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Student Survey - Fall 2021: Course and Student Service Experiences

College of the Canyons

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Institutional Research, Planning, and
Institutional Effectiveness

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Introduction

At the request of Executive Cabinet, a survey was distributed to students during the Fall 2021 semester to examine student needs, perceptions, plans, and possible impacts of COVID-19. During the Fall 2021 semester, in-person classes and services were phased back in, while remote classes and services remained the primary way for access.

Survey results were split into three reports, Student Survey -Fall 2021: Course and Student Service Experiences (research brief #227), Student Survey-Fall 2021: Plans for Spring 2022 (research brief #229), and Student Survey-Fall 2021: COVID-19 Impacts (research brief #230). Research brief #227 provides information on student demographics and their experiences in courses and use of Student Services during the Fall 2021 semester. Research brief #229 provides information on student plans for enrollment during the Spring 2022 semester. Research brief #230 provides information on how COVID-19 has impacted students and their educational experiences. Results of this survey will be used to assess the degree to which classes and services offered are meeting the needs of students.

Methods

The Office of Institutional Research, Planning and Institutional Effectiveness, in conjunction with Executive Cabinet, developed a survey that contained open- and closed-ended questions to examine the degree to which student needs are being met during the Fall 2021 semester.

Procedures

In Fall 2021, surveys were distributed to *new* and *continuing* students. Survey links were emailed via Survey Monkey and data were collected between October 25th and November 8th, 2021. Survey data were analyzed using SPSS (2021) and Excel (2019).

Subjects

Overall, 13,979 surveys were distributed to students. The ***first group*** consisted of Fall 2021 **new students** (n = 6,489). The ***second group*** included **continuing students** (n = 7,490).

Overall, 537 students completed the survey, resulting in an overall response rate of four percent. A total of 225 new students completed the survey, resulting in a response rate of three percent for this group. A total of 312 continuing students completed the survey, resulting in a response rate of four percent for this group. See Table 1.

Note: Copy of survey instrument and open-ended comments available upon request.

Table 1. Breakdown of Groups Surveyed (Number and Percentage)

Groups Surveyed	Population (N)	Responses (n)	Response Rate (%)
Group One: New Students	6,489	225	3%
Group Two: Continuing Students	7,490	312	4%
Total	13,979	537	4%

Research Results

Demographics:

Age: The distribution of respondents ages 19 or younger to 29 was lower compared to the College as a Whole, while the distribution of respondents ages 30 and older was higher compared to the College as a Whole. See Figure 1 and Table 2 for details.

Figure 1. Age of Survey Respondents (N=537) vs. College as a Whole (N= 13,397) (Percentage)

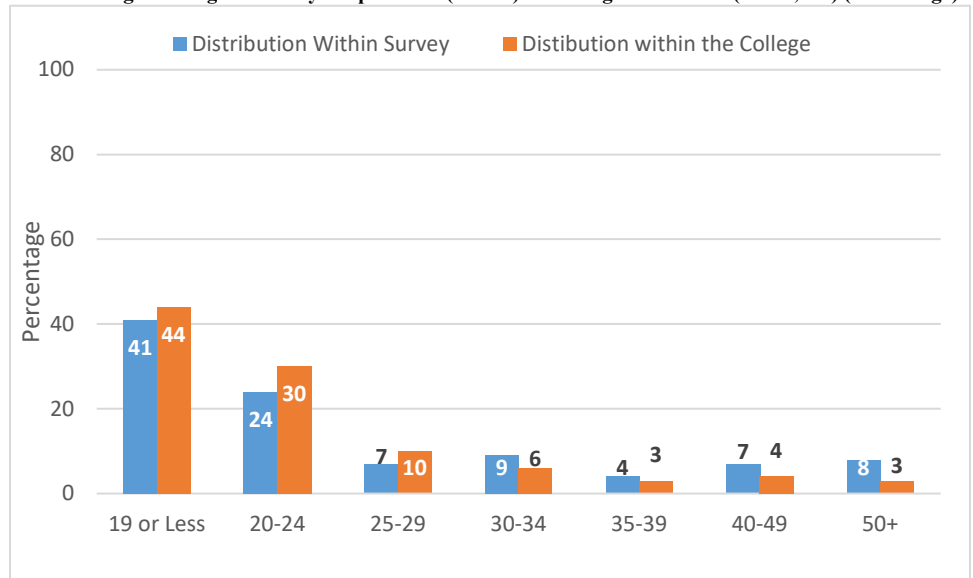


Table 2. Age of Survey Respondents vs. College as a Whole: Fall 2021 (Number)

