



Fall 2022 Annual Student Survey



Survey Administration

Anonymous

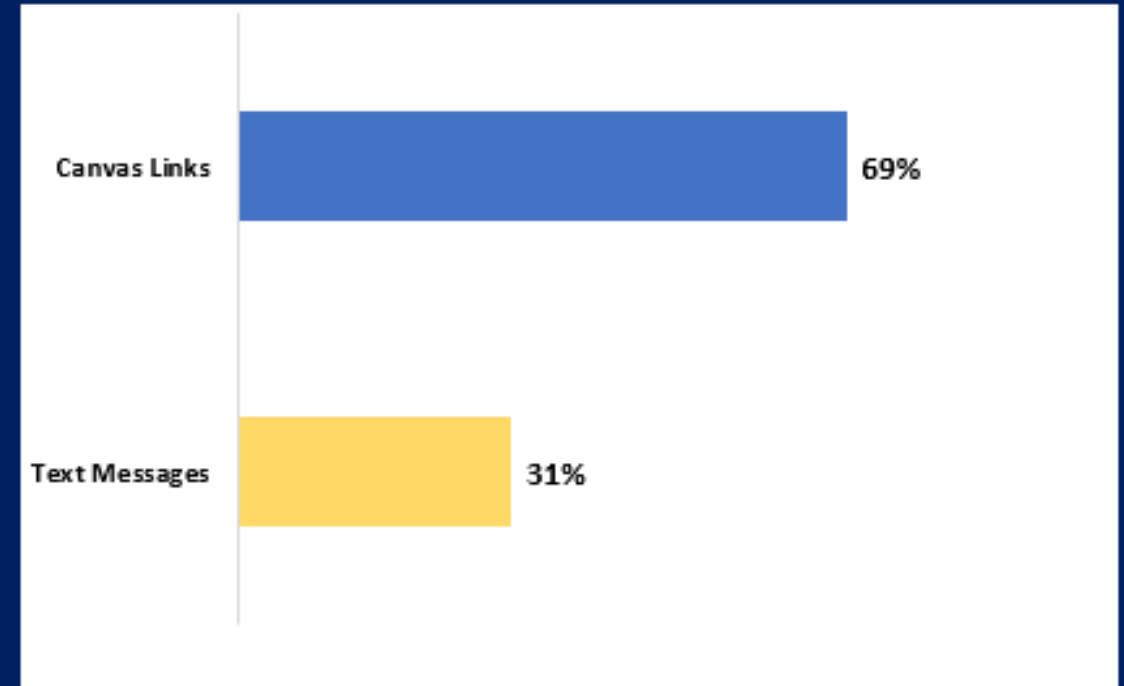
Data collection: September 18th -October 11th 2022

Canvas Post open link (responses limited to enrolled)
Text message to actively enrolled students

Response Rate : ~ **08%** (out of 13,751 enrolled students)
Survey Completion Rate: 59%

Total Respondents=**994**

Canvas vs. Text Responses

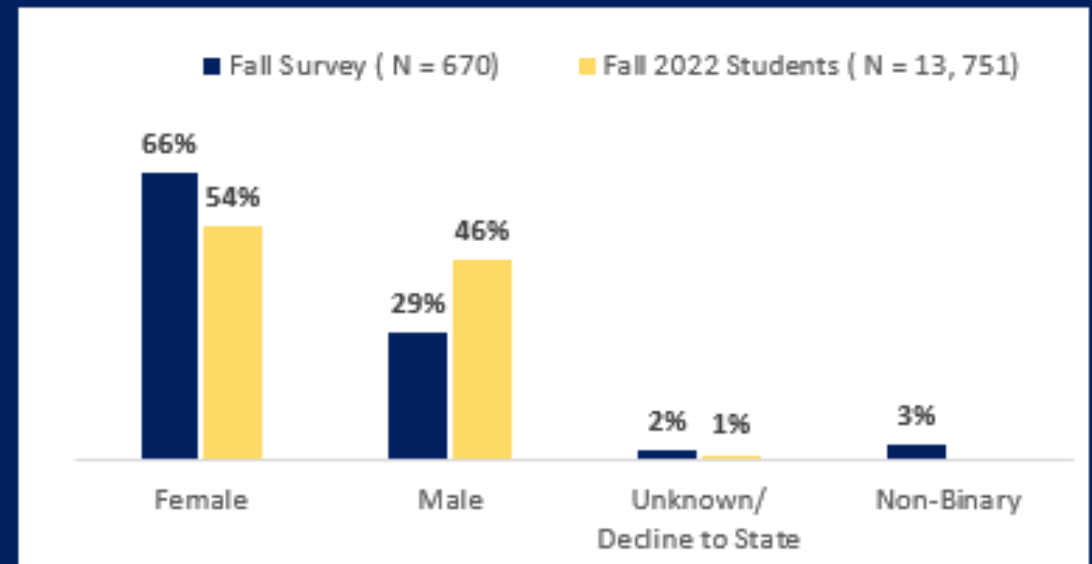
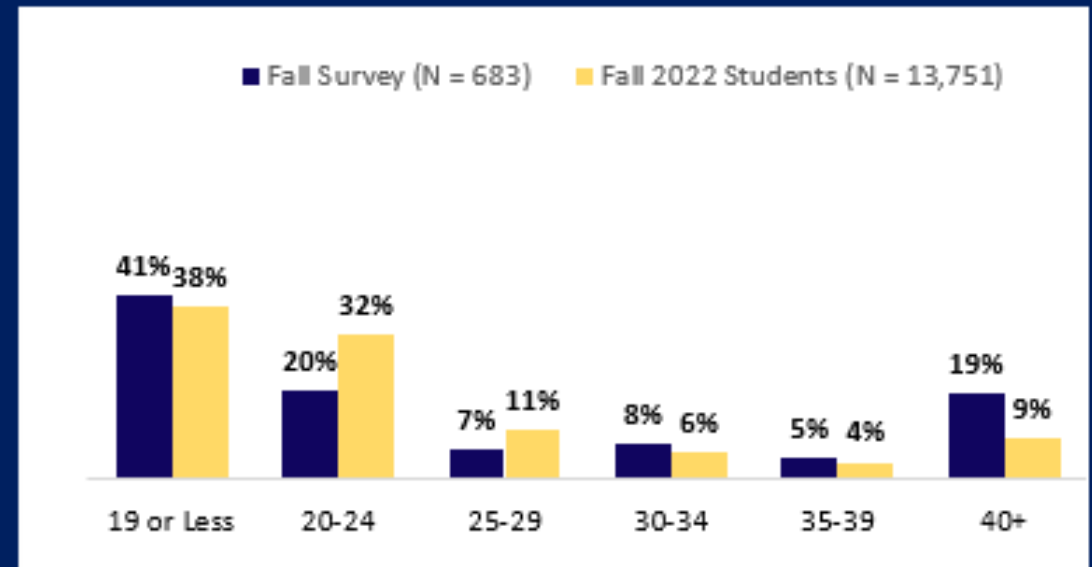
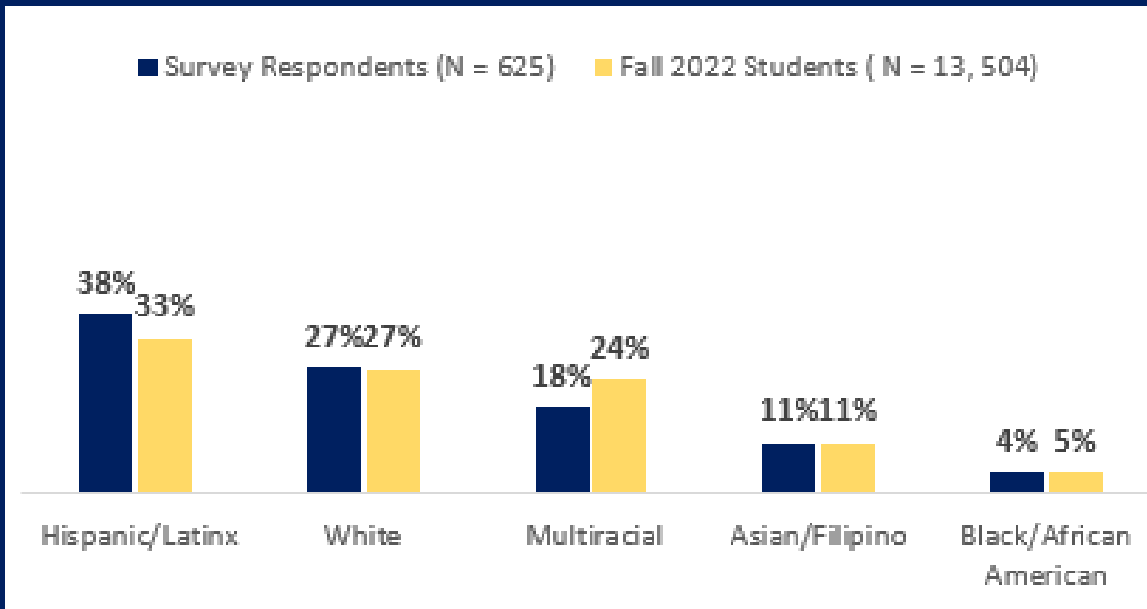


Contact Requests

Students were given the option to request a call-back from a department on campus, 114 students (11%) of survey respondents provided contact information for a follow-up.

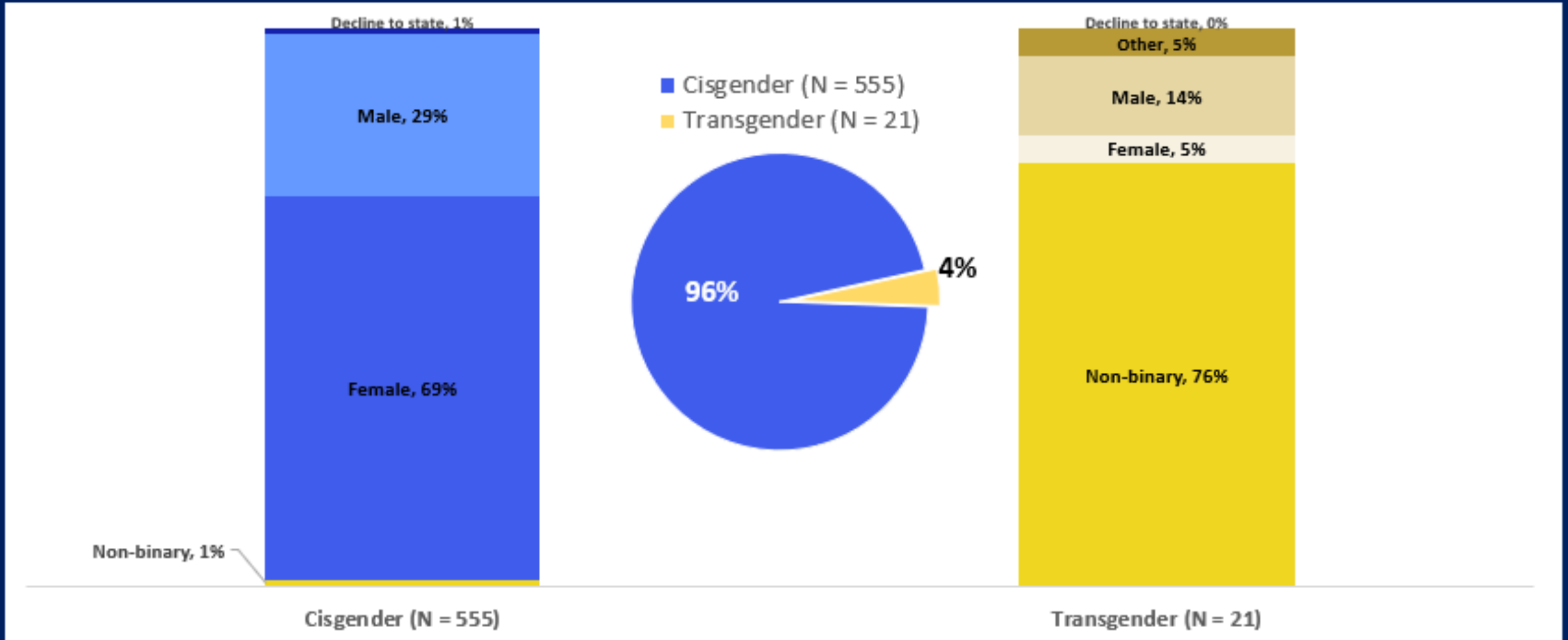
Survey Respondents Compared to Fall 2022 Students

Higher rate of Female, and students aged 40+ on survey than in general student population. Lower representation of 20-24 yrs.

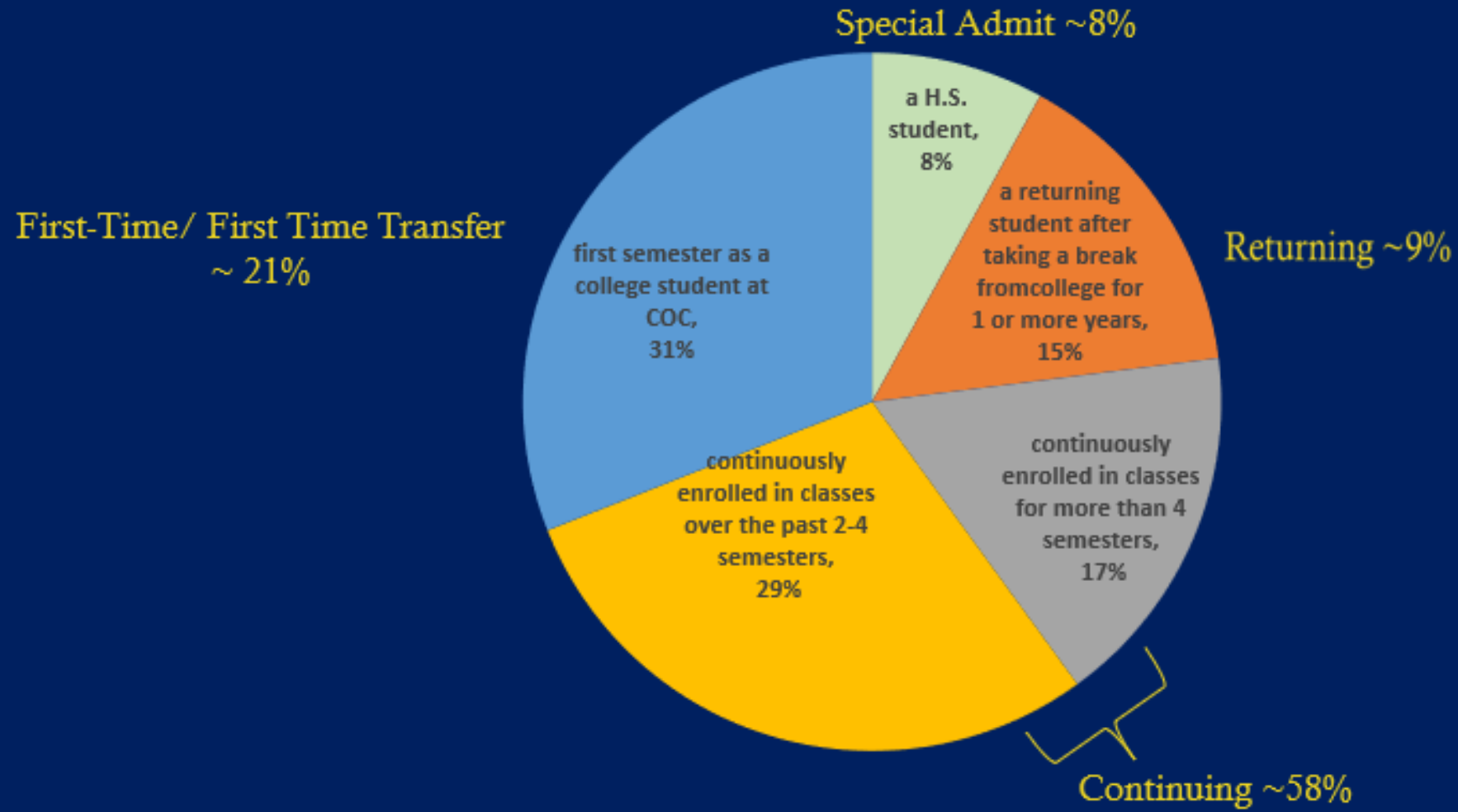


Ns for survey demographics are lower as these were the last items on the survey.

