

College of the Canyons Student Survey: Fall 2021

INSTITUTIONAL RESEARCH, PLANNING AND INSTITUTIONAL EFFECTIVENESS (IRPIE)



Who Took the Survey?

Surveys emailed via SurveyMonkey - 10/25/21

- **New Students** – 6,489 invitations
 - **Continuing Students** – 7,490 invitations
- } **N=13,979**

Survey Closed – 11/8/21

- **New Students** – 225 responses
 - **Continuing Students** – 312 responses
- } **N=537**

Overall Response Rate – 4%

- **New Student Response Rate:** – 3%
- **Continuing Student Response Rate** – 4%



Who Took the Survey – Ethnicity?

Ethnicity	Survey (N)	*College as a Whole (N)	Distribution Within Survey (%)	Distribution Within the College (%)
Native American/Alaska Native	1	20	<1%	<1%
African American/Black	18	622	3%	5%
Asian/Filipino/a/x	55	1,530	10%	11%
Hispanic/Latino/a/x	149	4,748	28%	35%
White	134	3,657	25%	27%
Hawaiian/Pacific Islander	1	27	<1%	<1%
Two or more Races	55	2,597	10%	19%
Unknown/Other	124	196	22%	1%

- 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.

Note: * Indicates Preliminary Fall 2021 Data and excludes Public Safety and First Responder (Instructional Service Agreement)

Who Took the Survey – Age?

Age	Survey (N)	College as a Whole (N)	Distribution Within Survey (%)	Distribution Within the College (%)
19 or Less	184	5,904	41%	44%
20-24	107	4,065	24%	30%
25-29	31	1,387	7%	10%
30-34	39	747	9%	6%
35-39	19	433	4%	3%
40-49	31	509	7%	4%
50+	35	352	8%	3%

- The distribution of respondents **ages 19 or younger to 29** was *lower* compared to the College as a Whole.
- The distribution of respondents **ages 30 and older** was *higher* compared to the College as a Whole.

Note: * Indicates Preliminary Fall 2021 Data and excludes Public Safety and First Responder (Instructional Service Agreement)

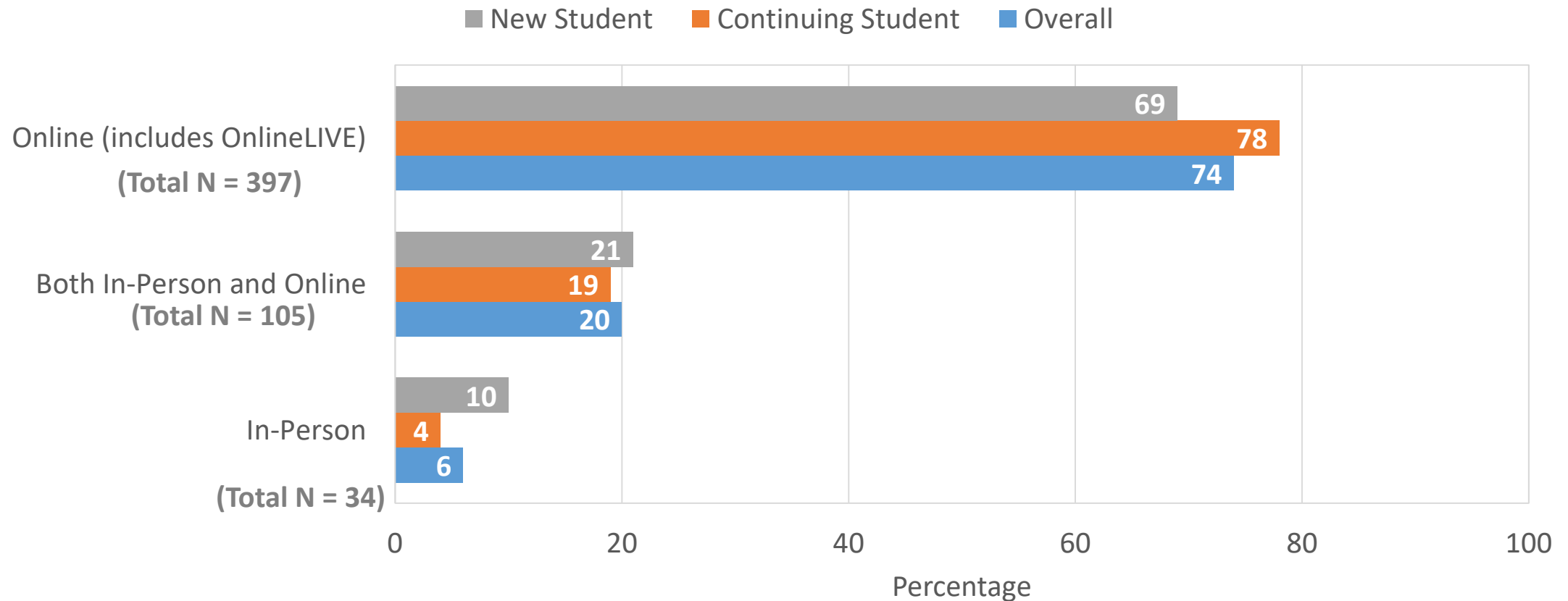
Who Took the Survey – Gender?

Gender	Survey (N)	College as a Whole (N)	Distribution Within Survey (%)	Distribution Within the College (%)
Female	293	7,378	66%	55%
Male	131	5,920	30%	44%
Unknown/Non-Binary	19	99	4%	1%