Age	Survey (N)	College as a Whole (N)
19 or Less	184	5,904
20-24	107	4,065
25-29	31	1,387
30-34	39	747
35-39	19	433
40-49	31	509
50+	35	352

Note: College as a Whole Fall 2021 Data are preliminary and exclude Public Safety and First Responder (In-Service Agreement).

Ethnicity: The ethnic distribution of respondents is somewhat representative of the College as a Whole. There is a lower representation of Hispanic/Latino/a/x and Two or More Races among respondents compared to the College as a Whole. See Figure 2 and Table 3 for details.

Figure 2. Ethnicity of Respondents Compared to the College as a Whole: Fall 2020 (Percentage)

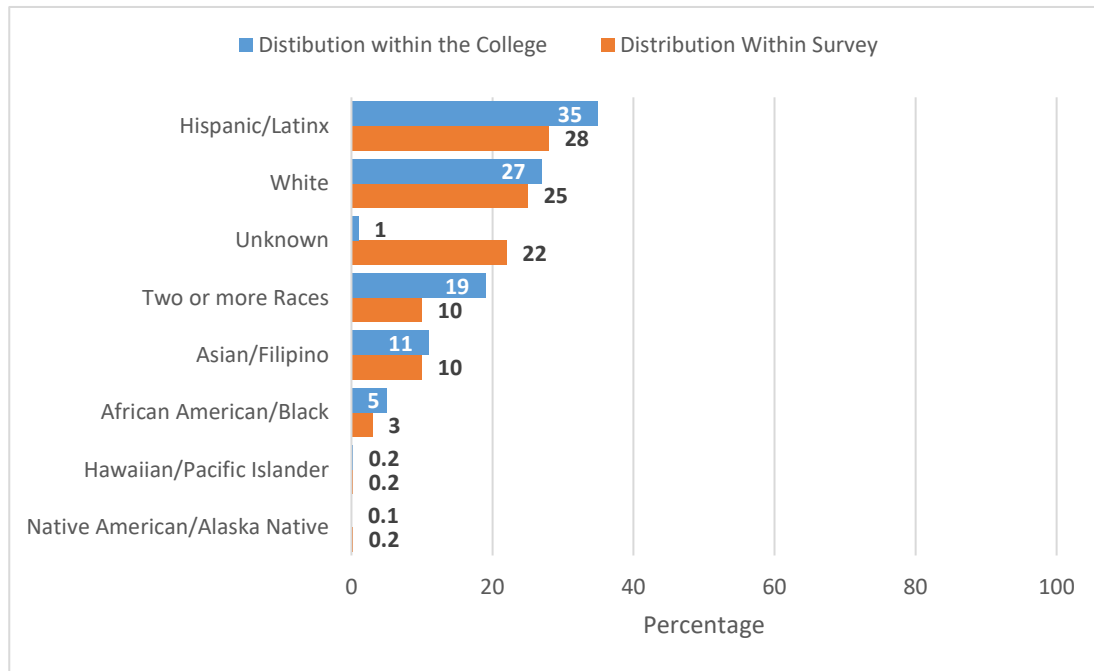


Table 3. Ethnicity of Survey Respondents vs. College as a Whole (Percentage)

Ethnicity	Survey (N)	College as a Whole (N)
Native American/Alaska Native	1	20
African American/Black	18	622
Asian/Filipino	55	1530
Latinx	149	4748
White	134	3657
Hawaiian/Pacific Islander	1	27
Two or more Races	55	2597
Unknown	124	196

Figure 3. Gender of Survey Respondents vs. College as a Whole (Percentage)

Gender: Overall, there was a higher representation of female respondents compared to the College as a Whole. The higher representation of female respondents is consistent with prior surveys. See Figure 3 and Table 4 for details.