Gender Identity within Cis/Trans-Identifying Respondents

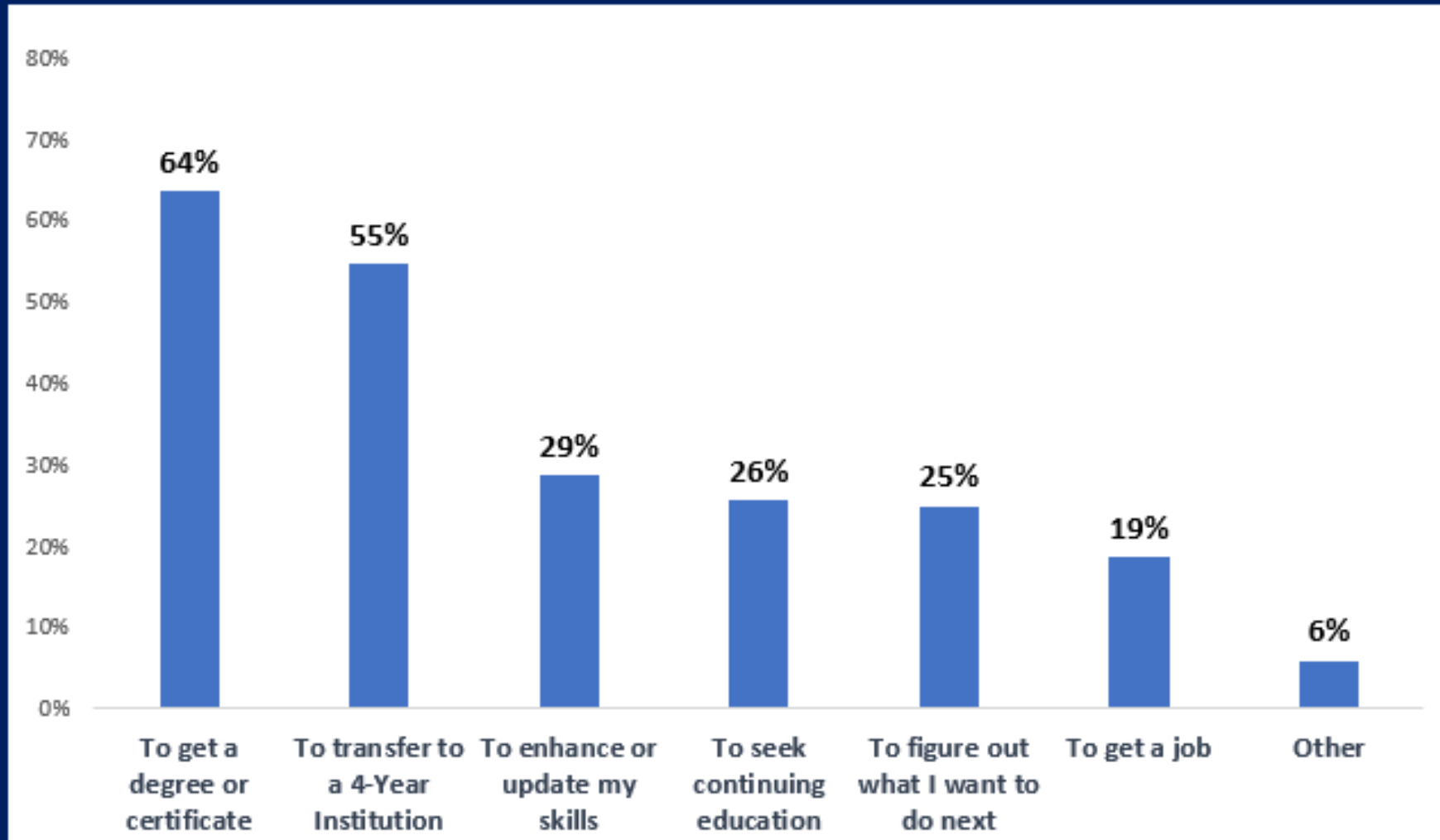


Which best describes your enrollment at COC?



What is your goal as a student at College of the Canyons

– Check all that all that apply?

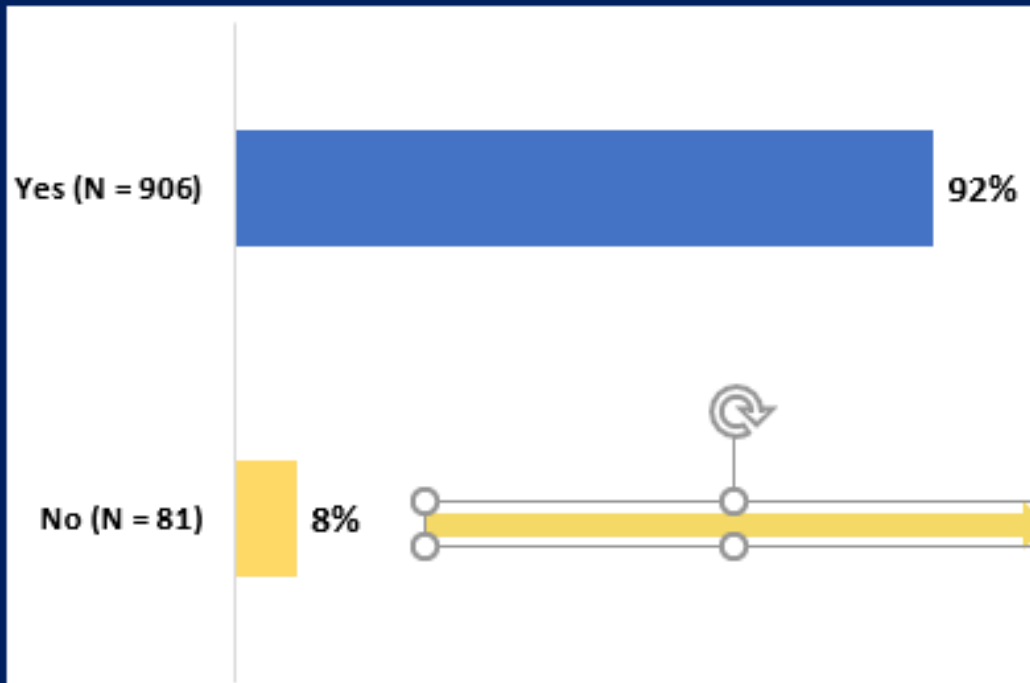


Respondents N = 987

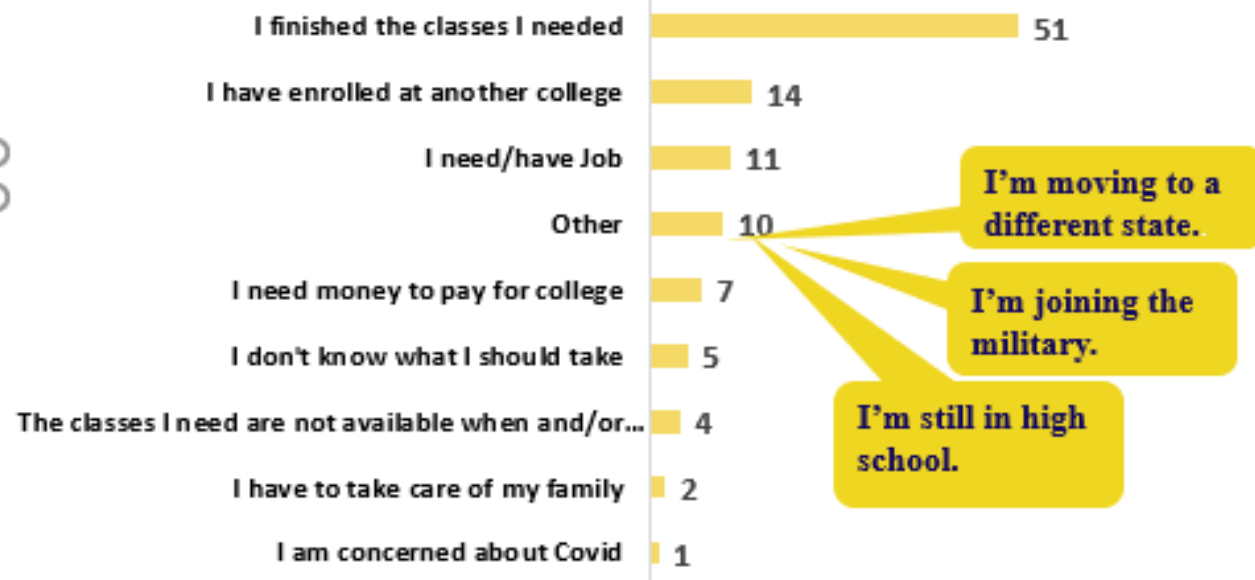
Are you planning to attend College of the Canyons in Spring 2023?

Compared to **80%** Fall 2020 survey (N=2,300) and **67%** in Spring 2020 survey (N~3000).

Reasons why students are *not* enrolling

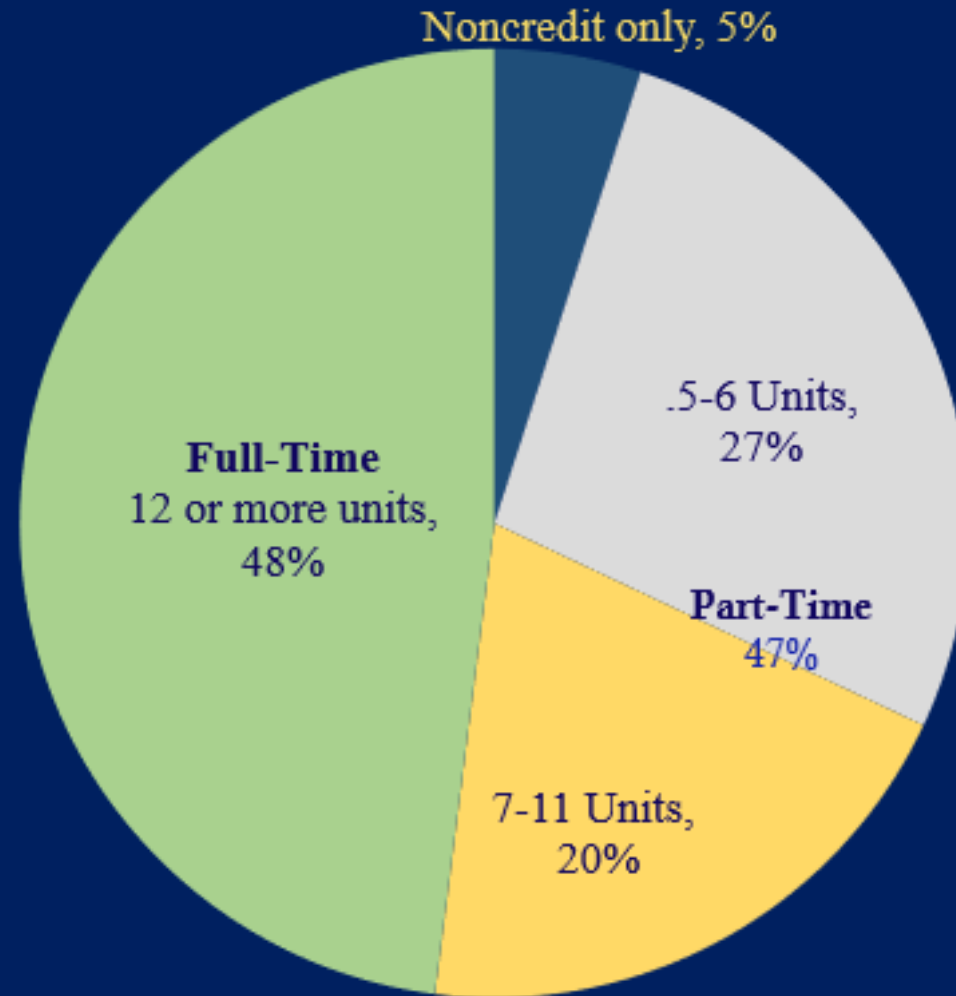


Respondents N = 987



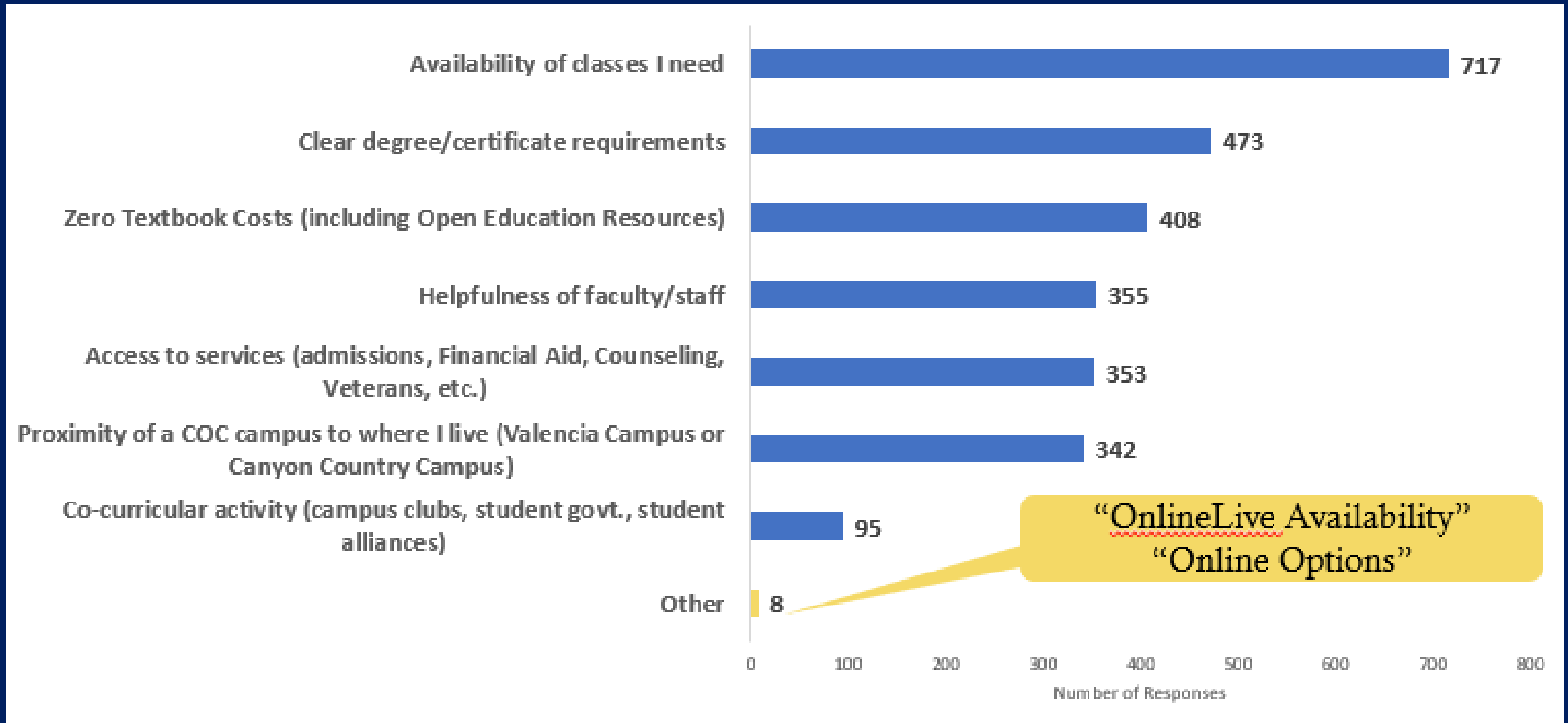
Respondents limited to "Not enrolling" N = 81

How Many Units Do You Plan to Take?



Respondents N = 887

What factors matter most when deciding to enroll at College of the Canyons? - check all that apply



Are you enrolled in any other Colleges this Semester?

Majority are not (94%) however, 6% (44 students) indicated they are enrolled at another college (*Total Respondents N = 798*).