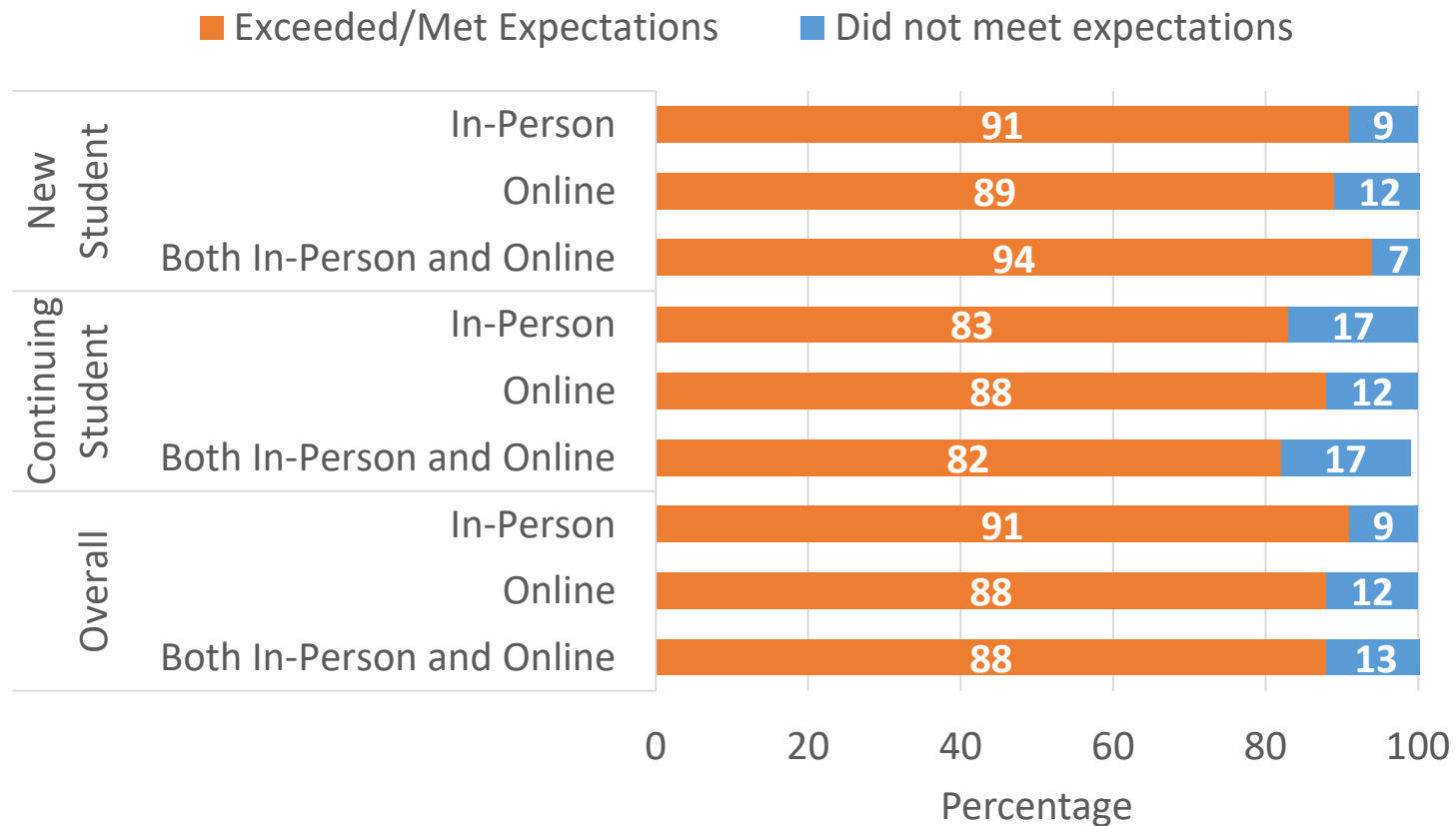
Note: * Indicates Preliminary Fall 2021 Data and excludes Public Safety and First Responder (Instructional Service Agreement)

- 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

What Course Formats Are Students Enrolled In This Semester?

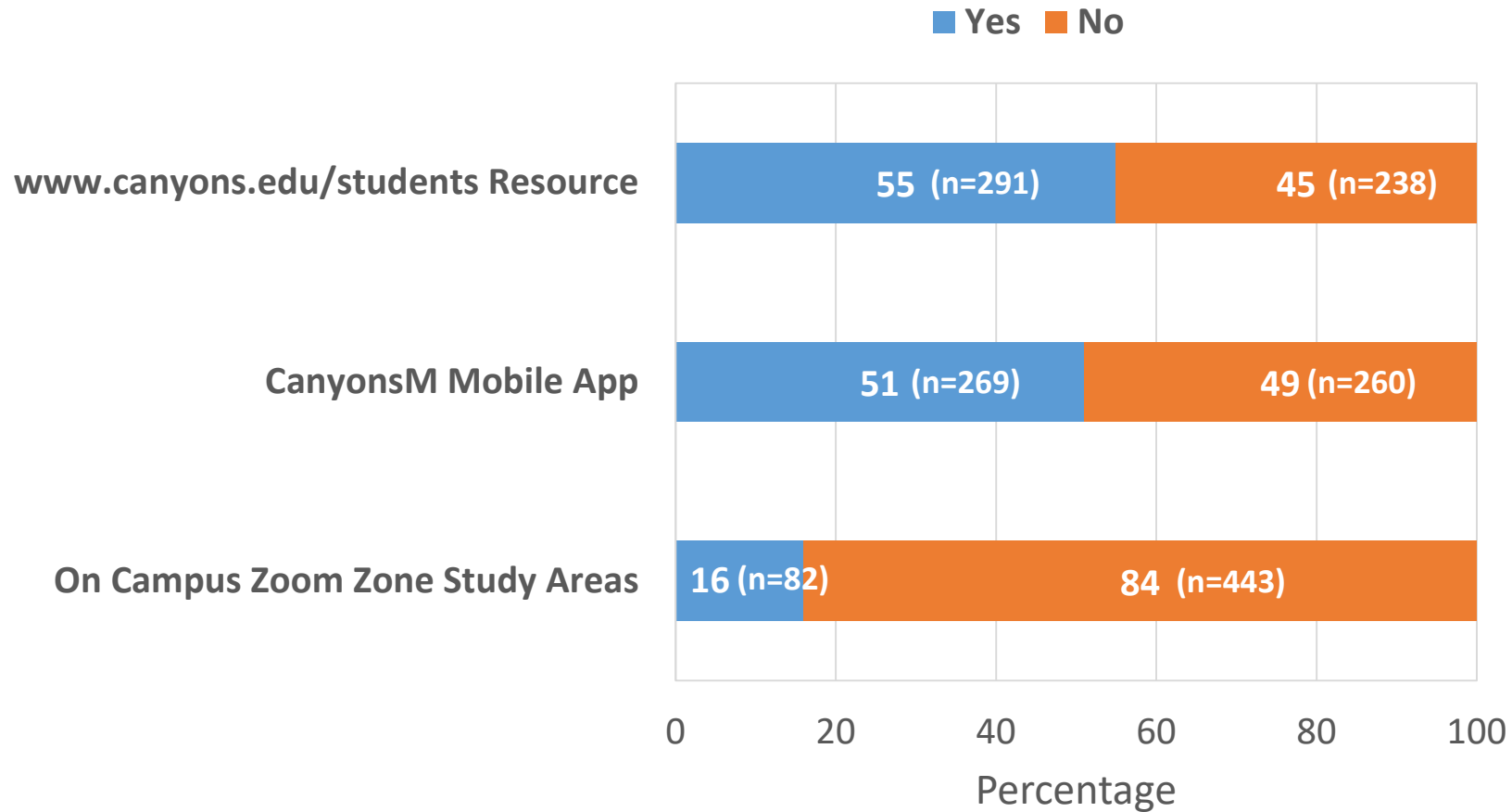


How Do Students Rate Their Classroom Experiences This Semester?