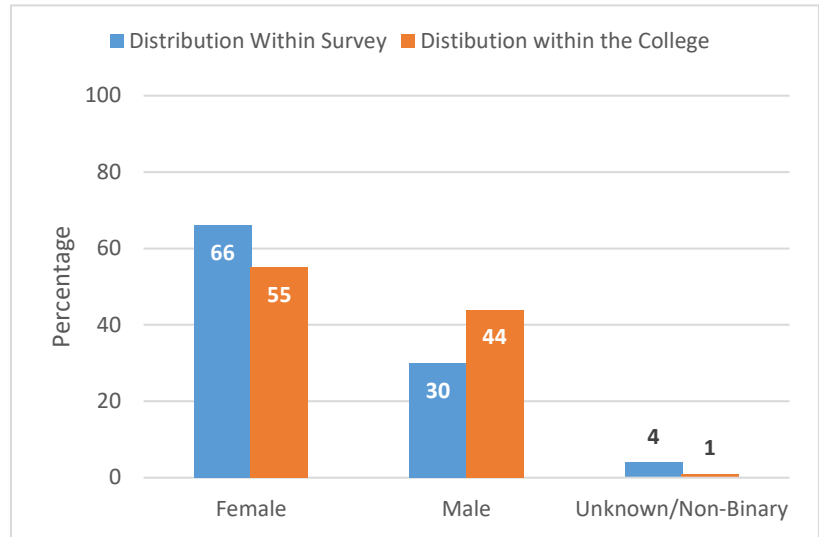


Table 4. Gender of Survey Respondents vs. College as a Whole (Number)

Gender	Distribution Within Survey (%)	Distribution within the College (%)
Female	66%	55%
Male	30%	44%
Unknown	4%	1%

Other Demographic Information:

Tables 4 and 5 below show other gender identities and sexual orientation for respondents.

Table 4. Other Gender Identities (Number and Percentage)

Other Gender Identities	N	%
Cisgender (sex assigned at birth aligns with gender identity)	361	96
Transgender (sex assigned at birth does not align with gender identity)	14	4

Table 6. Sexual Orientation (Number and Percentage)

Sexual Orientation	N	%
Heterosexual or straight	300	69
Decline to state	50	12
Bisexual, pansexual or fluid	48	11
Gay or lesbian	16	4
Other (please specify) *	7	2
Queer	7	2
Asexual	5	1

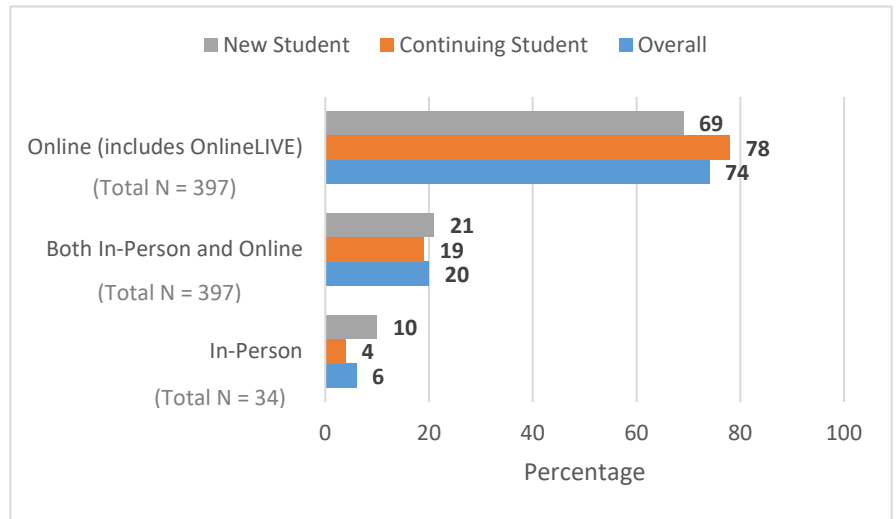
*Note: Other comments could not clearly fit into a category

Course Experience During the Fall 2021 semester:

What type of classes are you enrolled in this semester? During the Fall 2021 semester, the majority of respondents were enrolled in Online only, which includes OnlineLIVE, (74 percent), followed by both in-person and online (20 percent), and in-person only (6 percent). Results were similar when disaggregated by new and continuing students.