Of the above 44 students enrolled elsewhere



Top reasons stated for why they enrolled at another college:

- ◇ “availability of classes I need” (26 responses)
- ◇ “proximity of the college to where I live” (15 responses)”

Top modality of enrollment at another college:

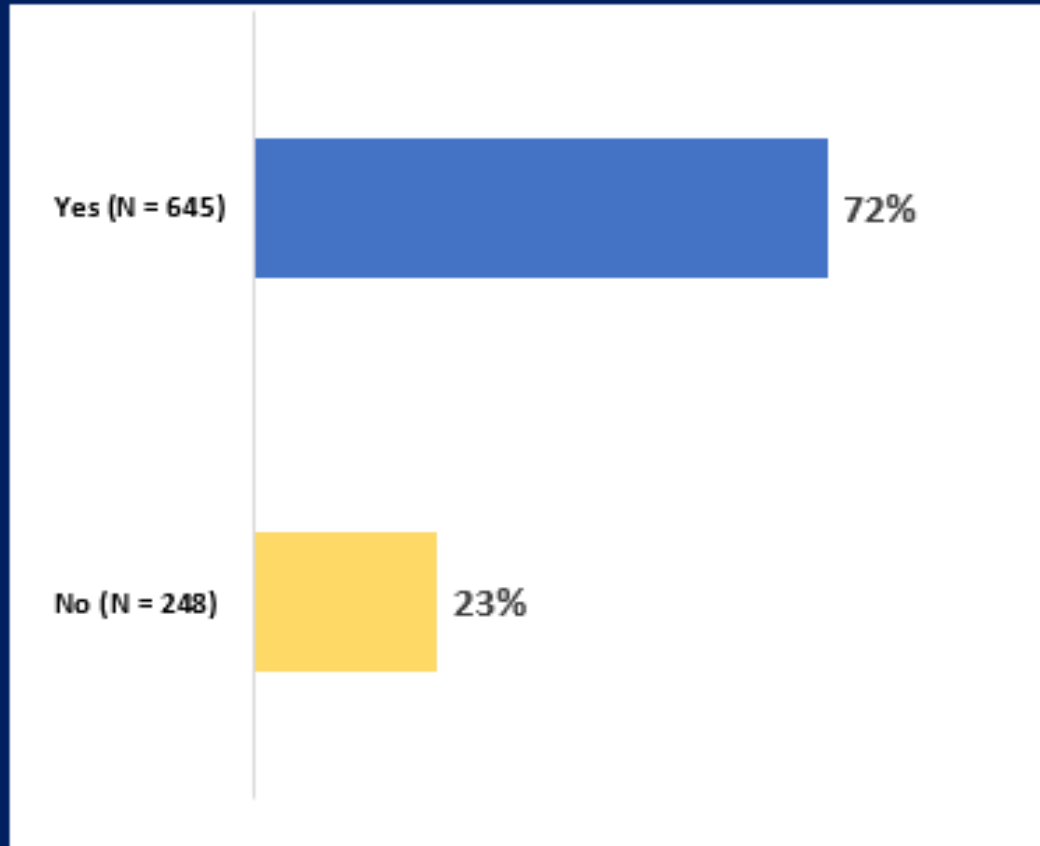
- ◇ “online” (30 responses)



IN-PERSON & ONLINE PREFERENCES



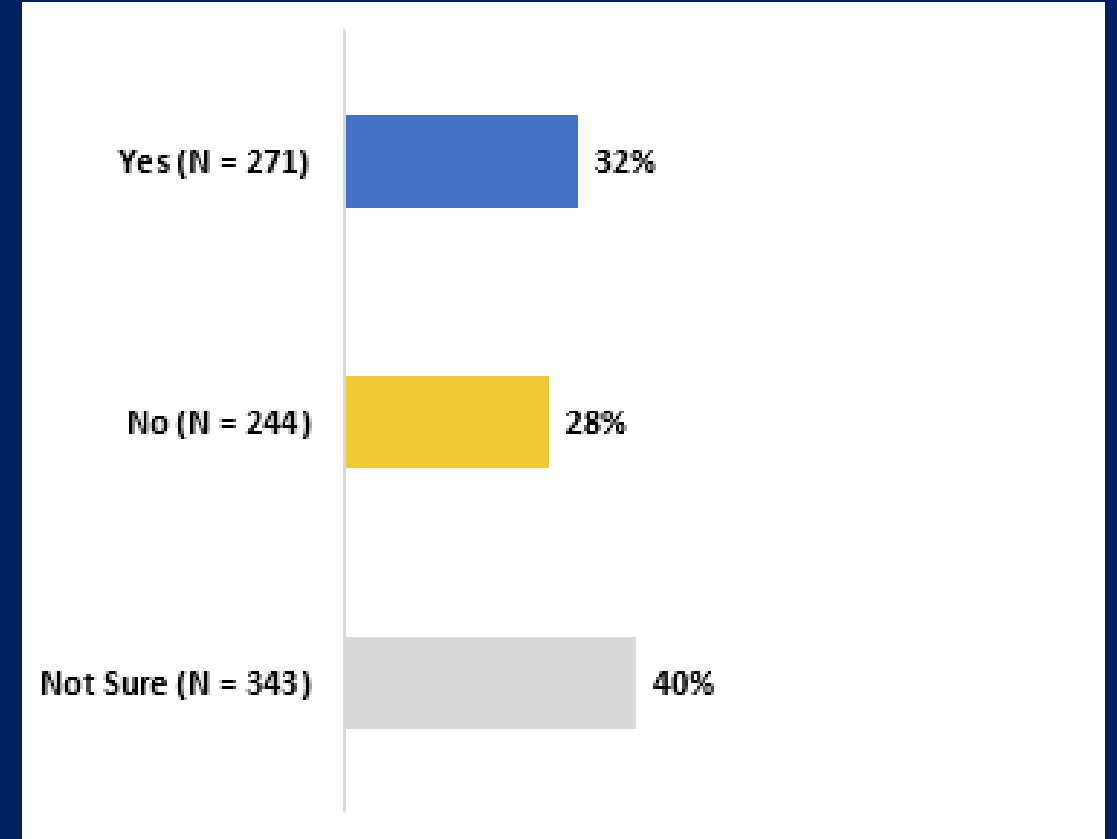
Do you plan to take in-person classes?



Respondents N = 893

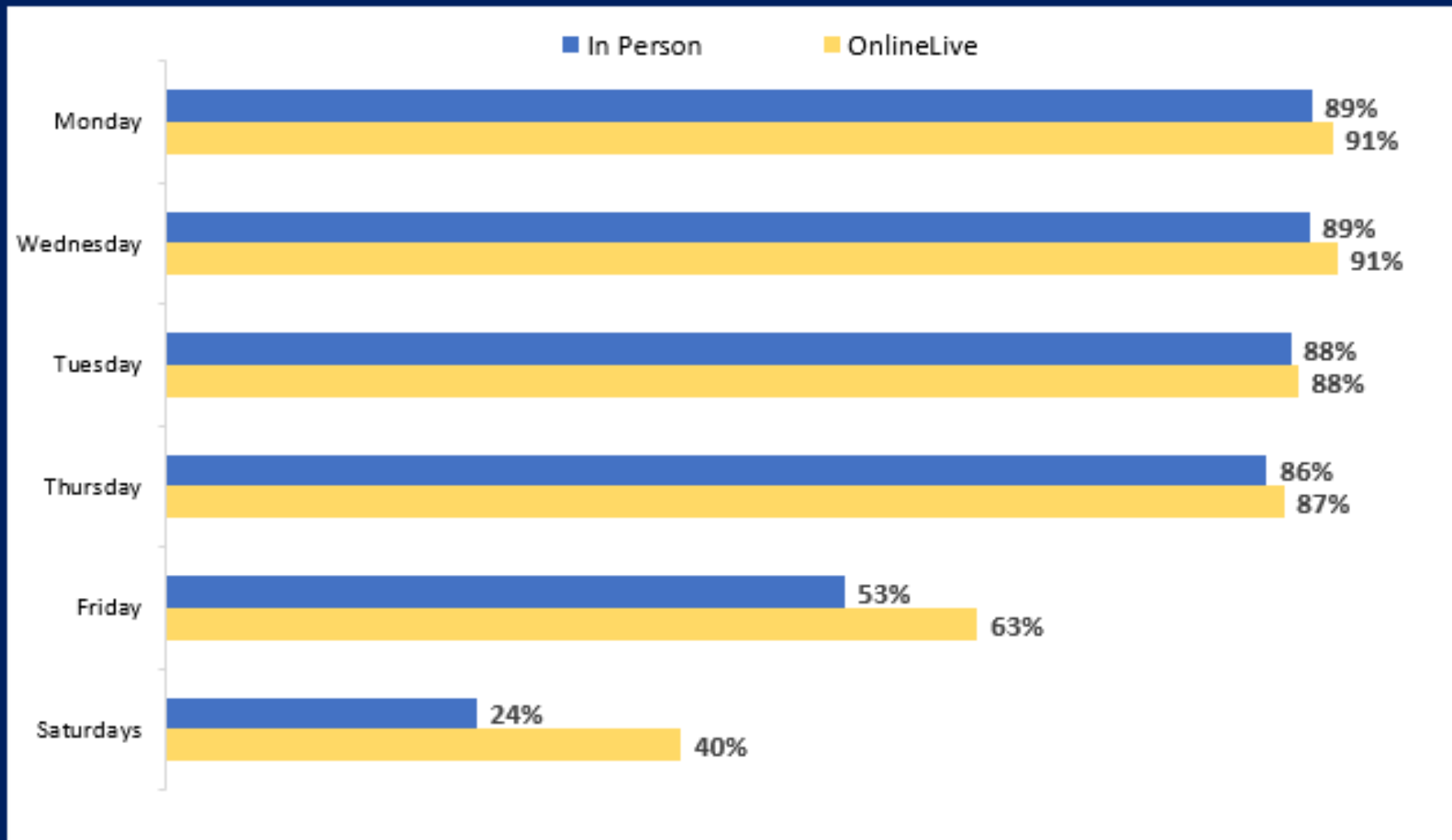
Compared to **46%** who indicated they were willing to enroll in in-person classes in previous **Fall** .
(**2021**; N=2500).

Do you plan to take OnlineLive classes?



Respondents N = 858

What Days of the Week Are Classes Preferred?



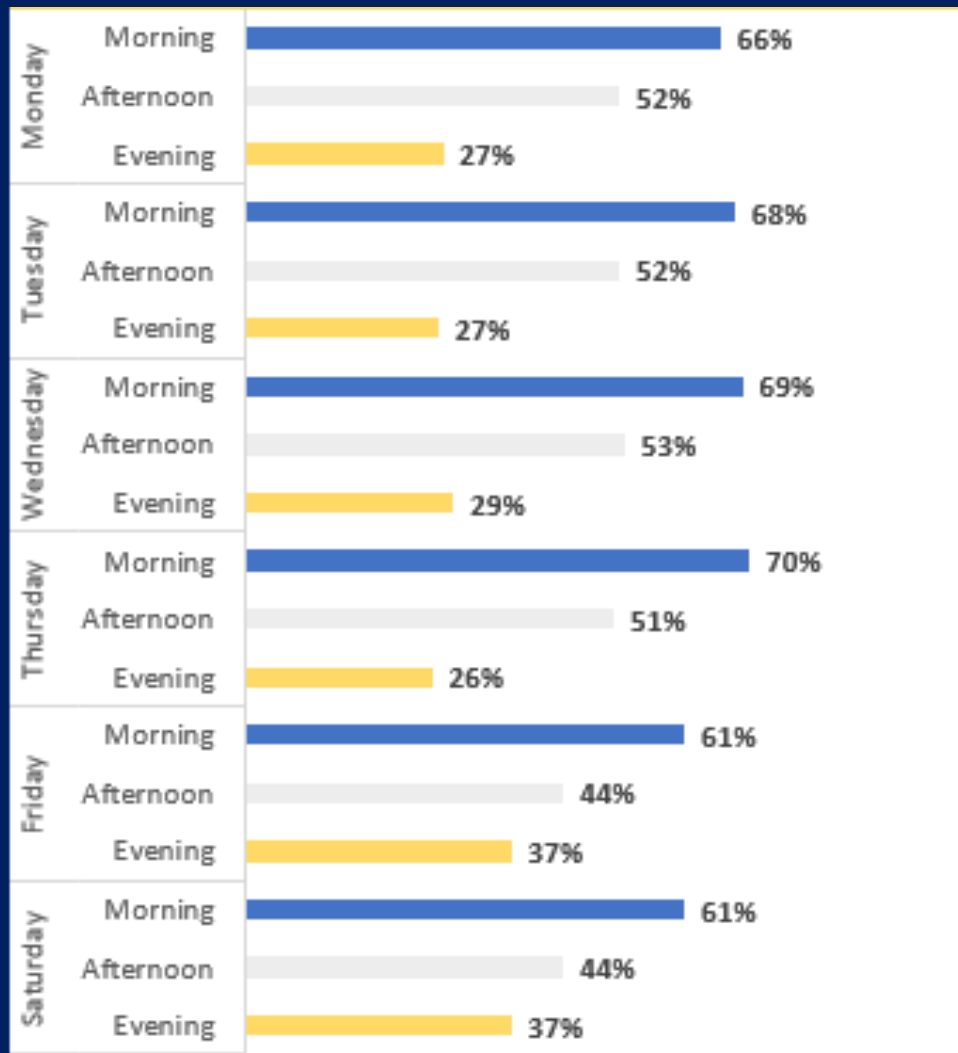
Greater proportion of OnlineLive seeking students prefer Fridays and Saturdays as compared to in-person students.

Rates are out of total number within the modality. Students could have selected multiple days of the week.

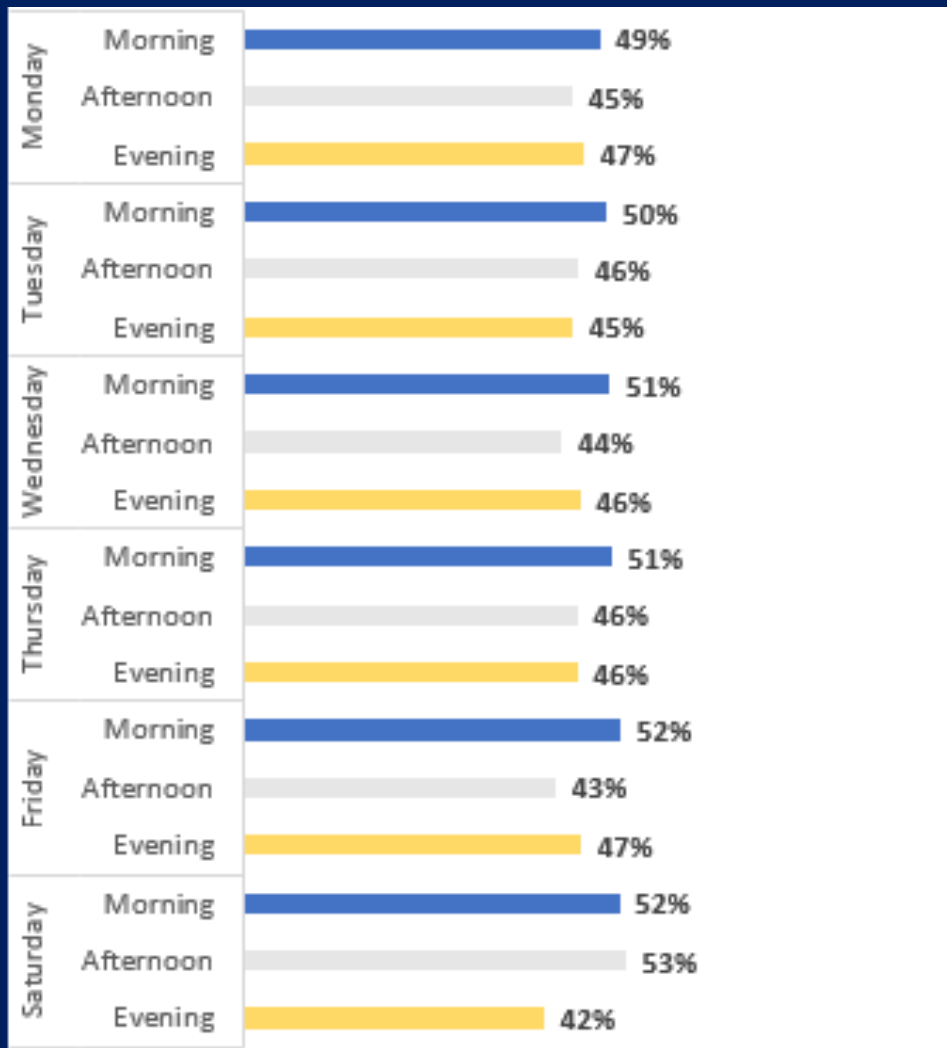
*Respondents In-Person N = 607
Respondents OnlineLive N = 264*

What Times of Day Are Classes Preferred?