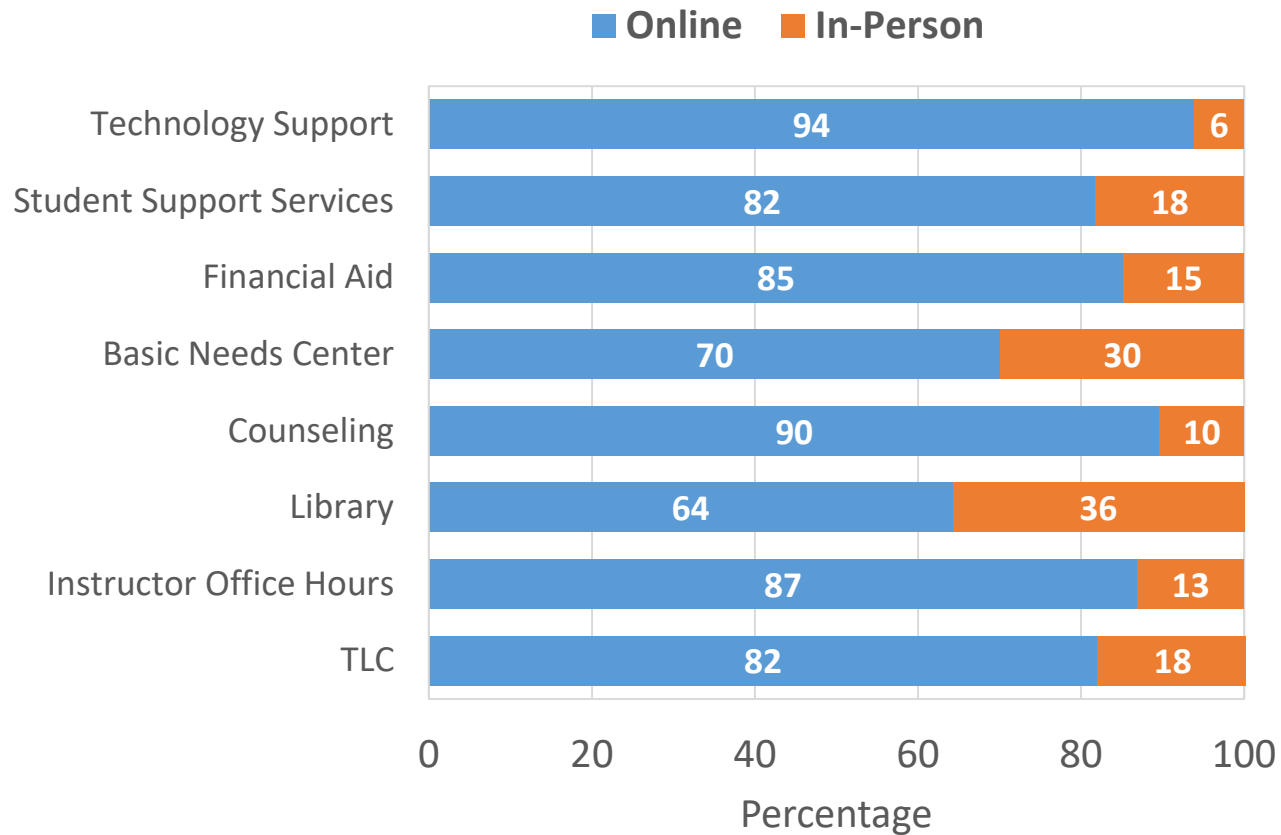


- Overall, regardless of course format, the majority of respondents indicated their courses exceeded/met expectations.
- **New student** respondents had *higher percentages* indicating their course format exceeded/met expectations compared to continuing student respondents.

Which of These Resources Have Students Used This Semester?



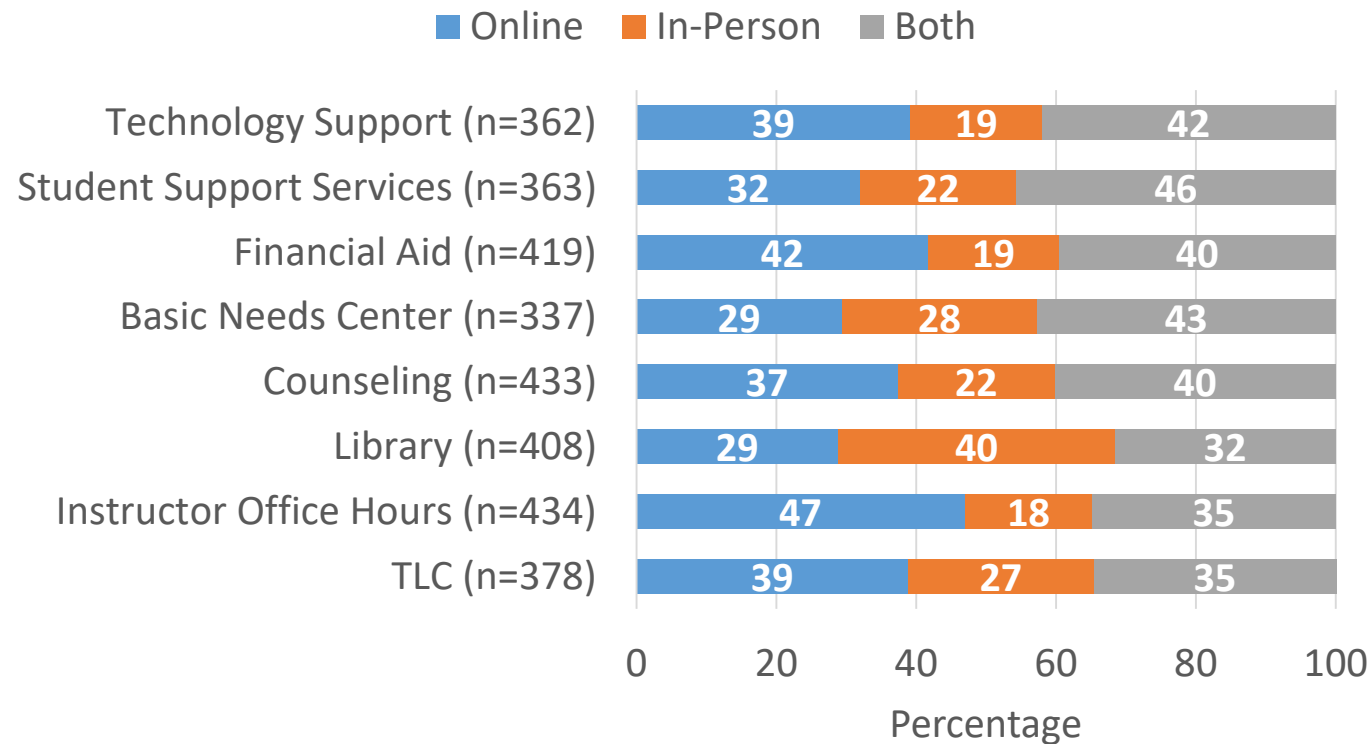
How Have Students Accessed Support Services This Semester?



How Many Students Used and Did Not Use These Services?