Note: OnlineLIVE courses consist of scheduled class times via Zoom and primarily via Canvas, whereas 100% online is where classwork is all online, primarily via Canvas, without a requirement to meet with the instructor at scheduled class times. See Figure 5.

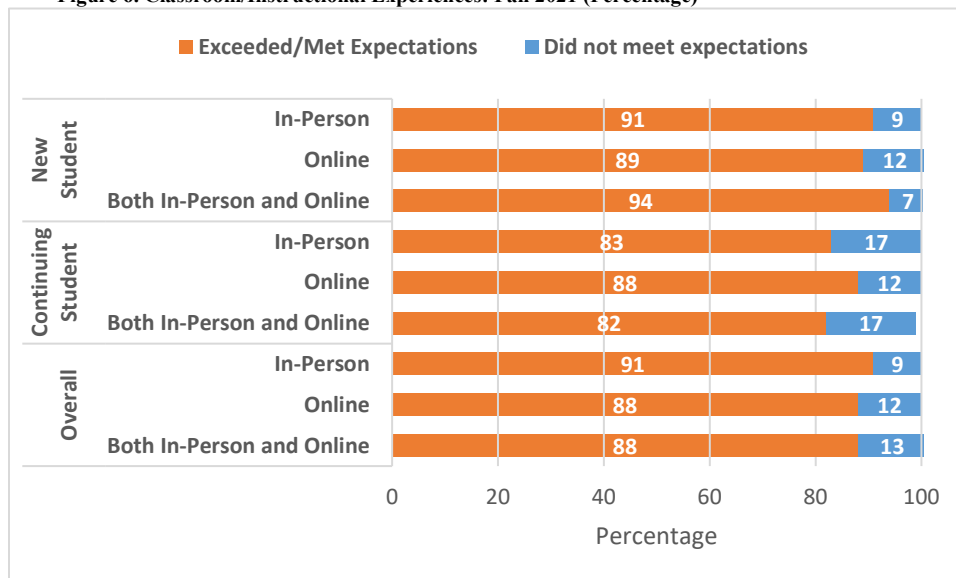
Figure 5. Course Enrollment: Fall 2021 (Percentage)



online is where classwork is all online, primarily via Canvas, without a requirement to meet with the instructor at scheduled class times. See Figure 5.

How would you rate your classroom/instructional experience? Overall, regardless of course format, the majority of respondents indicated their courses exceeded/met expectations. New student respondents had higher percentages indicating their course format exceeded/met expectations compared to continuing student respondents. See Figure 6 for details.

Figure 6. Classroom/Instructional Experiences: Fall 2021 (Percentage)

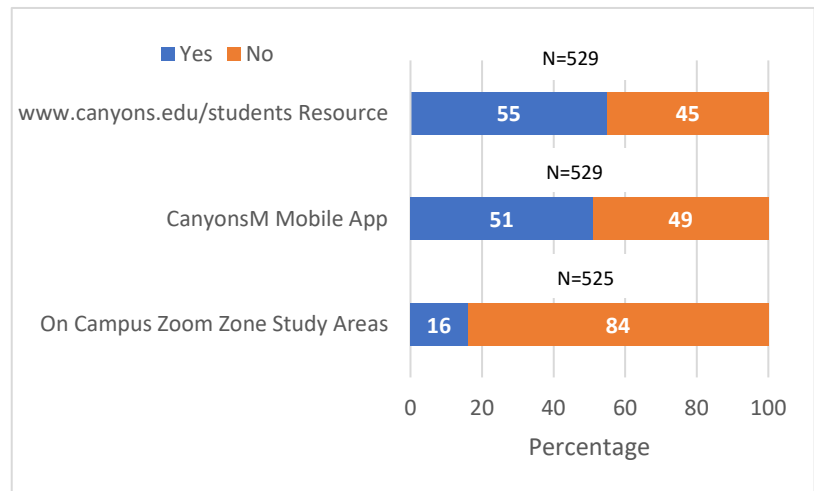


If you were enrolled in an online class, were you able to access course information (such as the orientation letter and course syllabus) before the class started? Of the 505 students who responded to this question and were enrolled in an online class, **81 percent** indicated they were able to access course information (**n=433** – yes and **n=72** – no). Twenty-seven respondents indicated that they were not enrolled in online classes.

