>
<tr>
<td>6-10 hours</td>
<td>31%</td>
<td>33%</td>
</tr>
<tr>
<td>11-20 hours</td>
<td>20%</td>
<td>26%</td>
</tr>
<tr>
<td>21-30 hours</td>
<td>3%</td>
<td>12%</td>
</tr>
<tr>
<td>More than 30 hours</td>
<td>3%</td>
<td>4%</td>
</tr>
</tbody>
</table>
About how many hours do you spend in a typical 7-day week preparing for all your classes (studying, reading, writing, rehearsing, doing homework, etc.)?

**Full-Time Students (12 or more units District-wide)**

<table>
<thead>
<tr>
<th></th>
<th>Spring 2019</th>
<th>Fall 2020 (COVID)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-5 hours</td>
<td>23%</td>
<td>13%</td>
</tr>
<tr>
<td>6-10 hours</td>
<td>31%</td>
<td>5%</td>
</tr>
<tr>
<td>11-20 hours</td>
<td>28%</td>
<td>11%</td>
</tr>
<tr>
<td>21-30 hours</td>
<td>13%</td>
<td>14%</td>
</tr>
<tr>
<td>More than 30 hours</td>
<td>10%</td>
<td>23%</td>
</tr>
</tbody>
</table>

(Engages the student in reflecting on their study time allocation and how it might change due to COVID-related adjustments.)
Connections with peers
Do you participate in study groups outside of class time?

- Continuing Students: 25%
- First-Time Students: 16%
Would you like help connecting with other students in order to find a study partner(s)?

- Continuing Students: 42%
- First-Time Students: 46%
Please indicate which of the following ways you engage with your classmates (check all that apply)

- Canvas discussion board: 38%
- Zoom breakout rooms: 33%
- Other messaging app: 13%
- I do not engage with other students in any of my classes: 7%
- Discord (or other conferencing app): 6%
- Google Hangouts: 3%
- Skype: 1%
Were you required to interact with your classmates in your classes this term?

- Yes, in all or most of my classes, 42%
- Yes, in one or a few of my classes, 44%
- No, 13%
Registration
Please rate your experience with the registration process for Fall 2020 courses

<table>
<thead>
<tr>
<th>Category</th>
<th>Very Easy</th>
<th>Easy</th>
<th>Average</th>
<th>Difficult</th>
<th>Very Difficult</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>27%</td>
<td>33%</td>
<td>30%</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>First-Time Students</td>
<td>19%</td>
<td>42%</td>
<td>36%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>Continuing Students</td>
<td>31%</td>
<td>40%</td>
<td>20%</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>Returning Students</td>
<td>34%</td>
<td>36%</td>
<td>20%</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>K-12 Students</td>
<td>13%</td>
<td>45%</td>
<td>39%</td>
<td>3%</td>
<td>3%</td>
</tr>
</tbody>
</table>
From the moment you registered for Fall 2020 until the first day of classes, did you receive helpful information about next steps from Cañada College?

- I'm not sure: 23%
- No: 11%
- Yes: 66%
Access to information
Please rate your experience accessing information or resources that you need to succeed via the Cañada College website?

- Very good: 33%
- Good: 44%
- Acceptable: 21%
- Poor: 2%
- Very poor: 1%
Through Cañada College, I am aware of the resources available to address food and housing insecurity and my other basic needs.

- Yes: 67%
- I'm not sure: 21%
- No: 11%
- Other: 1%
I am aware of Cañada College’s efforts to address racism and anti-blackness at the College and in our community.
Thank you

Additional results and analysis forthcoming