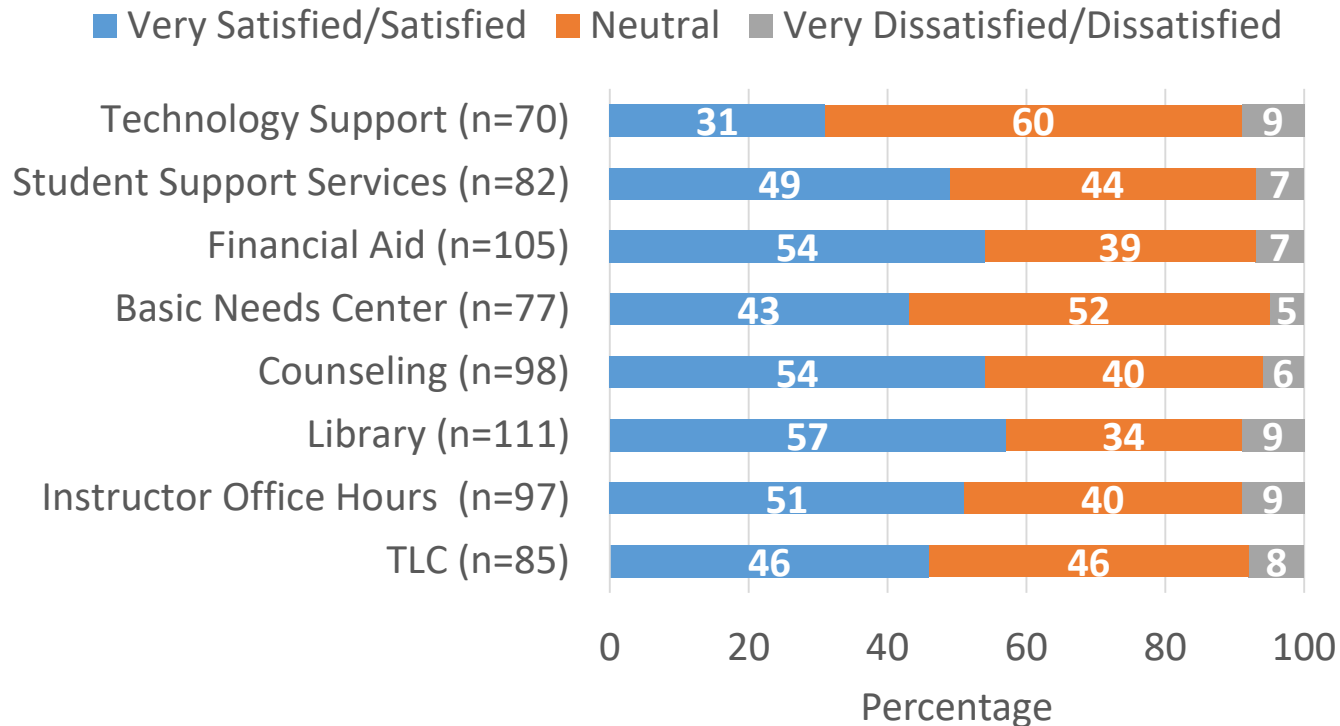
Services	Used (n)	Have Not Used (n)
Technology Support	82	439
Student Support Services	132	390
Financial Aid	311	233
Basic Needs Center	67	451
Counseling	300	246
Library	168	365
Instructor Office Hours	245	288
TLC	173	357

Do Students Have a Preference for How They Access Support Services?



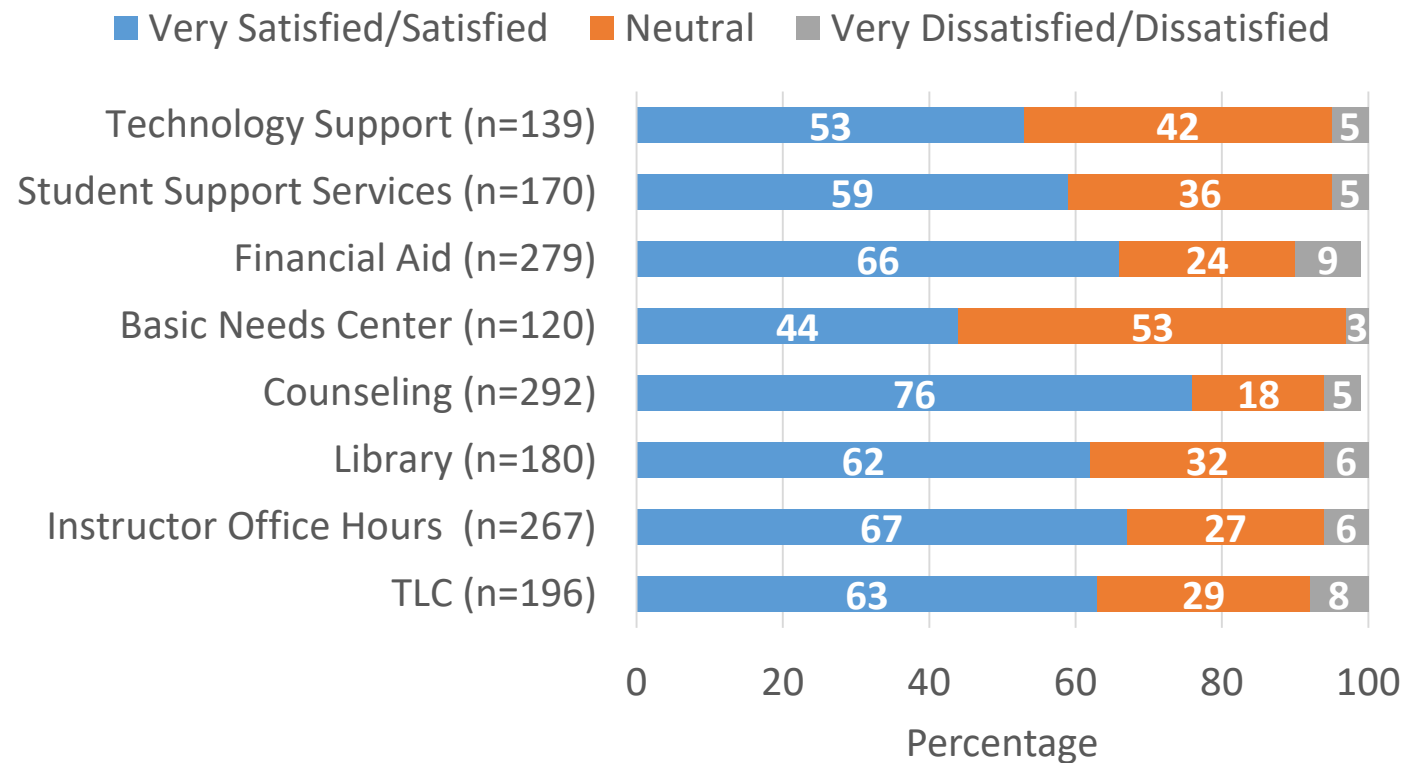
- Almost **half** of respondents indicated they prefer **Online Instructor Office Hours**.
- Accessing the **Library In-Person** had the highest percentage for preference.
- Almost **half** of respondents indicated they prefer **Student Support Services** both **Online and In-Person**.