Experience in Student Services Used During the Fall 2021 semester:

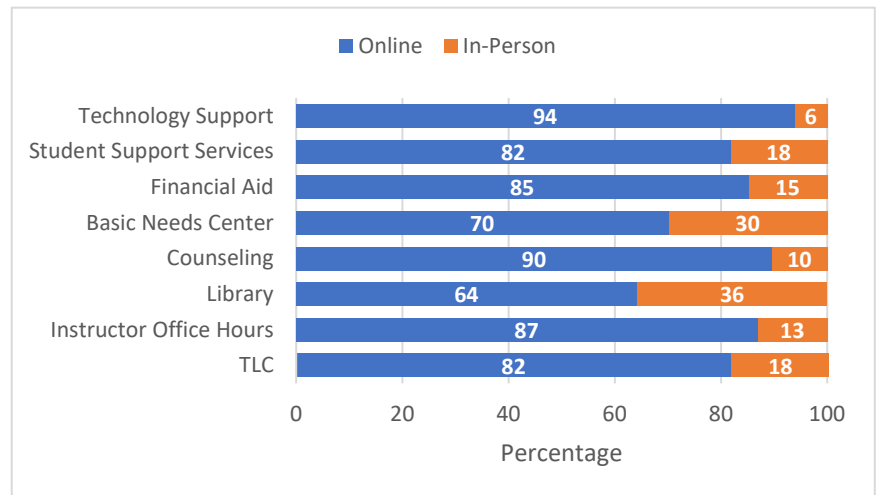
Have you used the following resources during the semester? Overall, about *half of respondents* indicated that they *used the canyons.edu/student resource* (55 percent) and the *CanyonsM Mobile App* (51 percent). Only 16 percent of respondents indicated they used the on campus Zoom Zone study areas. See Figure 7 for details.

Figure 7. Resources Used: Fall 2021 (Number and Percentage)



How Have You Accessed Services this Semester? Overall, respondents who indicated they used these services accessed them online. **Technology support** was the service that had the *highest percentage* of respondents indicate they *used it online* (94 percent), however, *only 82 respondents indicated they used that service*. The **Library** was the service that had the

Figure 8. Ways in Which Services were Accessed: Fall 2021 (Percentage)



highest percentage of respondents indicate that they used it **in-person**, however **365 respondents** indicated that they *did not use* it during the Fall 2021 semester. See Figure 8 and Table 7 for details.

Table 7. Ways in Which Services Were Accessed: Fall 2021 (Number)

Services	Used (n)	Have Not Used (n)
Technology Support	82	439
Student Support Services	132	390
Financial Aid	311	233
Basic Needs Center	67	451
Counseling	300	246
Library	168	365
Instructor Office Hours	245	288
TLC	173	357

How Do You Prefer to Access these Resources? Almost half of respondents indicated they prefer *Online Instructor Office Hours*, which was also how 90 percent of respondents indicated they accessed it during the Fall 2021 semester (n=300). Accessing the **Library in-person** had the highest percentage for preference (40 percent) which was the service that also had the highest percentage respondents indicated they accessed in-person. Almost half of respondents indicated they prefer **Student Support Services both Online and In-Person**. See Figures 8 and 9.

Note: Data only reflects respondents who indicated they used the services.

Figure 9. Preference for Accessing Services: Fall 2021 (Percentage and Number)