IN-PERSON (N = 607)



ONLINE LIVE (N = 264)



A clear preference for morning/afternoons compared to evenings for In-person.

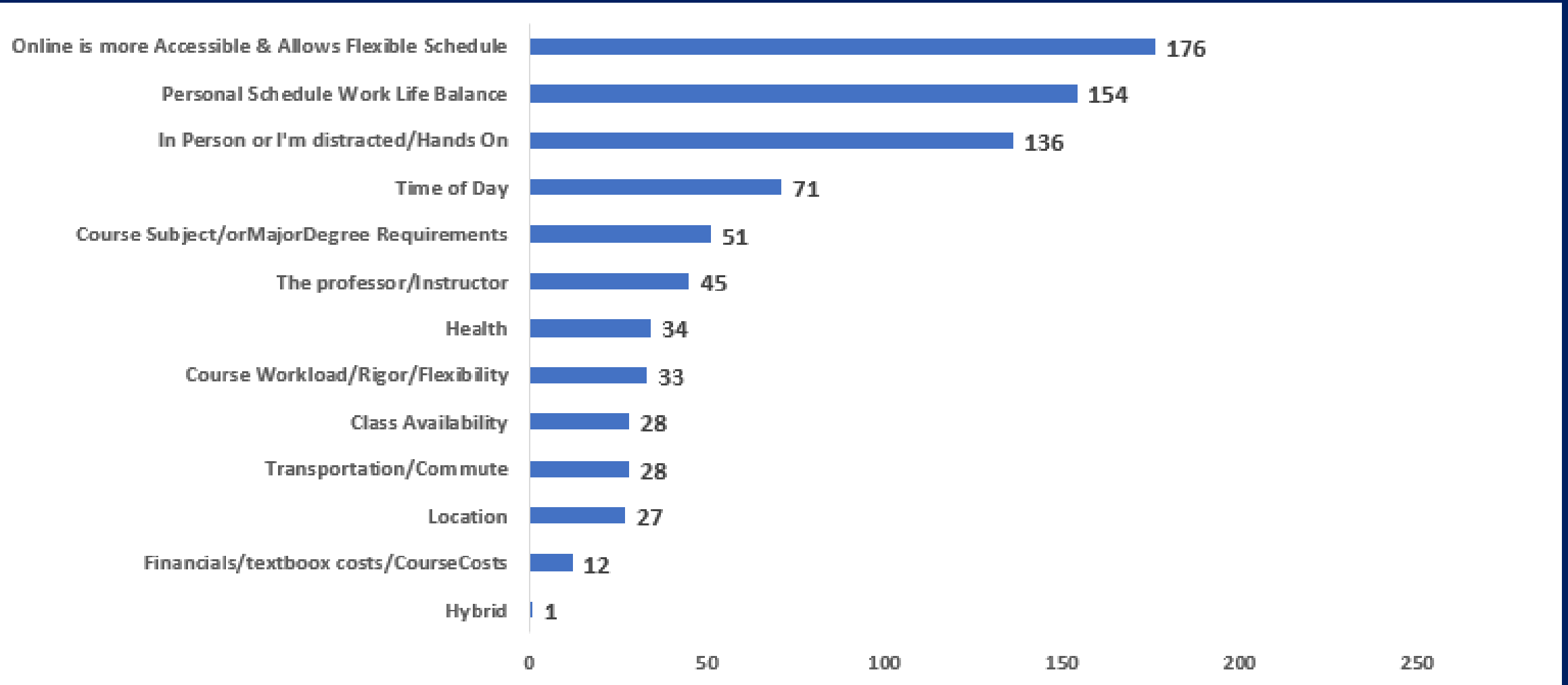
For OnlineLive, students have equal preference for all three times.

Respondents In Person N 607
Respondents OnlineLive N 264

Rates are out of total responses for that selected day. Students could have selected multiple times in, and across days.

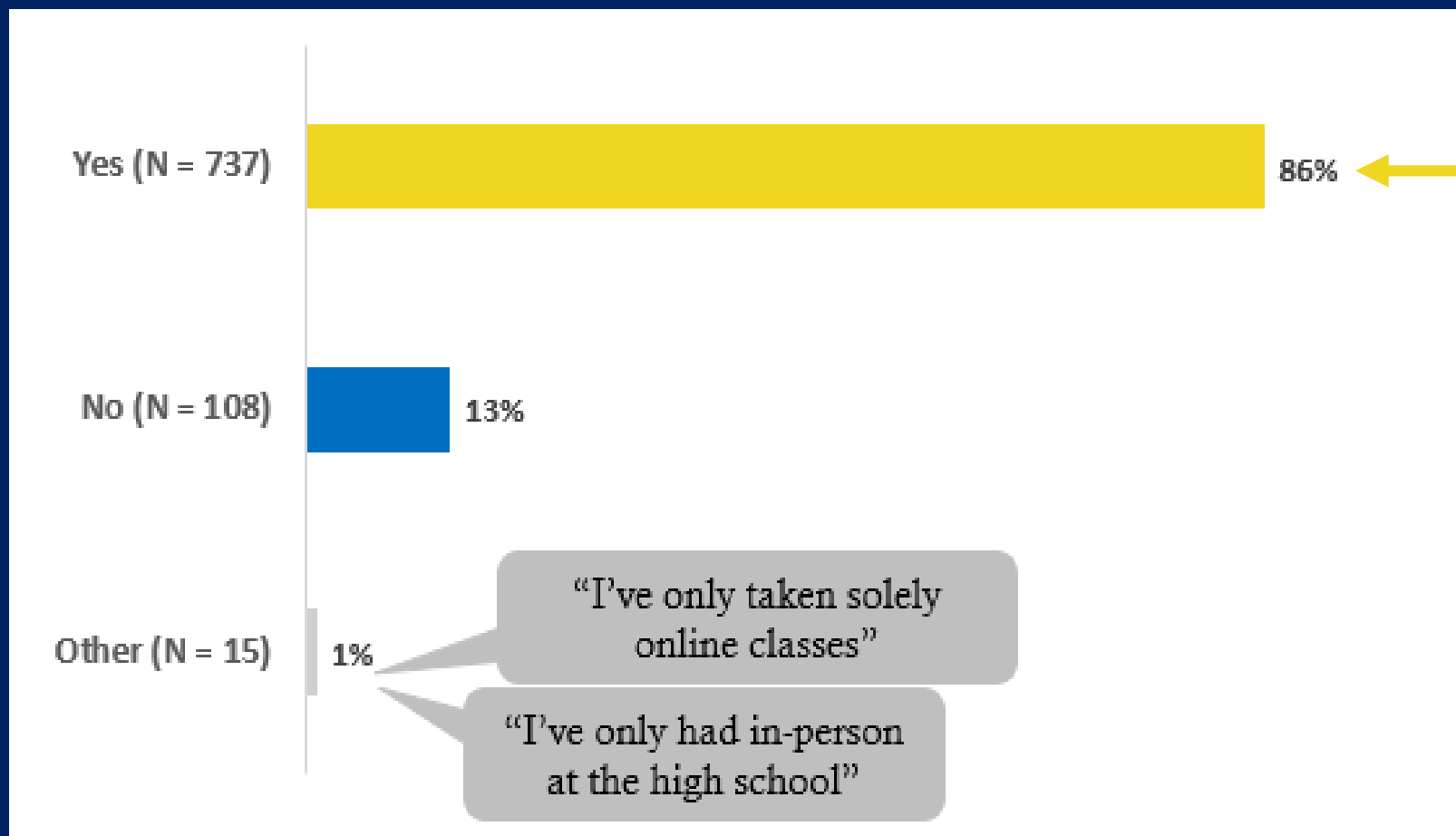
What Most Influences *How* You Prefer to Attend Classes?

-Open Ended



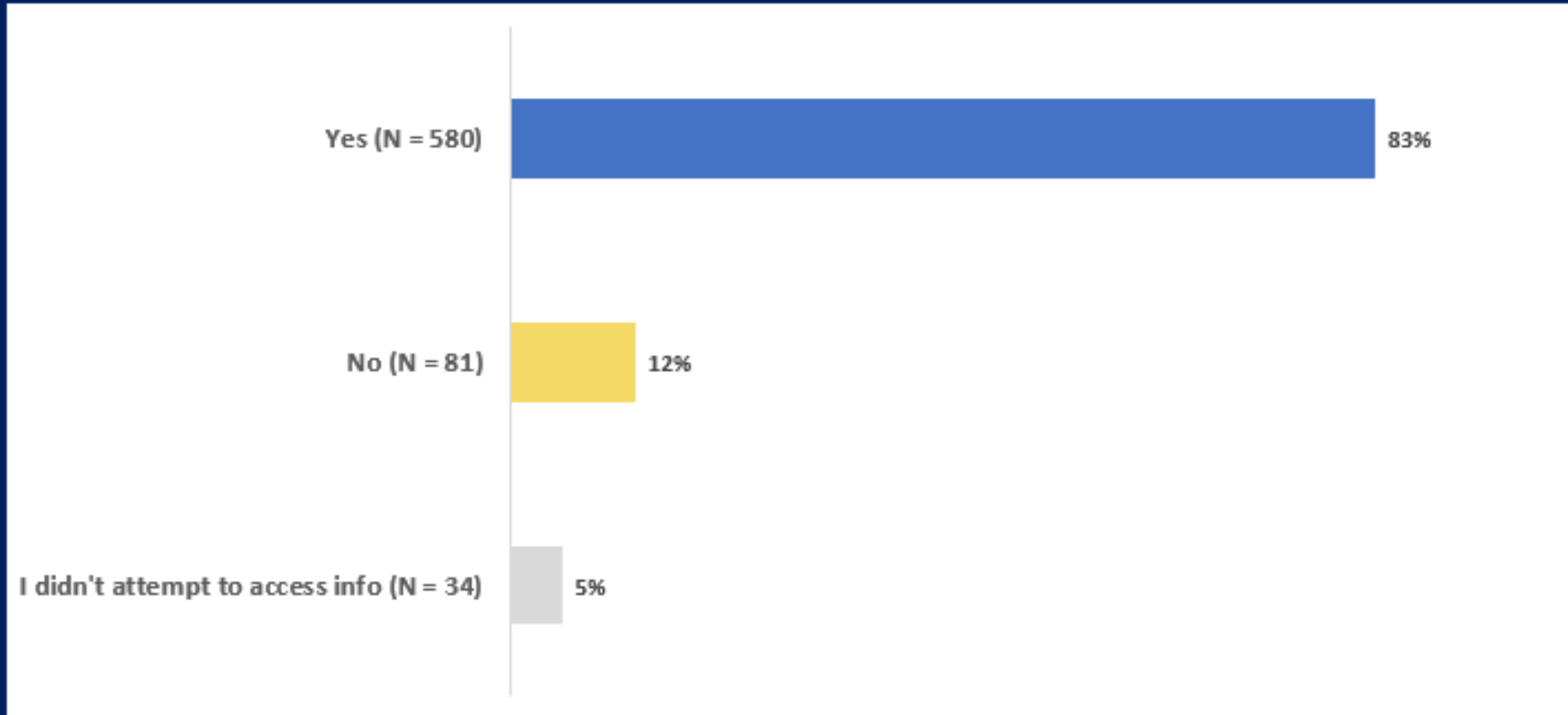
Respondents N = 579

Do you feel like you clearly understand the difference between Online and OnlineLive Classes?



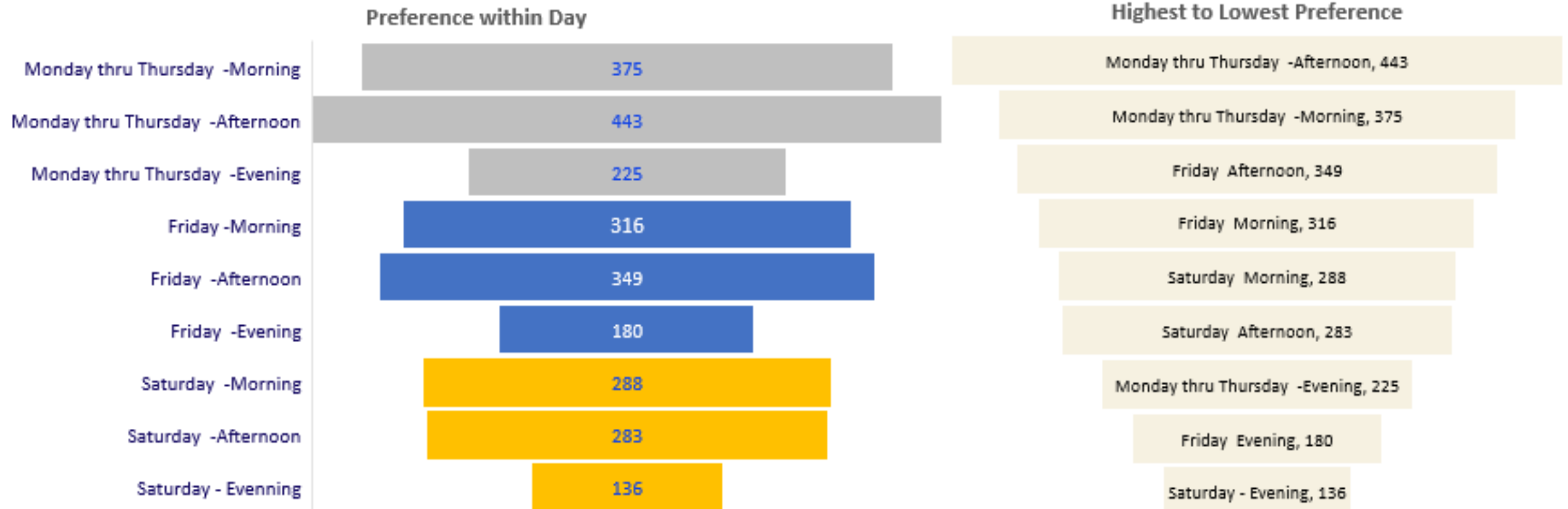
737 students in fall 2022 survey compared to 430 students in 2021 survey

If you are enrolled in an online class were you able to access information (e.g., orientation letter and/or syllabus) before the first day of class?



When do you prefer to access Counseling?