How Satisfied Are Students With the Support Services This Semester – In-Person?



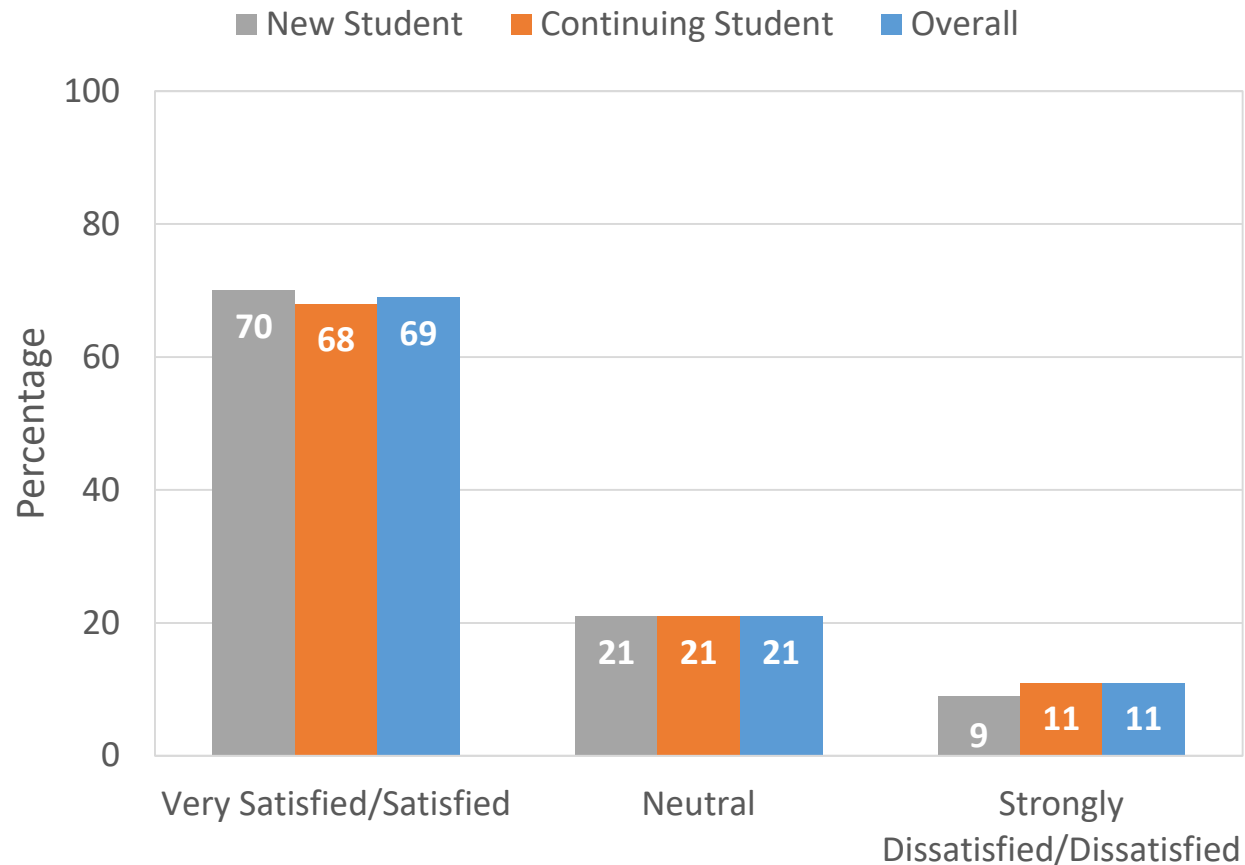
- Over half of respondents indicated that they are very satisfied/satisfied with the **Library *In-Person***, which is primarily how respondents indicated they prefer to access it.
- Following the Library, respondents indicated they are very satisfied/satisfied with ***In-Person Support*** for **Financial Aid** and **Counseling**.

How Satisfied Are Students With the Support Services This Semester – Online?



- **3/4** of respondents indicated they are very satisfied/satisfied with **Online Counseling**.
- Following Counseling, **Instructor Office Hours** had the **second highest** rating of satisfaction. **Online** is also how respondents indicated they prefer accessing Instructor Office Hours.

How Satisfied Are Students With OnlineLIVE?



- **59%** of the new student respondents and **76%** of the returning students indicated that they have enrolled in an OnlineLIVE class.
- Of the students who were previously enrolled and responded to this question, **84%** indicated that they would enroll in an OnlineLIVE class again.

How Satisfied are Students with OnlineLIVE – Open-Ended Comments

- ***Satisfied***

Nearly half of the students that responded are satisfied with OnlineLIVE classes (n=53); specifically,

- Enjoy the flexibility (9 respondents)
- Enjoy the interaction with professors and students (7 respondents)