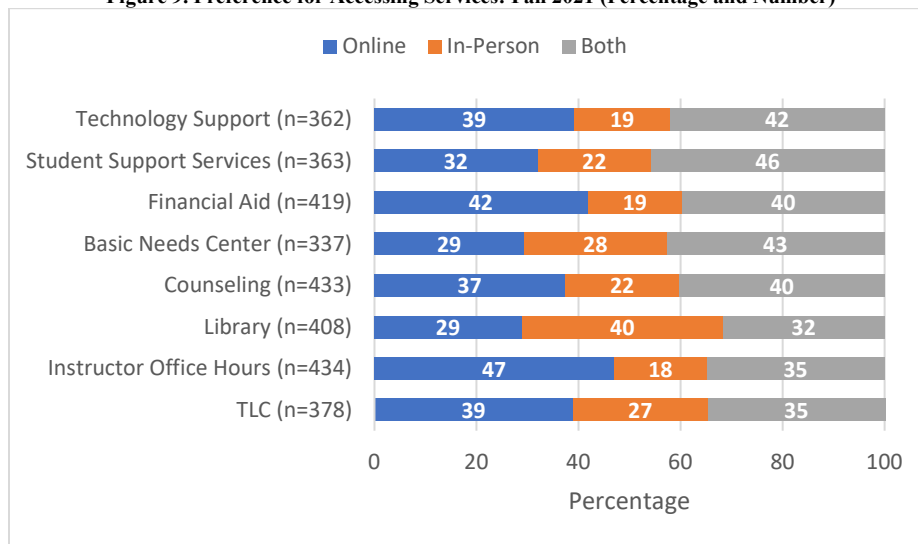
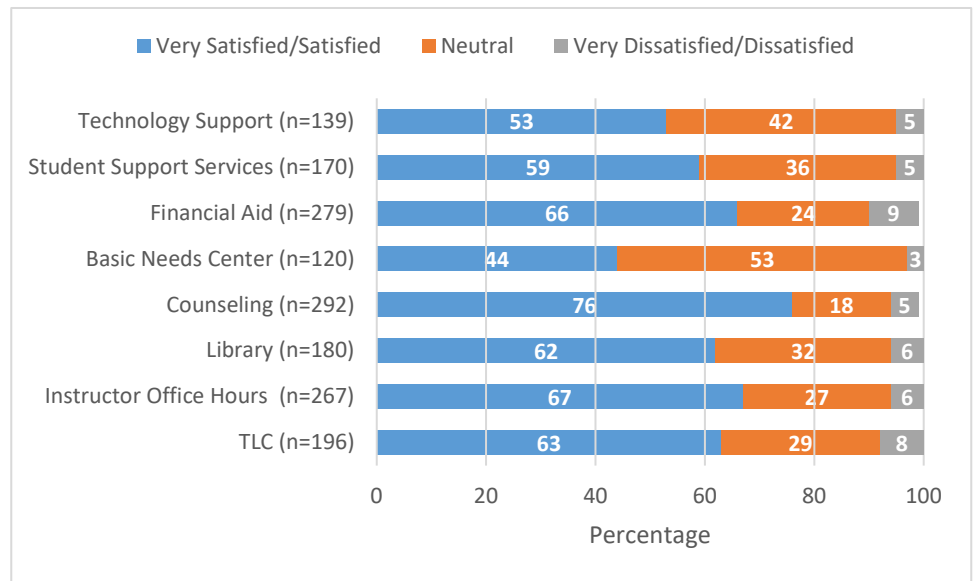


Figure 10. Level of Satisfaction Accessing Services Online: Fall 2021 (Percentage and Number)



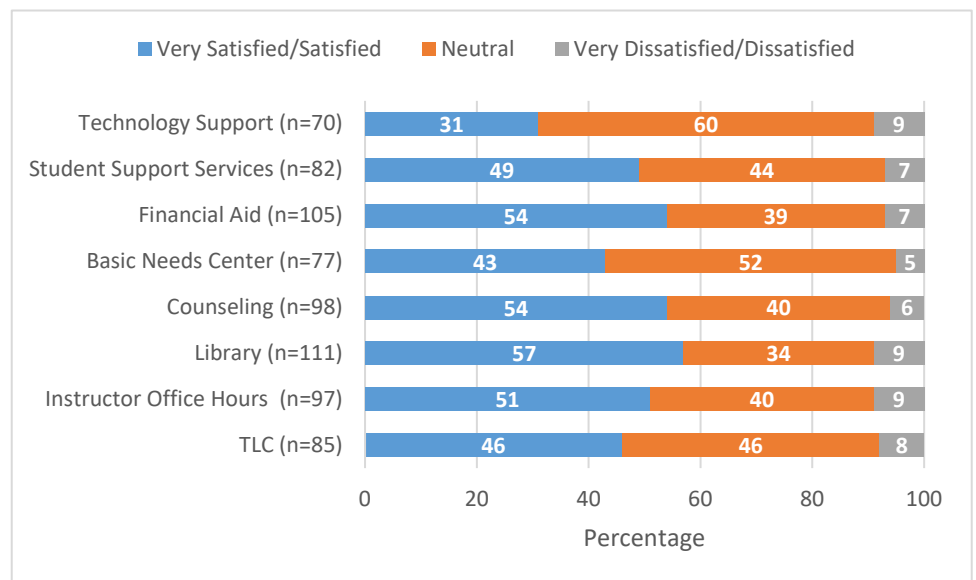
What is Your Satisfaction with Accessing Services Online?

