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# COVID19 Student Survey Spring 2020: Positive Experiences

## Research Brief # 209

### **College of the Canyons**

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Institutional Research, Planning, and  
Institutional Effectiveness

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## ***Table of Contents***

Introduction & Background .....	2
Method .....	2
Survey Instrument .....	2
Results.....	2
Positive Experiences .....	2
Recommendations.....	3

## Introduction & Background

As part of the assessment of the impact of the shift to remote/online operations the office of Institutional Research, Planning, and Institutional Effectiveness administered a student survey to examine experiences and needs of students in light of this drastic change in college operations and instruction. Prior Research Briefs (#203-#208) have focused on challenges and obstacles that students have experienced during this period of transition and as the research department collects those experiences for the purposes of improving the functioning of institutional processes, it is important to capture positive experiences. Highlighting what works can be just as beneficial for capitalizing on further successes.

## Method

### Survey Instrument

In addition to the questions assessing challenges and obstacles, the online survey consisted of **one open-ended** question at the end to capture positive experiences:

- Do you have a positive experience you would like to share regarding your Spring 2020 term at College of the Canyons?

## Results

### Positive Experiences

There were 923 responses to the open-ended positive experiences question. This survey question was answered by 25% of the overall survey respondents ( $N = 3,719$ ). Of these 923 responses, 24% ( $n = 217$ ) responded in some form of the negative “No”. they did not have anything positive to report. Of the remaining 706 responses the top five themes were: 1) instructors and staff, 2) classes/college, 3) pre-COVID, 4) it’s working/easy transition, 5) personal growth.

Table 1 Open-Ended Positive Experiences Responses

Themes	N	Rate
Instructor/staff	320	45%
Classes/College	165	23%
Pre-COVID	80	11%
It's working/Transition	57	8%
Personal Growth	53	8%
Positive Experiences w/COC Resources Services	48	7%
Other	39	6%
Technology/CANVAS	28	4%
Friendships/ClubsAlliances/Groups	23	3%
Challenges	20	6%
Communication	10	2%
Already in online courses	6	1%
Parking	5	1%
Graduation	4	1%
Feel safer at home	2	<1%

Examples of quotes from the top five themes include the following:

- 1) **Theme Instructor/Staff:** “I love all my teachers and classes so much. they've all handled it so well, I am however bummed because I enjoyed seeing the teachers in person, and this is all just a new step in our journey on both the administrative behalf & student body.”
- 2) **Theme College/Classes:** “Even with all the issues happening, college of the canyons has consistently kept my safety as their priority and have changed their entire semester to online in less than a week. Overall, that is a great feat to overcome and I am so happy that I got to experience my last full Spring semester at this college and will always be thankful I wasn't just shut down on.”
- 3) **Theme Pre-COVID:** This semester has been very interesting as a whole, and was moving very smoothly before the shutdown.
- 4) **Theme It's working/Easy Transition:** “I am actually enjoying the fact that I get to focus more on my classwork in the comfort of my home.”
- 5) **Theme Personal Growth:** “Honestly yes I've gotten a lot more help with school going online because I see that my professors have an easier way to check on each of us and really communicate after if needed because I was rushing after my first class to the next and the next so I didn't have time to sit and talk after class and they didn't have time later in the night so this really does help with bring my grades up! I had a 15% on campus and now a 90% online. It's helped me tremendously with the professors doing online.”

## ***Recommendations***

Based upon the results of the COVID 19 student experiences survey the following recommendations should be taken into consideration:

- Continue communication from faculty/staff and the institution to students regarding care for their safety can go a long way easing students' anxiety and increasing their affection for the college. Students appreciated when instructors and staff were helpful and supportive. Further, students appreciated the institutions ability to transition during chaos while keeping their safety a priority.
- In light of patterns for future terms, continue to highlight the advantages of online and hybrid models of instruction for our students. Students reported enjoying pursuing their coursework from home and capitalizing on space and time for personal growth.

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