Mon thru Thurs
Friday
Saturday

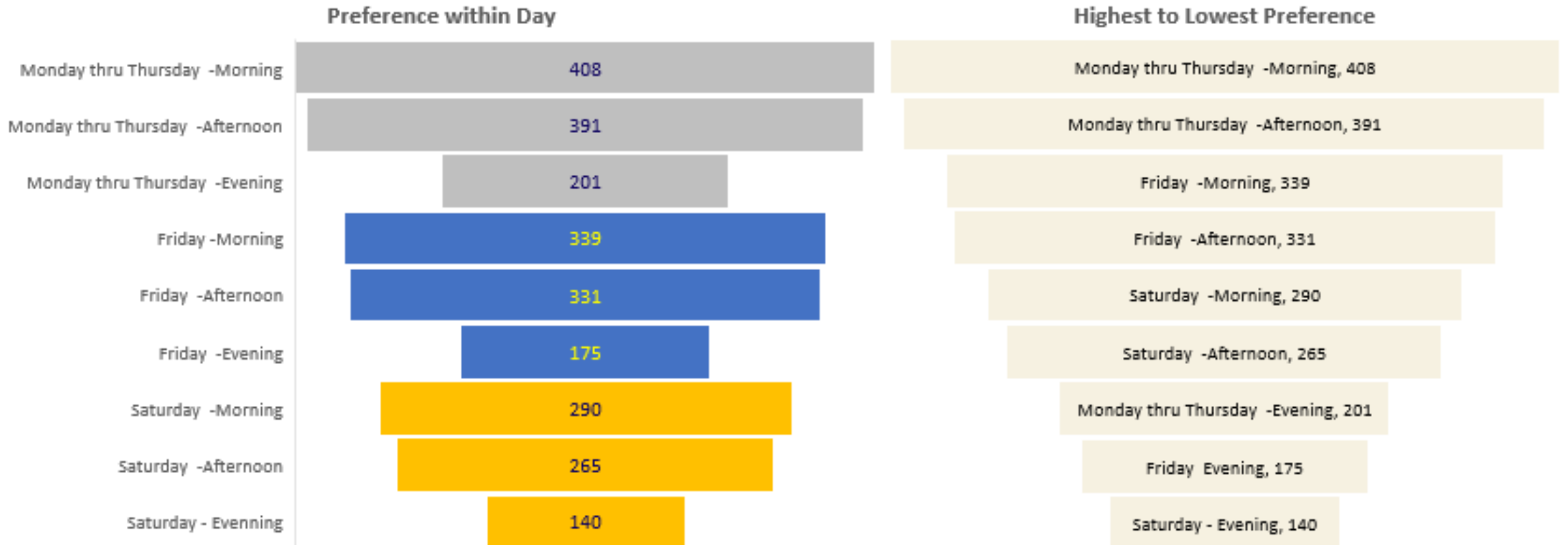


For Counseling, across all days, Afternoons are most popular except for Saturdays when Mornings and Afternoons are equally preferred. Weekday evenings are *less* preferred than Saturday Mornings/Afternoons.

Respondents N = 703

When do you prefer to access Financial Aid?

Mon thru Thurs
Friday
Saturday



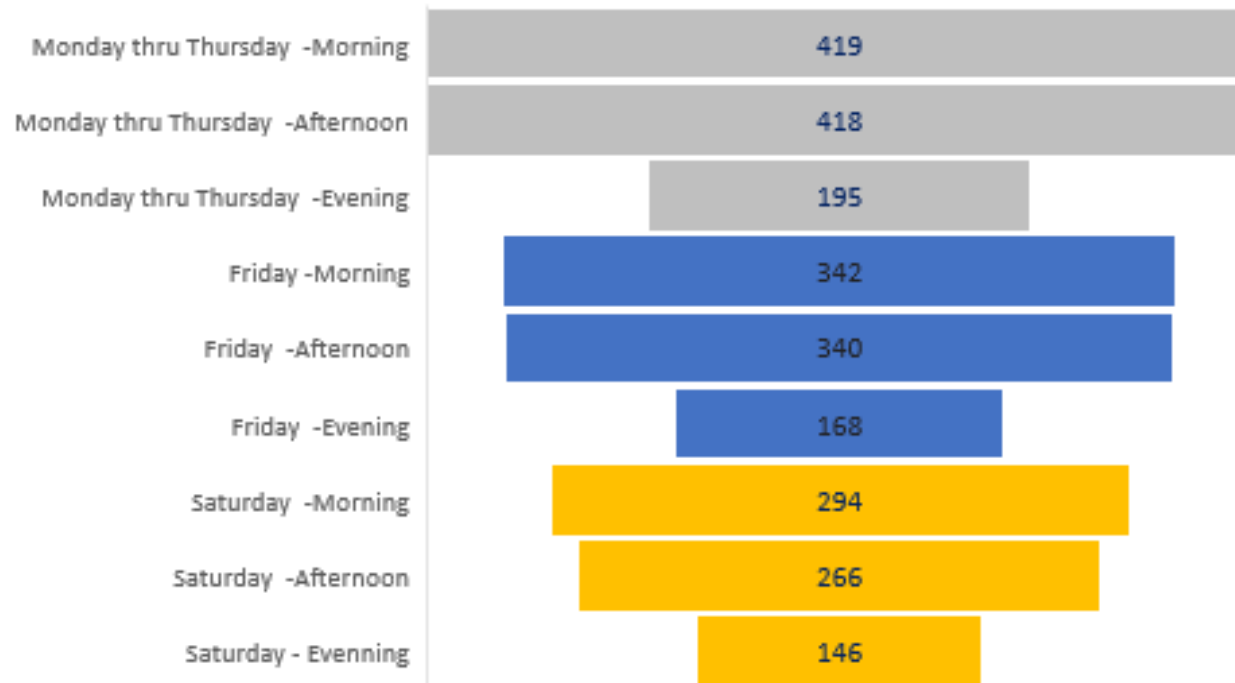
For Financial Aid, across all days, Mornings and Afternoons are similarly popular. Weekday evenings are *less* preferred than Saturday Mornings/Afternoons.

Respondents N = 651

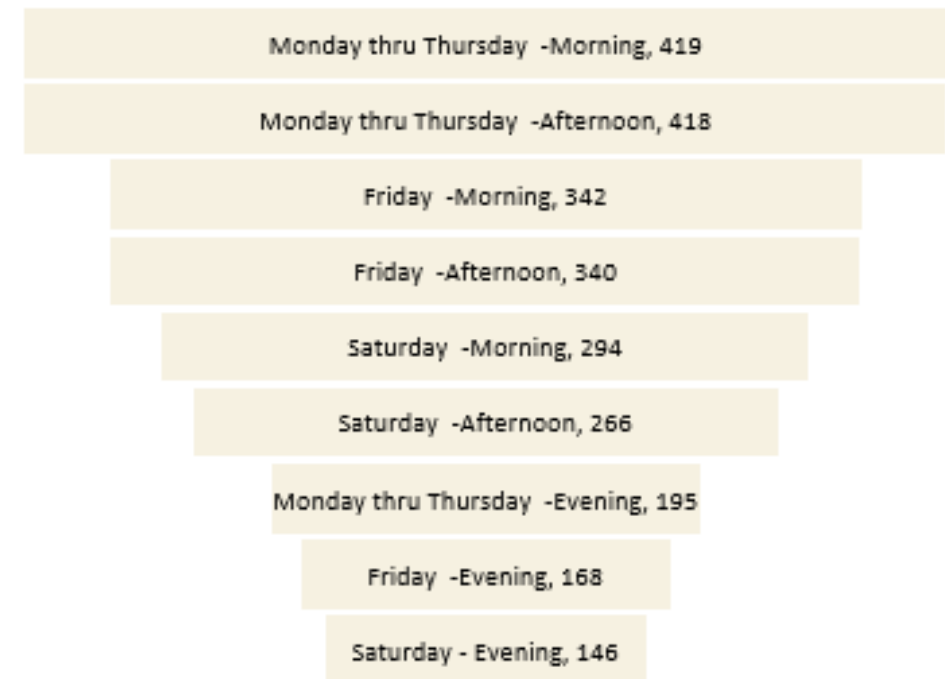
When do you prefer to access Admissions & Records?

Mon thru Thurs
Friday
Saturday

Preference within Day



Highest to Lowest Preference

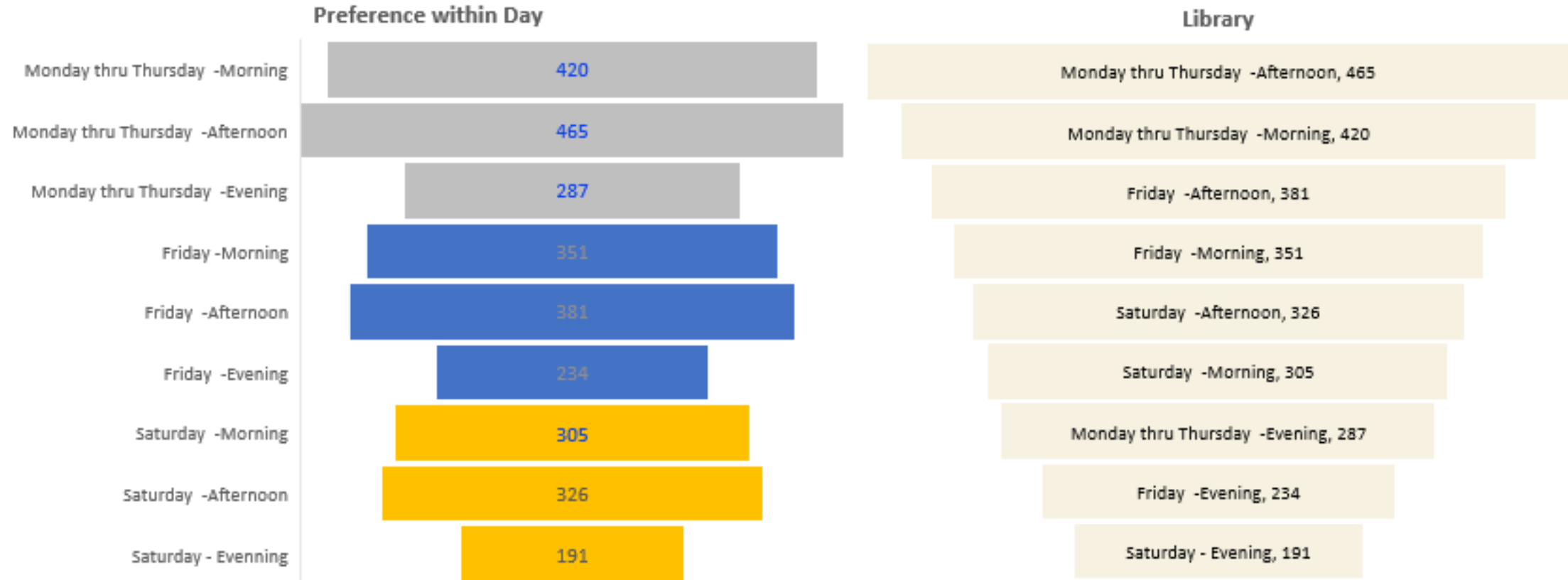


For A&R, across all days, Mornings and Afternoons are similarly popular. Weekday evenings are *less* preferred than Saturday Mornings/Afternoons.

Respondents N = 686










When do you prefer to access Library?

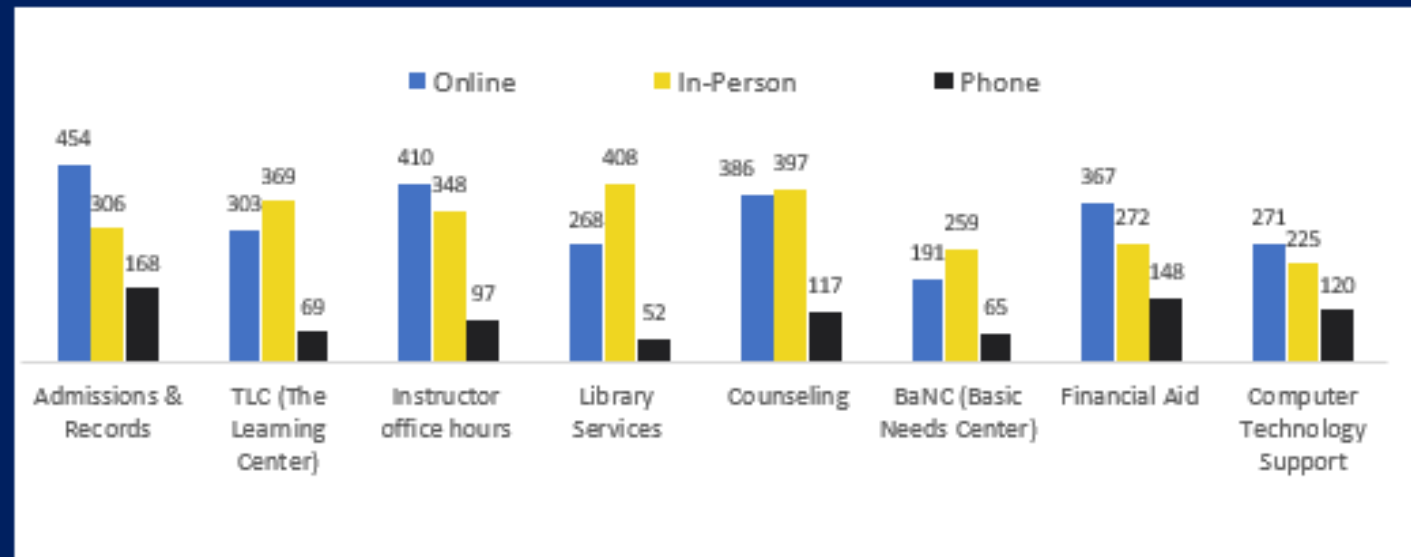
Mon thru Thurs
Friday
Saturday



For the Library, across all days, Afternoons are the most popular Weekday evenings are less preferred than Saturday Mornings/Afternoons.








How do you prefer to access the following services?

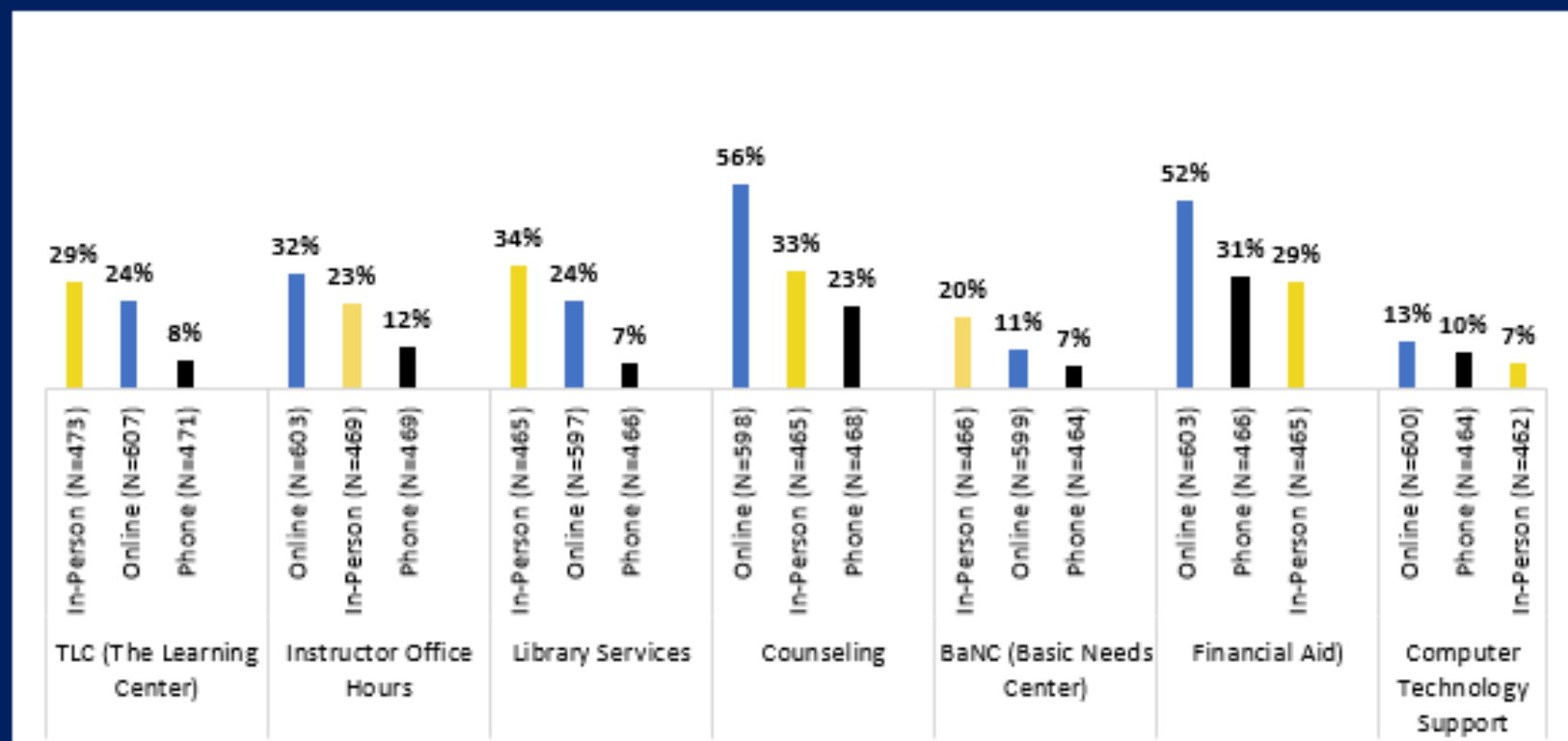
	Most Frequently preferred Mode	
Admissions & Records		
TLC		
Instructor Office Hours		
Library		
Counseling		
BANC		
Financial Aid		
Computer Tech		



Excludes 'No Preference', BANC and Computer Support had No Pref as most freq.