About *three-fourths* of respondents indicated they were *very satisfied/satisfied* with **Online Counseling** (76 percent). Following Online Counseling, **Instructor Office Hours** had the *second highest rating* of satisfaction (67 percent), which is also how respondents

indicated they prefer accessing Instructor Office Hours. See Figure 10 for details.

Note: Data only reflect respondents who indicated they used the services.

Figure 11: Level of Satisfaction Accessing Services In-Person: Fall 2021 (Number and Percentage)



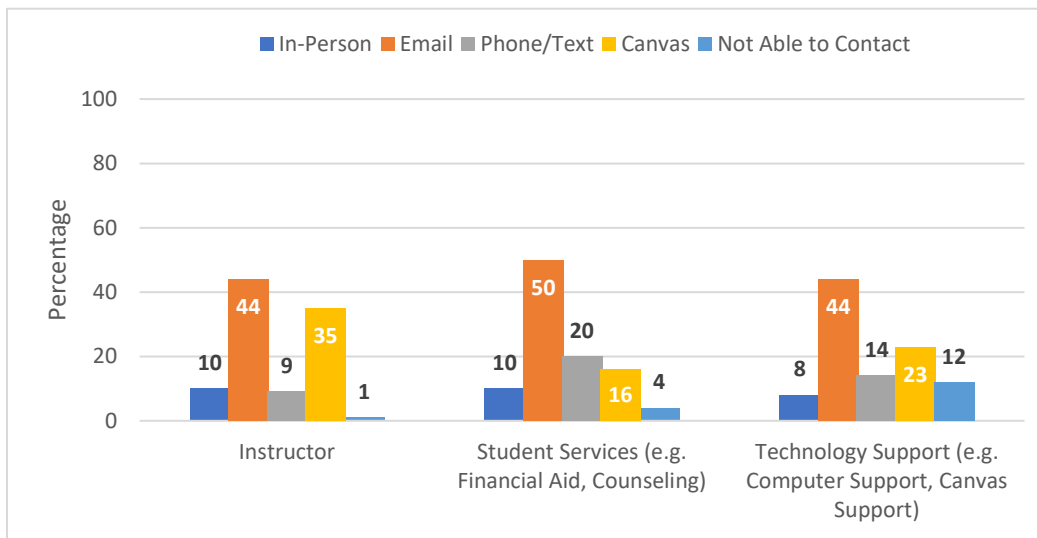
What is Your Satisfaction with Accessing Services In-Person?

Over half of respondents indicated that they are *very satisfied/satisfied* with accessing the **Library in-person** (57 percent), which is primarily how respondents indicated they prefer to access it. Following the Library, respondents indicated they are very satisfied/satisfied

with accessing **Financial Aid** and **Counseling in-person** (54 percent, each). See Figure 11.

Note: Data only reflects respondents who indicated they used the services.

Figure 12. Ways in Which Campus was Contacted this Semester: Fall 2021 (Percentage)



How Have You Contacted the Campus this Semester?

Overall, respondents who contacted the campus primarily indicated that they used *email for contacting their instructors* (44 percent), *student services* (50 percent), and *technology support* (44 percent).

Following email, *Canvas* was used to contact *instructors* and *technology support* (35 and 23 percent, respectively) and *phone/text* was used to contact *Student Services*. See Figure 12 and Table 8 for details.