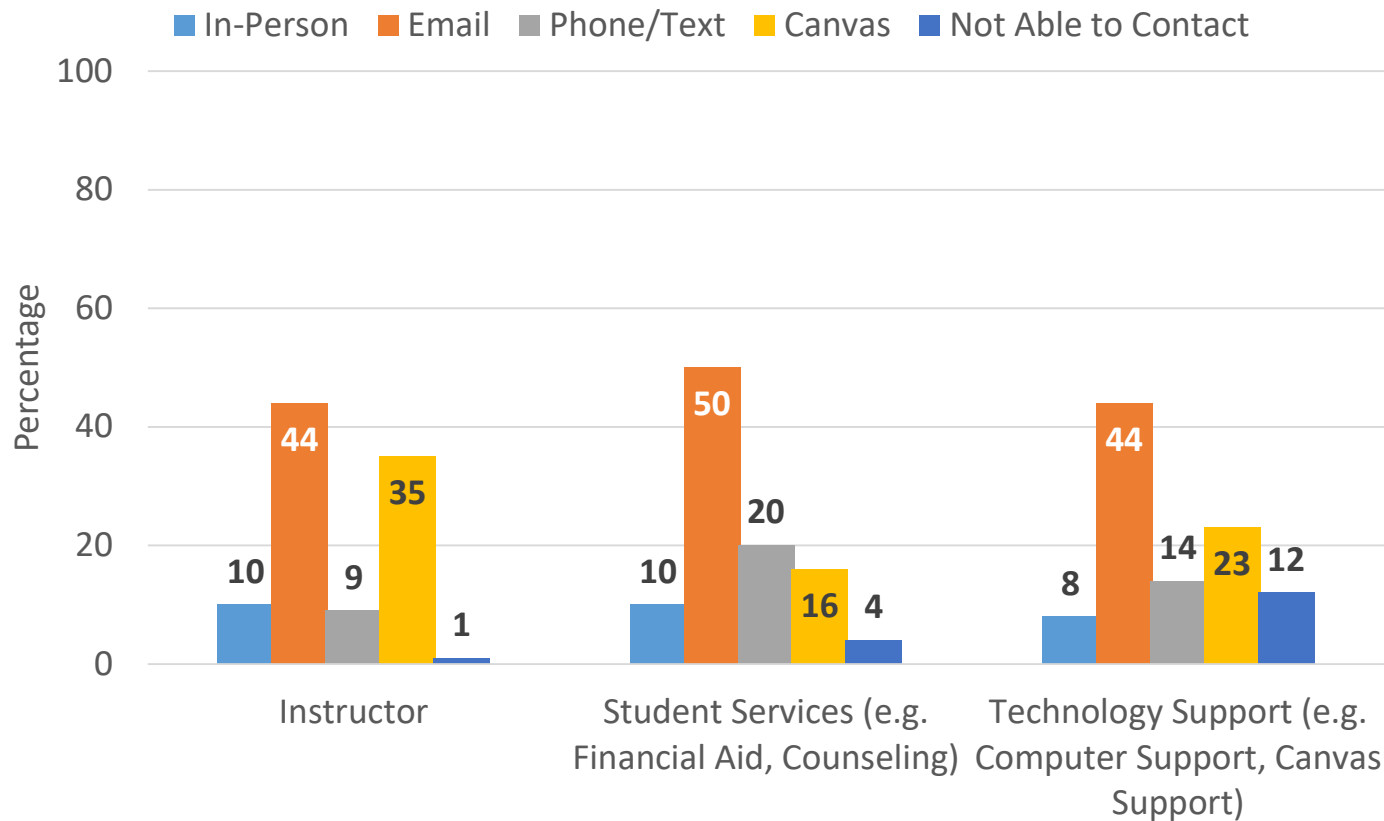
- ***Frustration/Suggestions***

Nearly half of the students that responded expressed frustration and/or provided suggestions with OnlineLIVE (n=52); specifically,

- Expressed frustration with lack of faculty guidelines/communication - 25 respondents
- Would like additional classes offered - 14 respondents

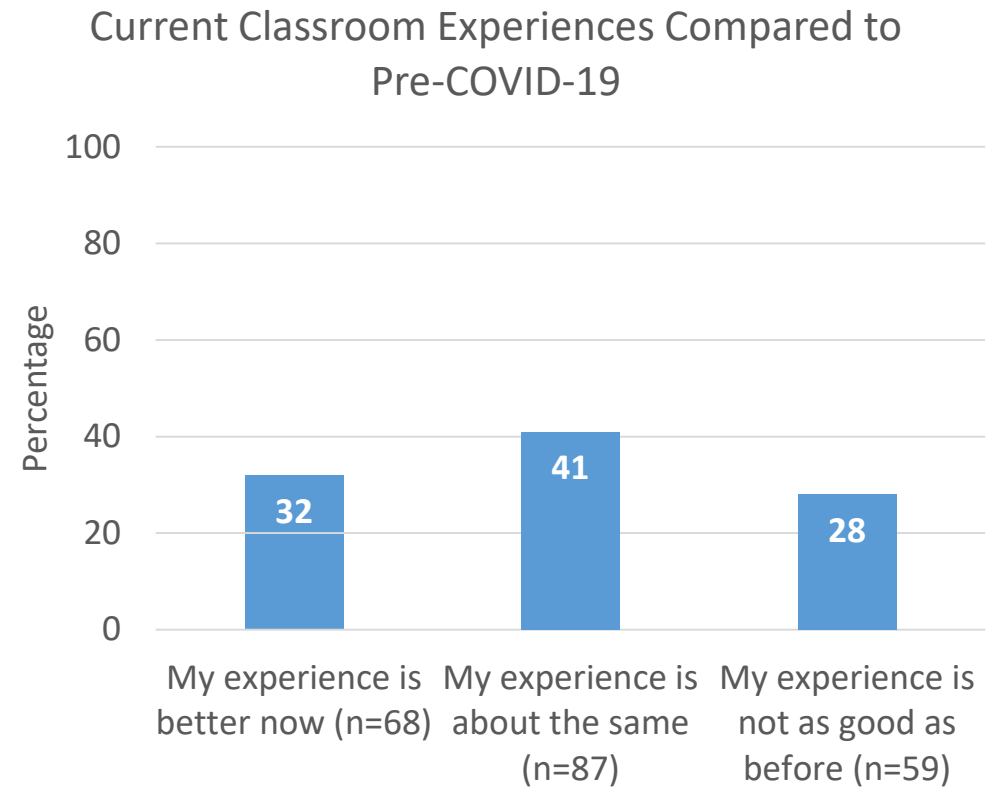
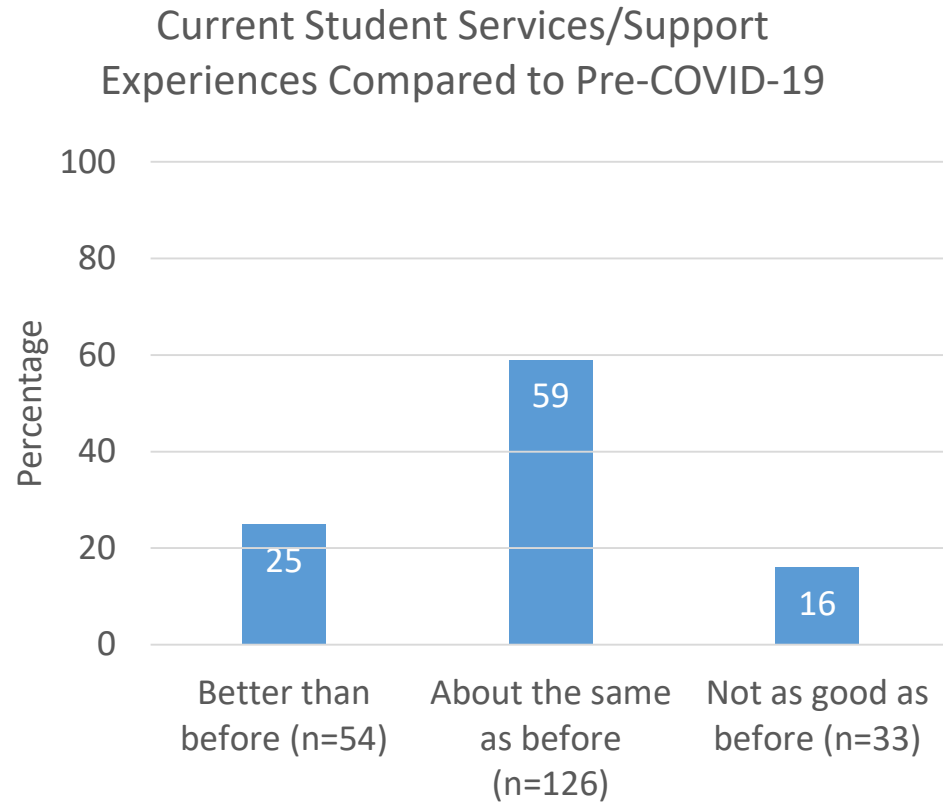
- 12% of students that responded requested to continue offering OnlineLIVE classes
- 11% of students that responded prefer in-person classes
- 5% of students that responded prefer online classes that are not live

How Have Students Made Contact this Semester?