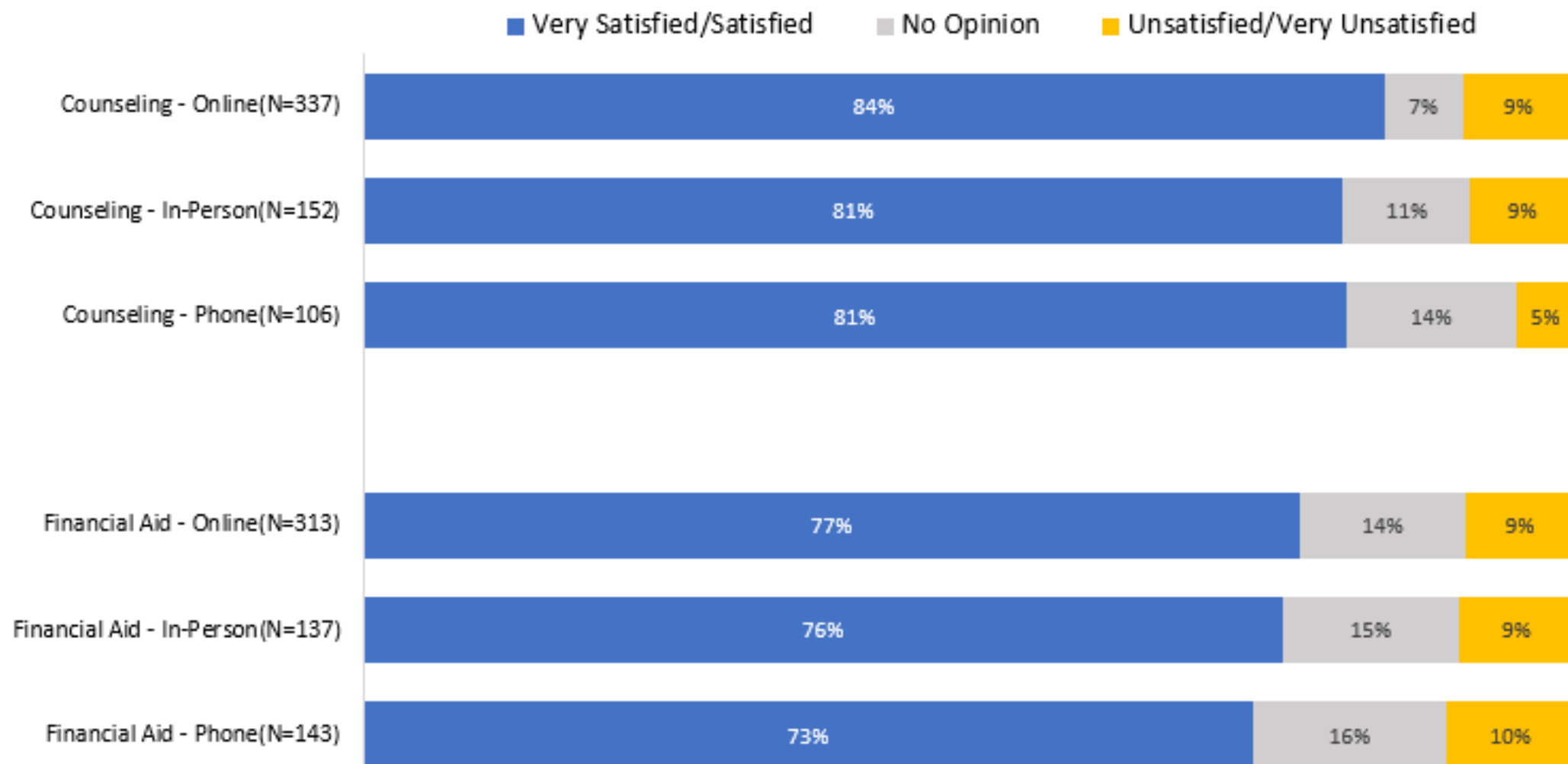
How have you *used* the following services?

	Most Frequently <i>used</i> Mode
TLC	
Instructor Office Hours	
Library	
Counseling	
BANC	
Financial Aid	
Computer Tech	



Satisfaction Level for Service by Mode (if used)

Counseling & Financial Aid



Satisfaction Level for Service by Mode (if used)

TLC & Library

■ Very Satisfied/Satisfied ■ No Opinion ■ Unsatisfied/Very Unsatisfied

TLC (The Learning Center) - In-Person(N=139)



TLC (The Learning Center) - Online(N=147)



TLC (The Learning Center) - Phone(N=38)



Library Services - In-Person(N=157)



Library Services - Online(N=146)



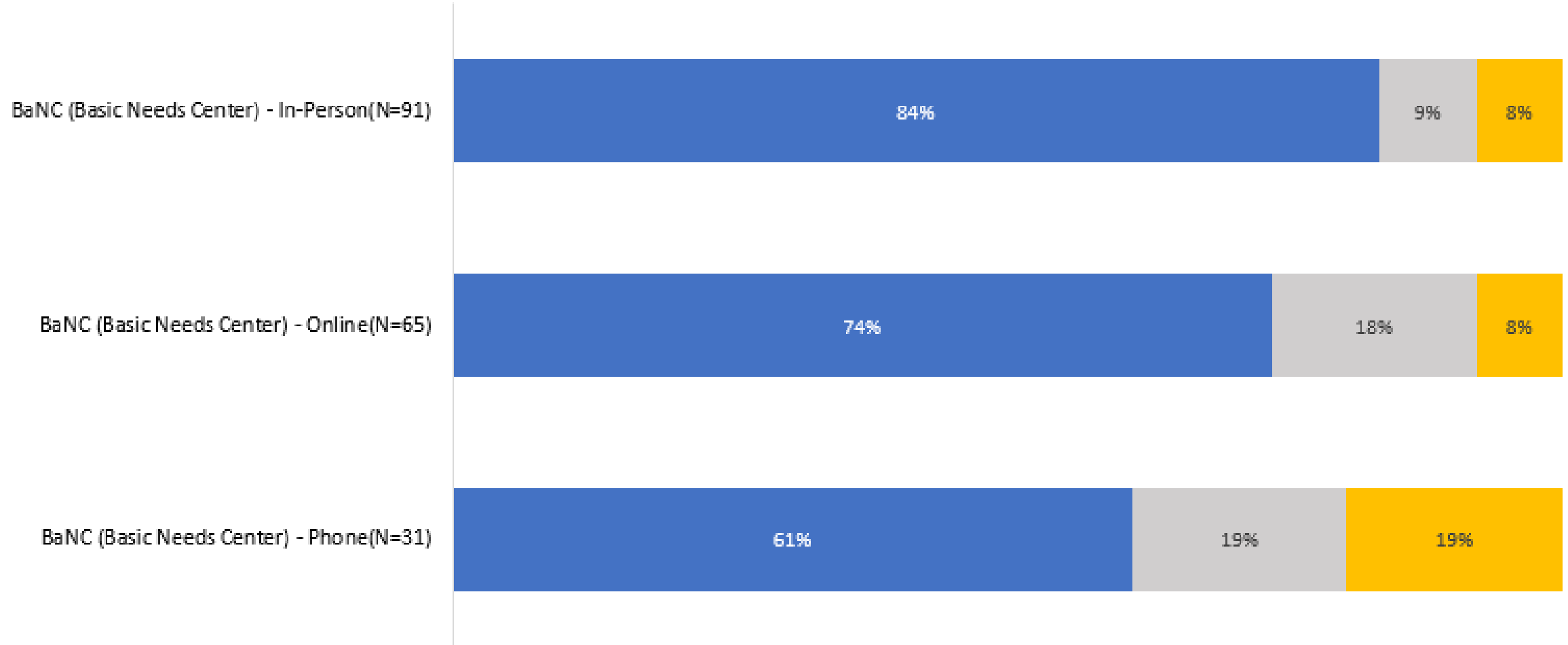
Library Services - Phone(N=32)



Satisfaction Level for Service by Mode (if used)

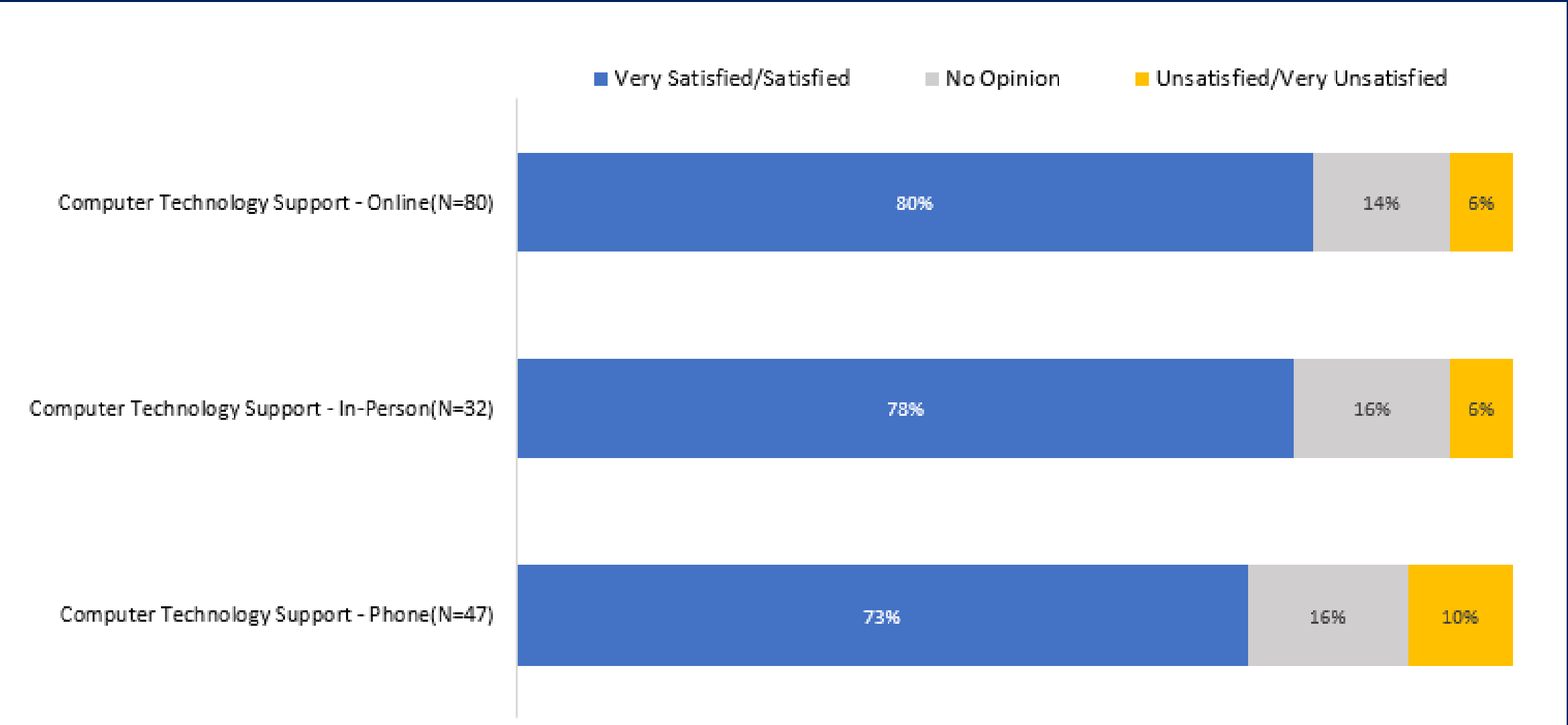
BaNC

■ Very Satisfied/Satisfied ■ No Opinion ■ Unsatisfied/Very Unsatisfied



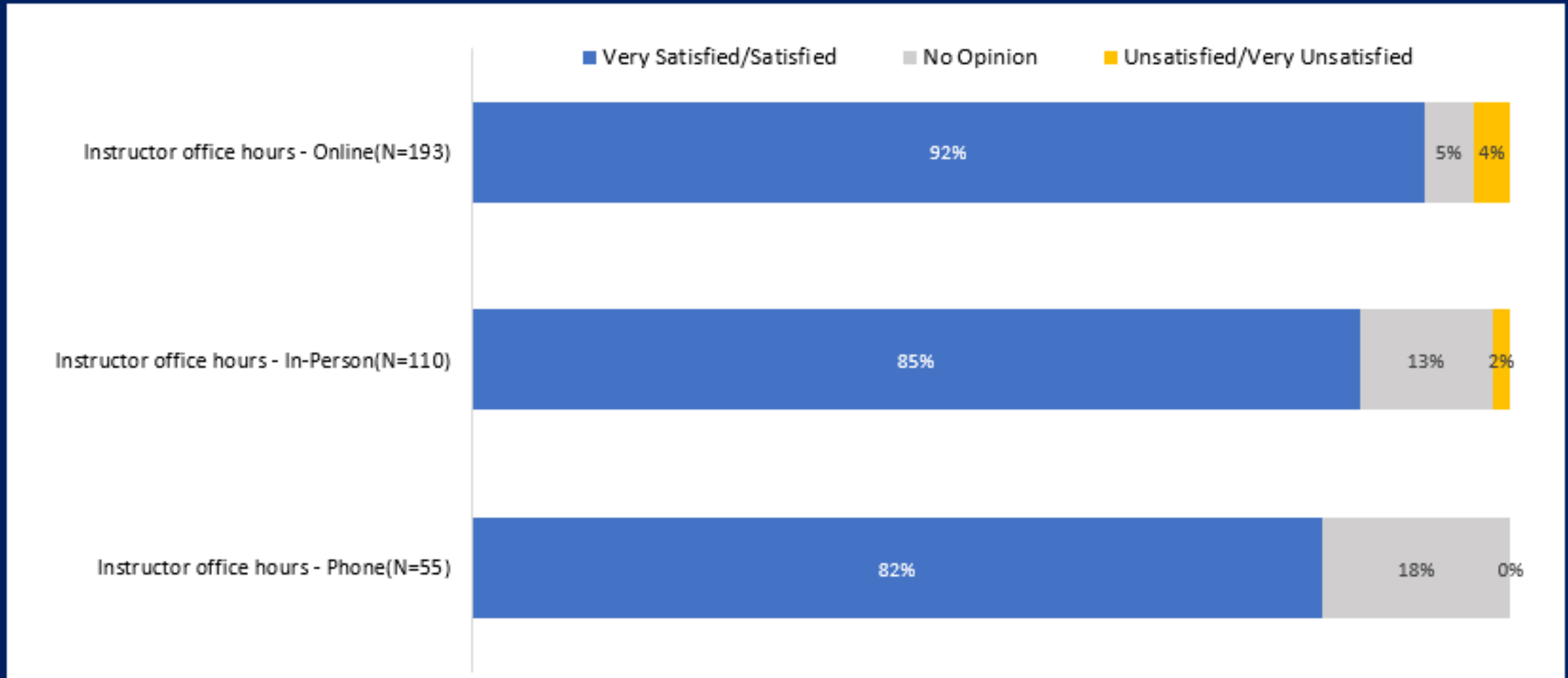
Satisfaction Level with Service by Mode (if used)

Computer Technology Support




























Satisfaction Level with Service by Mode (if used)

Instructor Office Hours



Mode of Delivery for Student Support Services

	Most Frequently <i>used</i> Mode	Most Frequently <i>preferred</i> Mode	Highest <i>Satisfaction</i> Mode
Admissions & Records	-		-
TLC			 
Instructor Office Hours			
Library			
Counseling		 	
BANC			
Financial Aid			 
Computer Tech.			