Note: Data exclude N/A responses

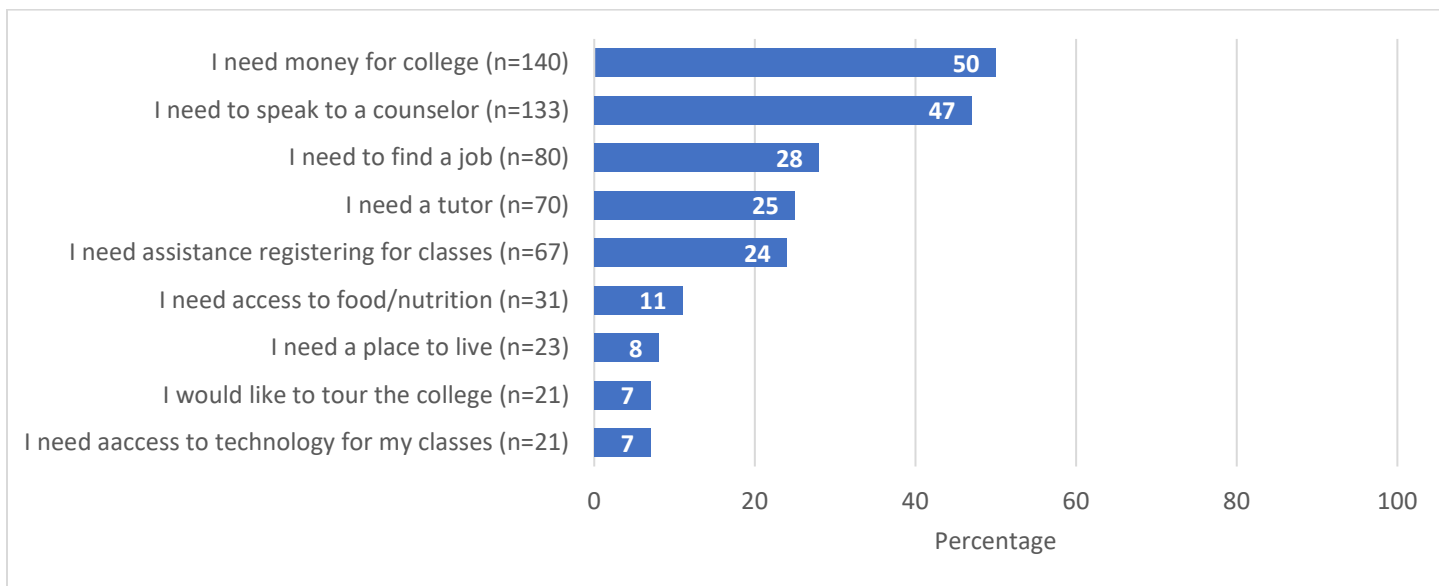
Table 8. Ways in Which the Campus was Contacted: Fall 2021 (Number)

Contact Type	Instructor (n)	Student Services (n)	Technology Support (n)
In-Person	93	48	14
Email	391	231	75
Phone/Text	84	90	24
Canvas	314	72	39
Not Able to Contact	8	17	20

How Can the College Help You? Half of respondents indicated that they need *money for college* (50 percent), followed by needing to *speak to a counselor* (47 percent), and needing to *find a job* (28 percent). Respondents also indicated other ways in which the College could encourage them (n=108), including:

- 14 percent would like **additional classes offered in various formats/days/times**,
- 13 percent would like **improved teaching/communication** from teachers,
- 6 percent would like **better access to counseling**, and
- 5 percent would like **better food options**.

Figure 13. Ways in Which Students Indicated the College Can Help Them: Fall 2021 (Number and Percentage)



Recommendations

- Consider expanding access to counselors, including online counseling services.
- Explore ways increase access to financial aid.
- Explore ways to increase access to courses (e.g. continue offering OnlineLIVE courses and expanding the number of 100% online course offerings).
- Continue to offer professional development to instructors based on student needs (e.g. improved communication with students and teaching methods).
- Explore options for vaccine mandates and its implications for increased in-person course offerings.
- Use results from this research brief in conjunction research brief #229 and 230.

For more detailed information on this research brief, stop by the Institutional Research office located in BONH-224, or call Catherine Parker, Research Analyst at 661.362.5879 or Daylene Meuschke, Associate Vice President of Institutional Research, Planning, and Institutional Effectiveness at 661.362.5329.