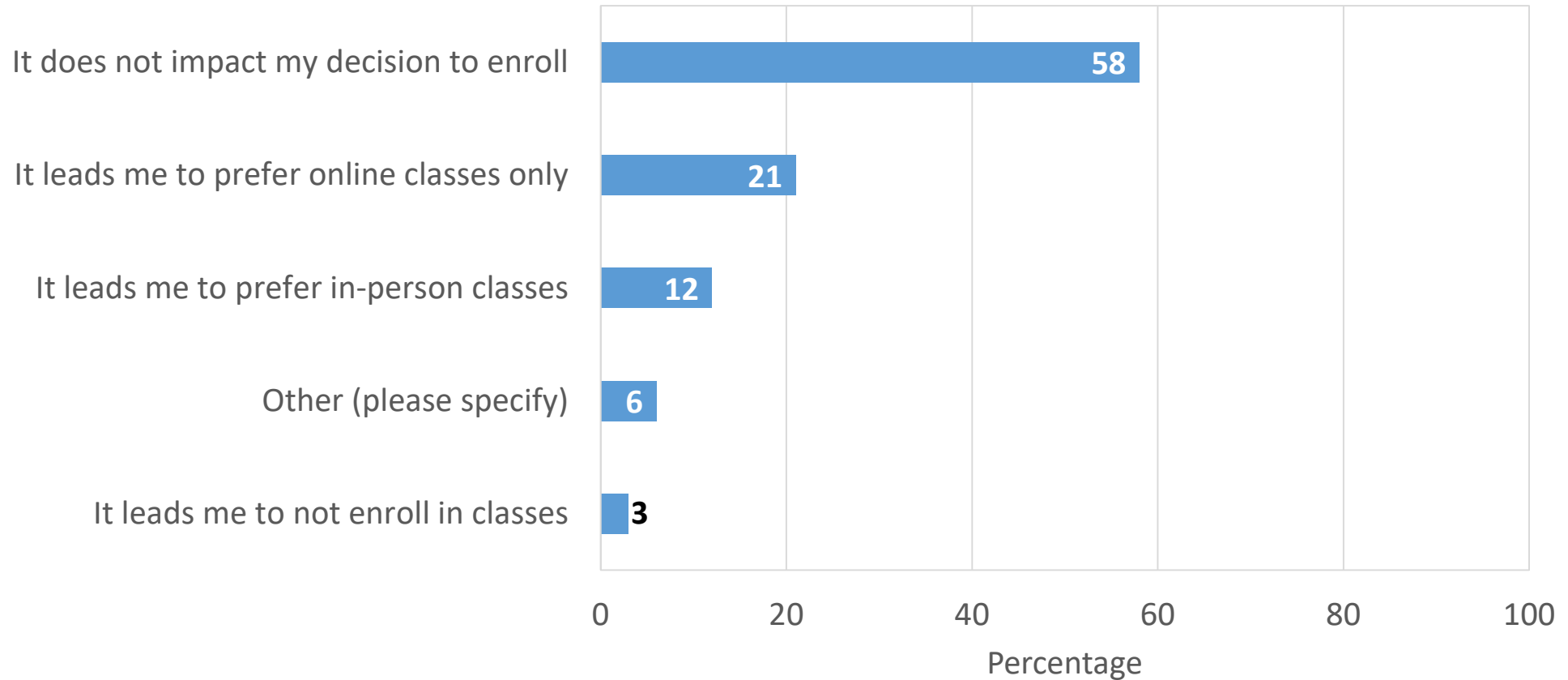
	Instructor (n)	Student Services (n)	Technology Support (n)
In-Person	93	48	14
Email	391	231	75
Phone/Text	84	90	24
Canvas	314	72	39
Not Able to Contact	8	17	20

How Do Students Feel About the Impact of COVID-19 and Related Mandates on their Educational Experiences?



Note: This question was only asked of students who were enrolled prior to Spring 2020

How Do Students Feel About the Impact of COVID-19 Mandates on their Educational Experiences?