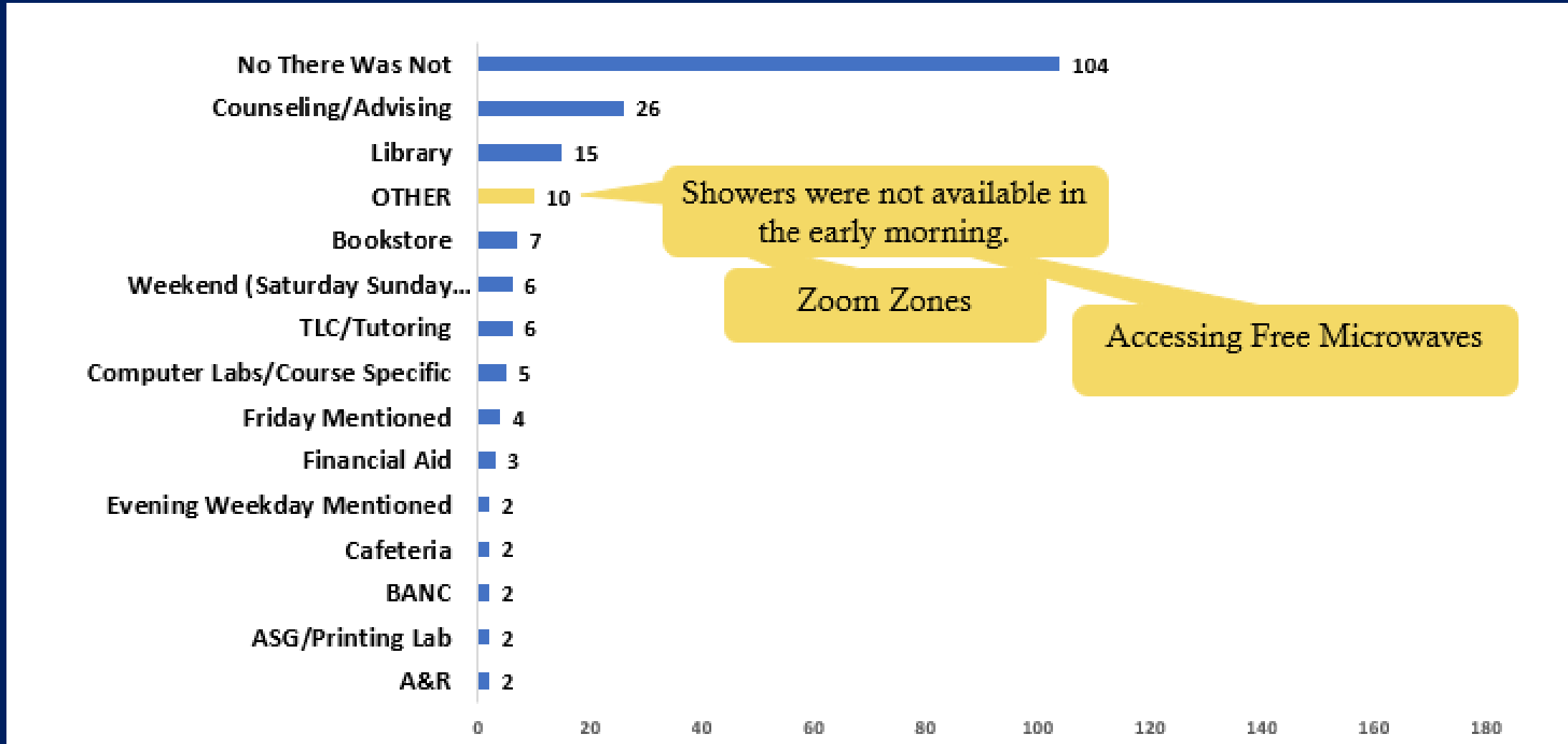
In-Person mode

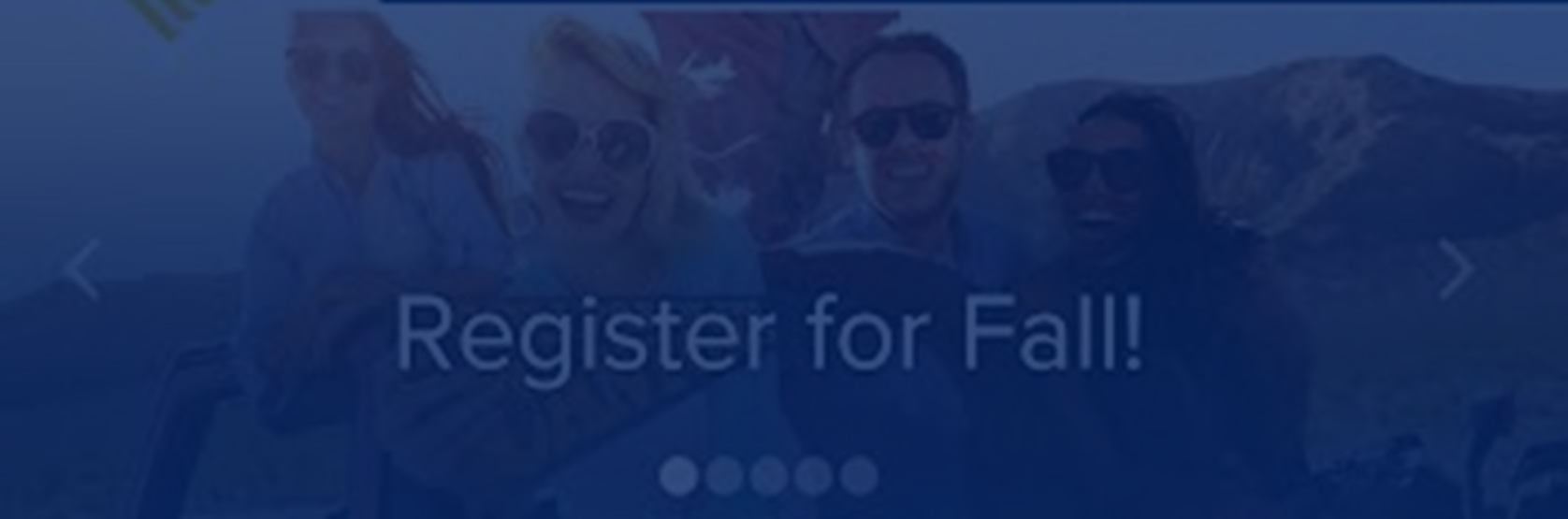


Online mode

Where 2 modes are displayed their reported levels of satisfaction were tied within 3% of each other.

Is there a service you needed to access and it wasn't available during your desired time/day? -Open Ended



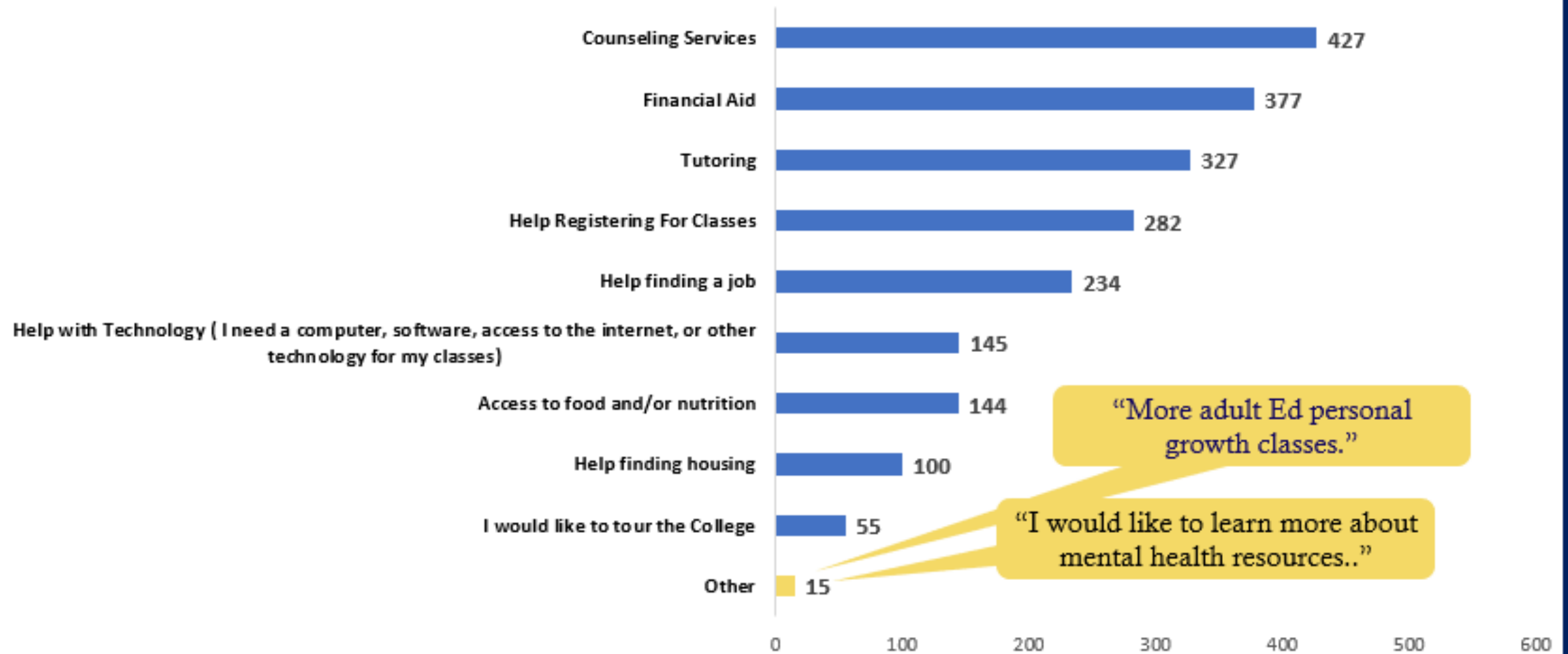


Barriers & Challenges



How can the College help support you?

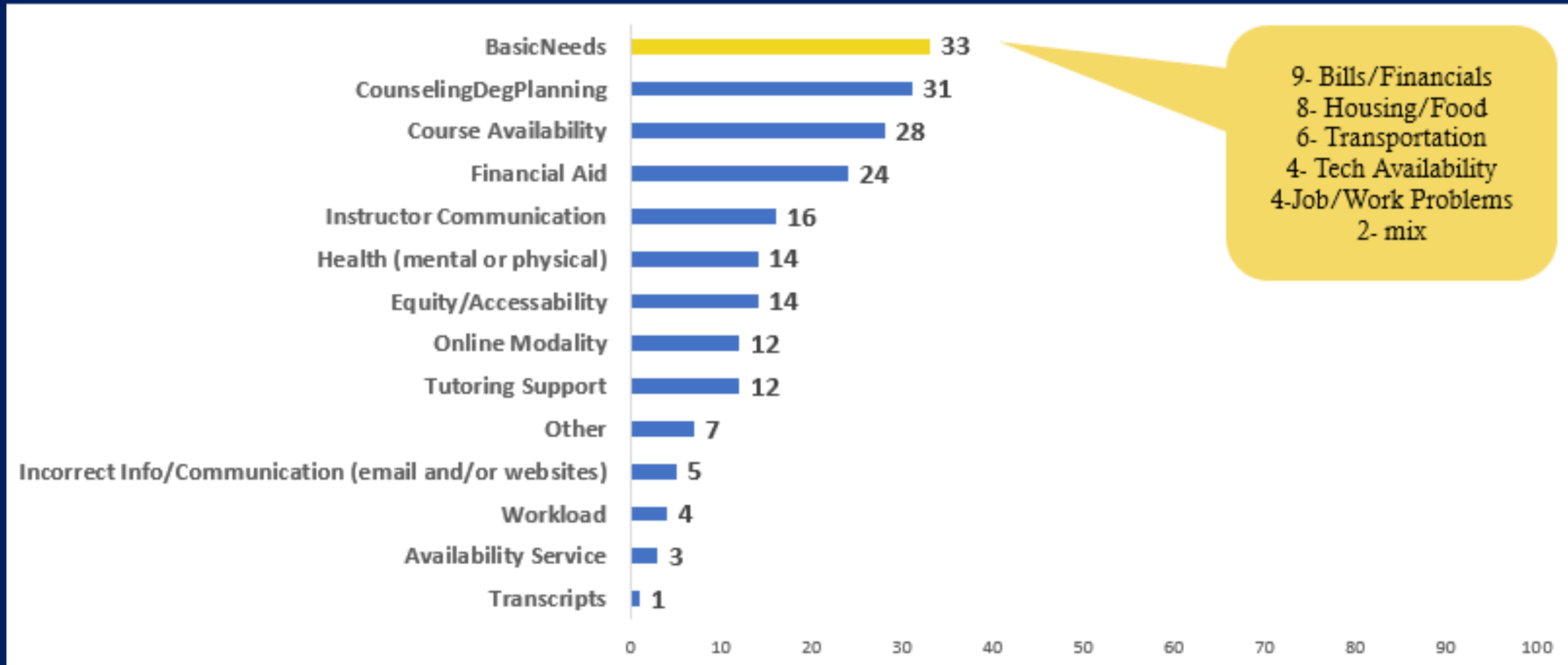
– Check all that apply



Respondents N = 617

Are there any specific challenges you are facing that the College can help you address?

– Open Ended



Respondents N = 151

How important are the following to your success in college?

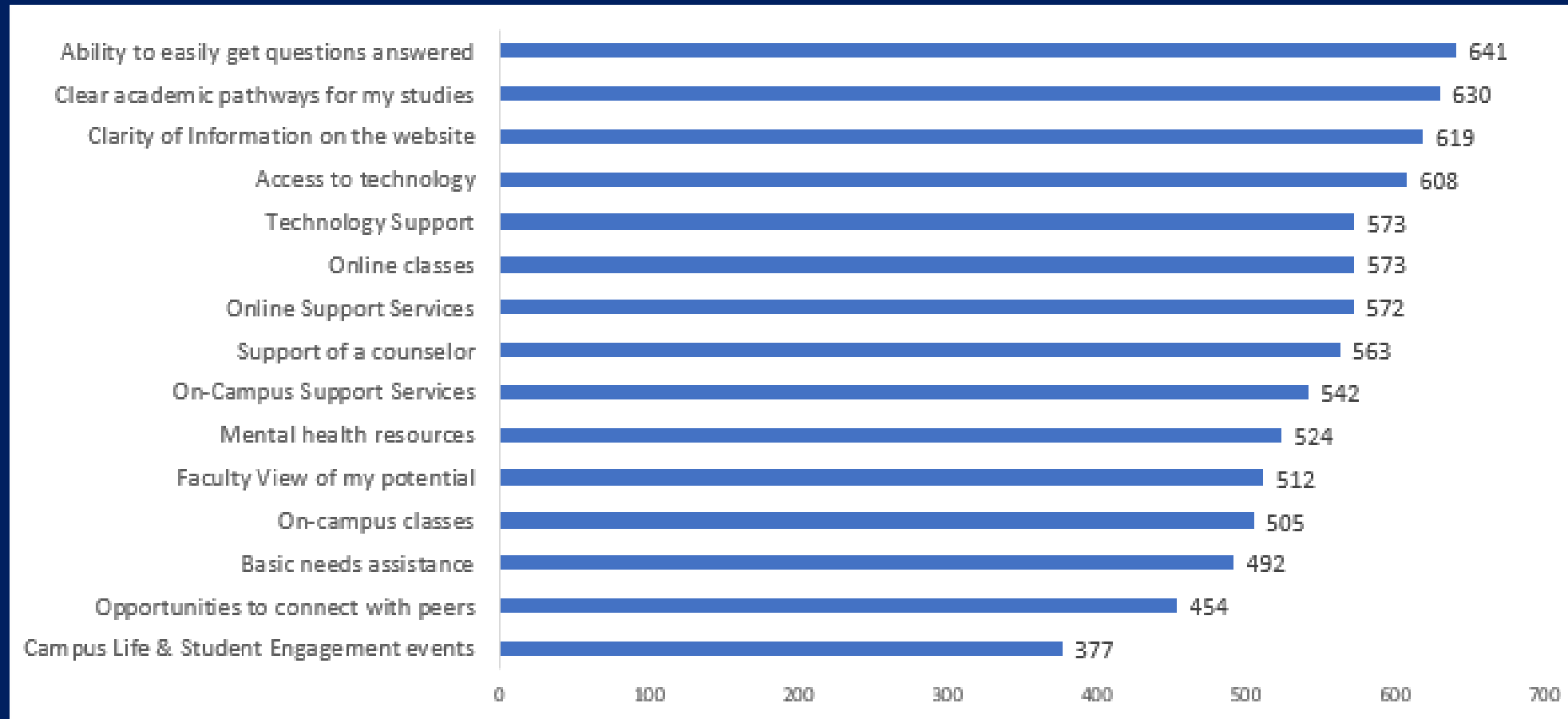
Not At All
Important

Not
Important

No
Opinion

Important

Very
Important



Counts of respondents who selected Important/Very to the list provided on the left.