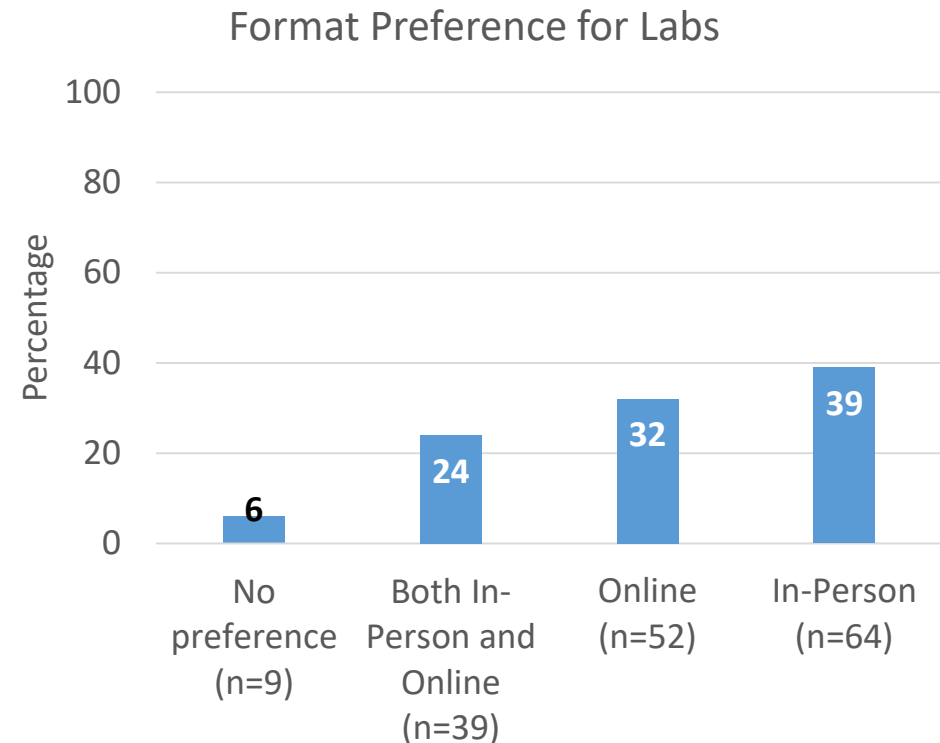
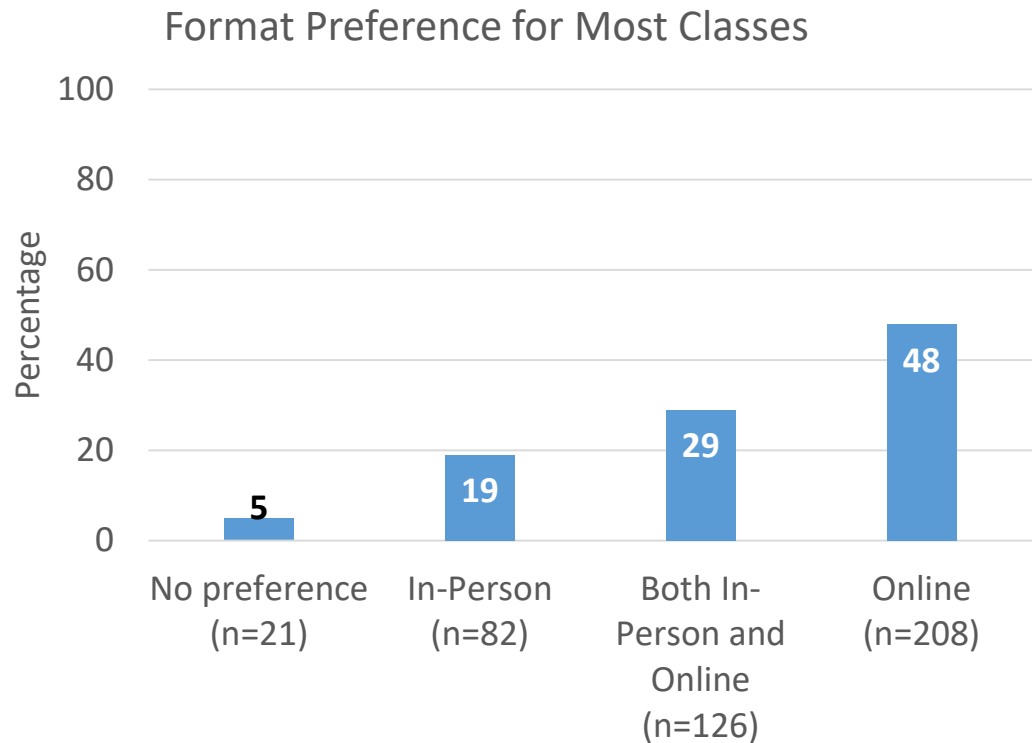
What Are Students' Plans for the Spring 2022 Semester?

91% of respondents indicated that they **will return** in the Spring 2022 semester (438 respondents).

For students who indicated that they **are not returning**, they indicated the following reasons:

- I finished the classes I needed – **28 respondents**
- I have enrolled at another college – **10 respondents**
- Other – **10 respondents**
- I need/have a job – **3 respondents**
- I need money to pay for college – **2 respondents**
- I have to take care of my family – **1 respondent**
- The classes I need are not available when and/or where I need them – **1 respondent**
- I am concerned about COVID-19 – **1 respondent**

What Are Students' Preferences for the Spring 2022 Semester?



What Barriers Do Students Have?

- 15% indicated a need for **counseling**
- 12% indicated the **availability of classes** are a challenge
- 12% indicated that their **personal situations** are a challenge (e.g. financial, housing, transportation)
- 8% indicated that they are frustrated with their **faculty interactions**
- 7% indicated that they **need assistance with Financial Aid**

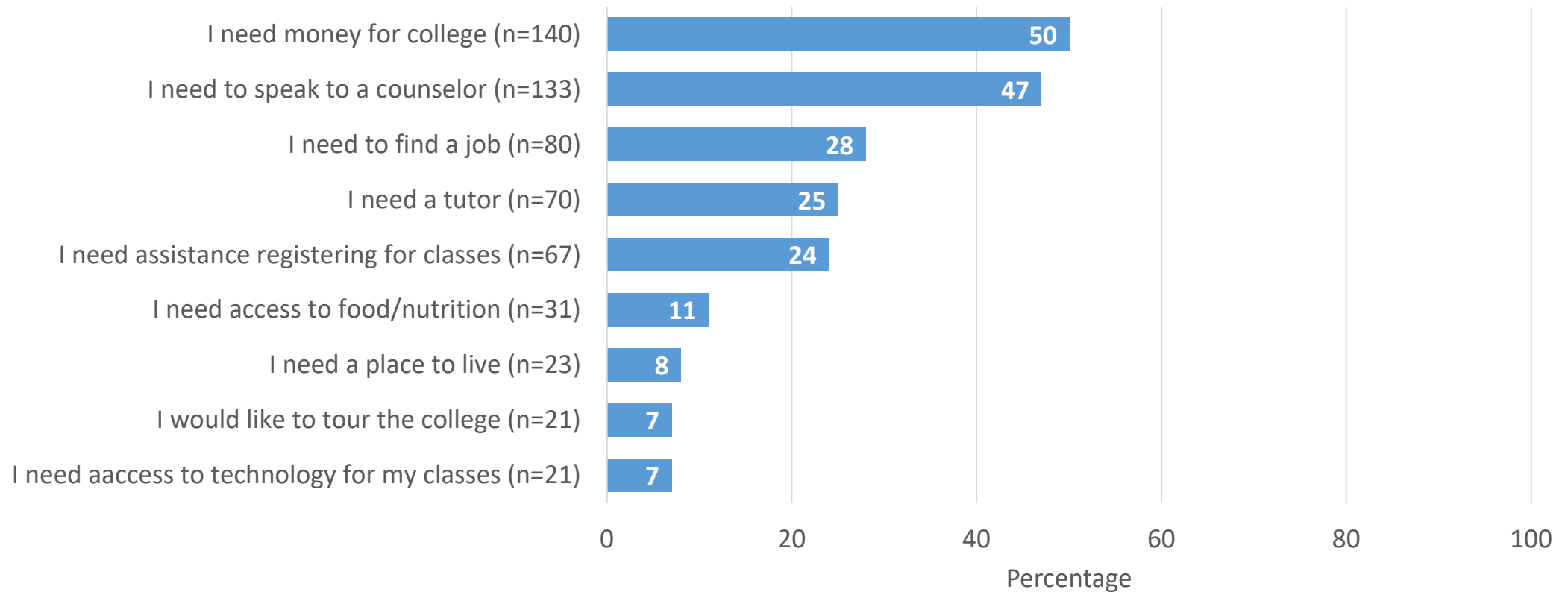
*118 responses excluding None or N/A

What Is the College Not Currently Doing that Could Make the Student Experience Better?

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

*108 responses

How Can the College Support Students?



Note: Percentages do not equal 100% because question was “mark all that apply”

Haven't Had Enough Data?

A full Research Brief will be available soon, so stay tuned!

If you can't wait, feel free to contact the Office of IRPIE!

www.canyons.edu/data