Even the lowest count Campus Life & Student Engagement was selected as Important/Very by over 50% of Respondents

Respondents N = 699

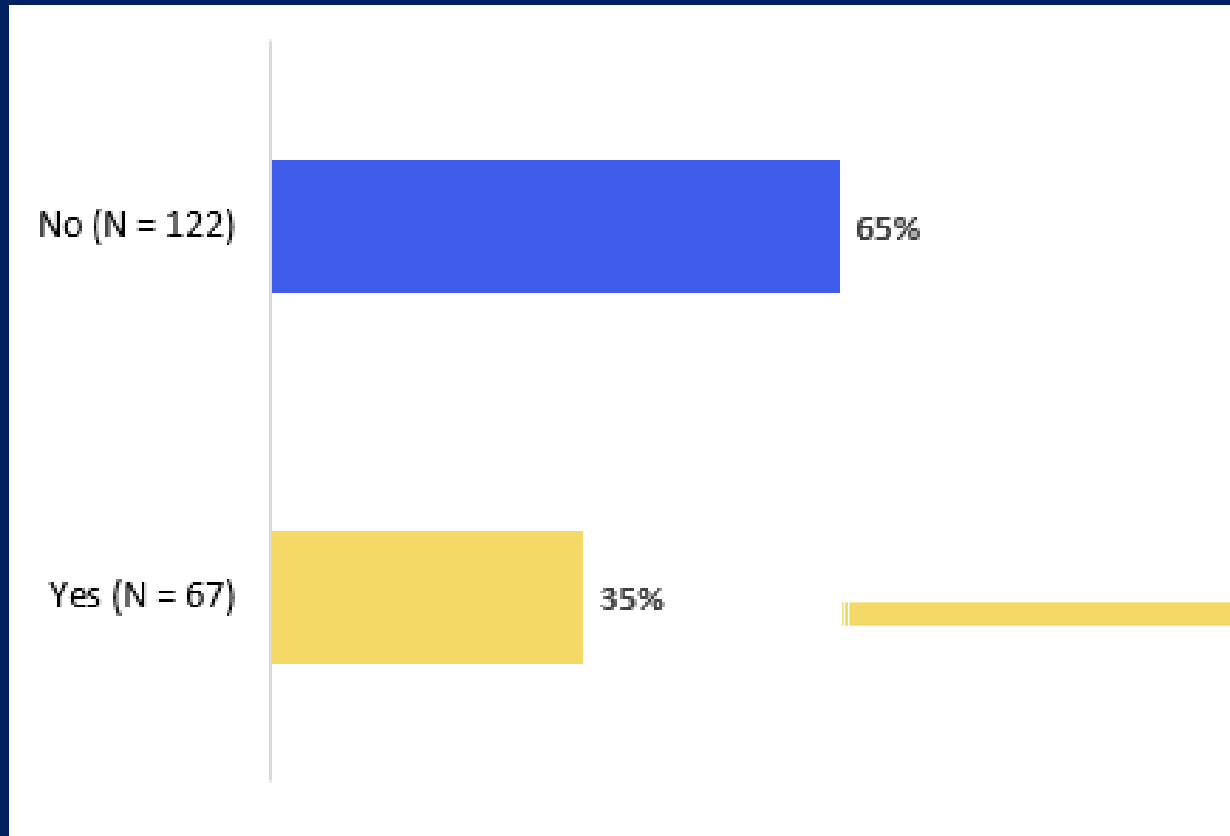


Your Path
Chart it Now!

Program Mapper, My Academic Planner & Resources

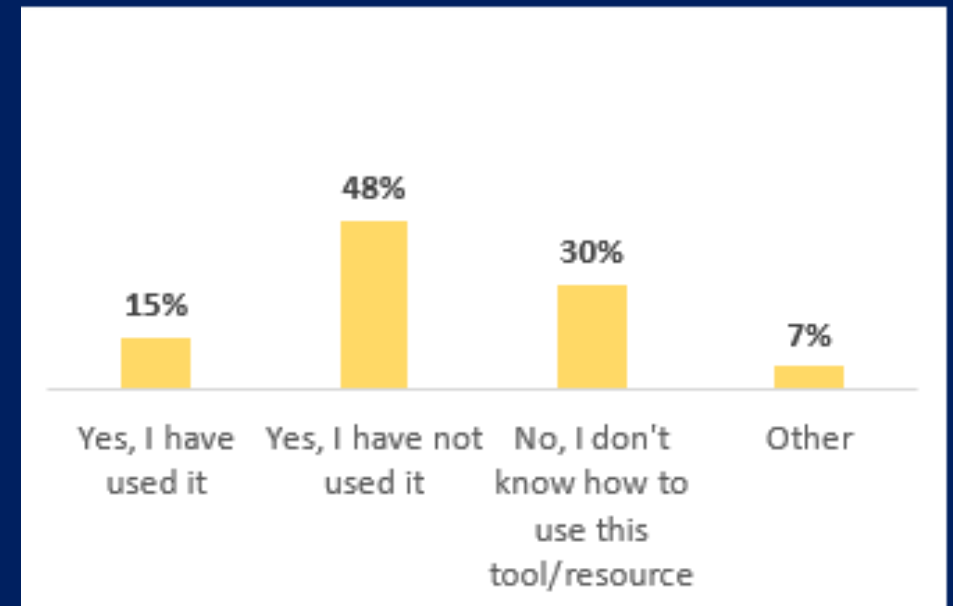


Are you aware that COC has an interactive online "program mapper" resource which includes sample pathways of completing degrees & certs. in specific majors, and info. on careers for each program?



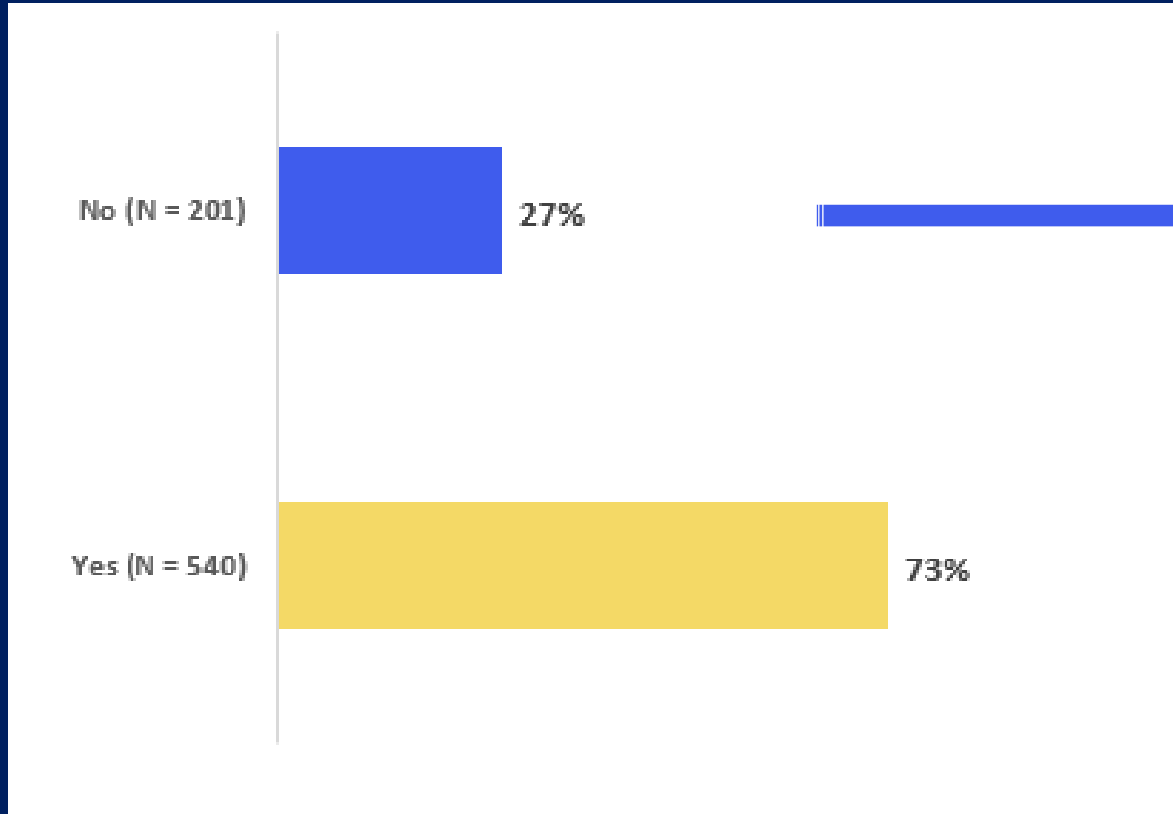
Respondents N = 189

Do you know how to use this resource?



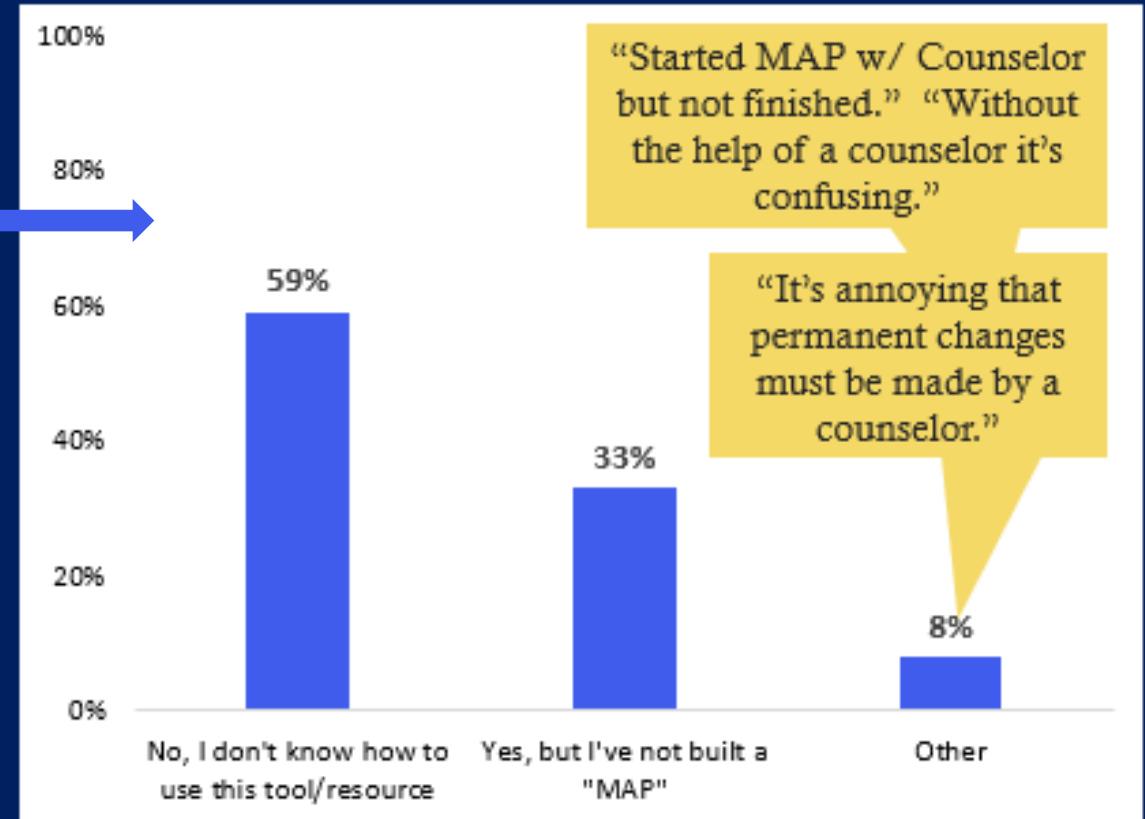
Respondents N = 67

Have you built your “My Academic Plan” (MAP) in MyCanyons



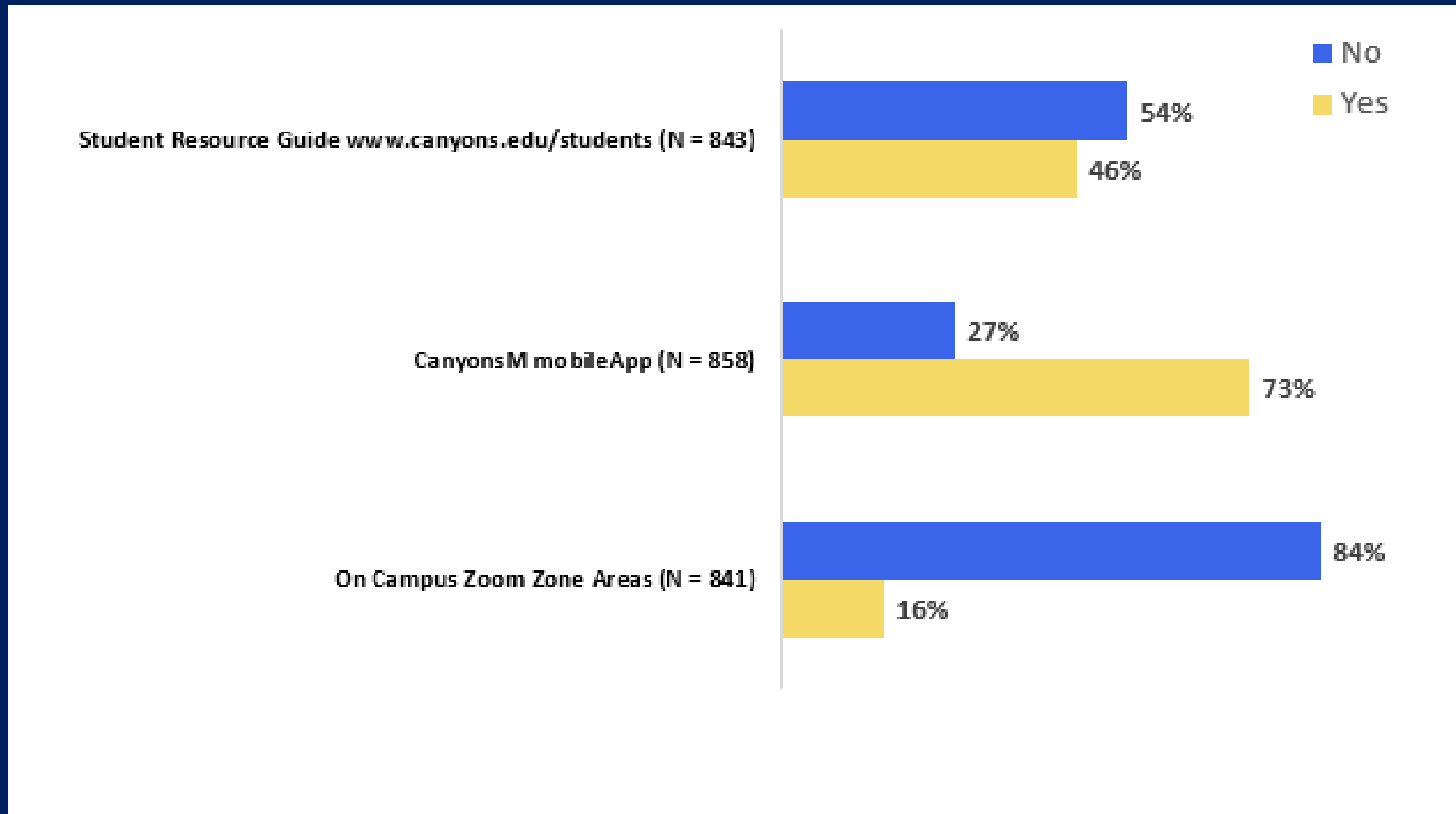
Respondents N = 741

Do You Know How to Use This Resource?



Respondents from those who have not built MAP N= 198

Have you used any of the following resources this Semester?



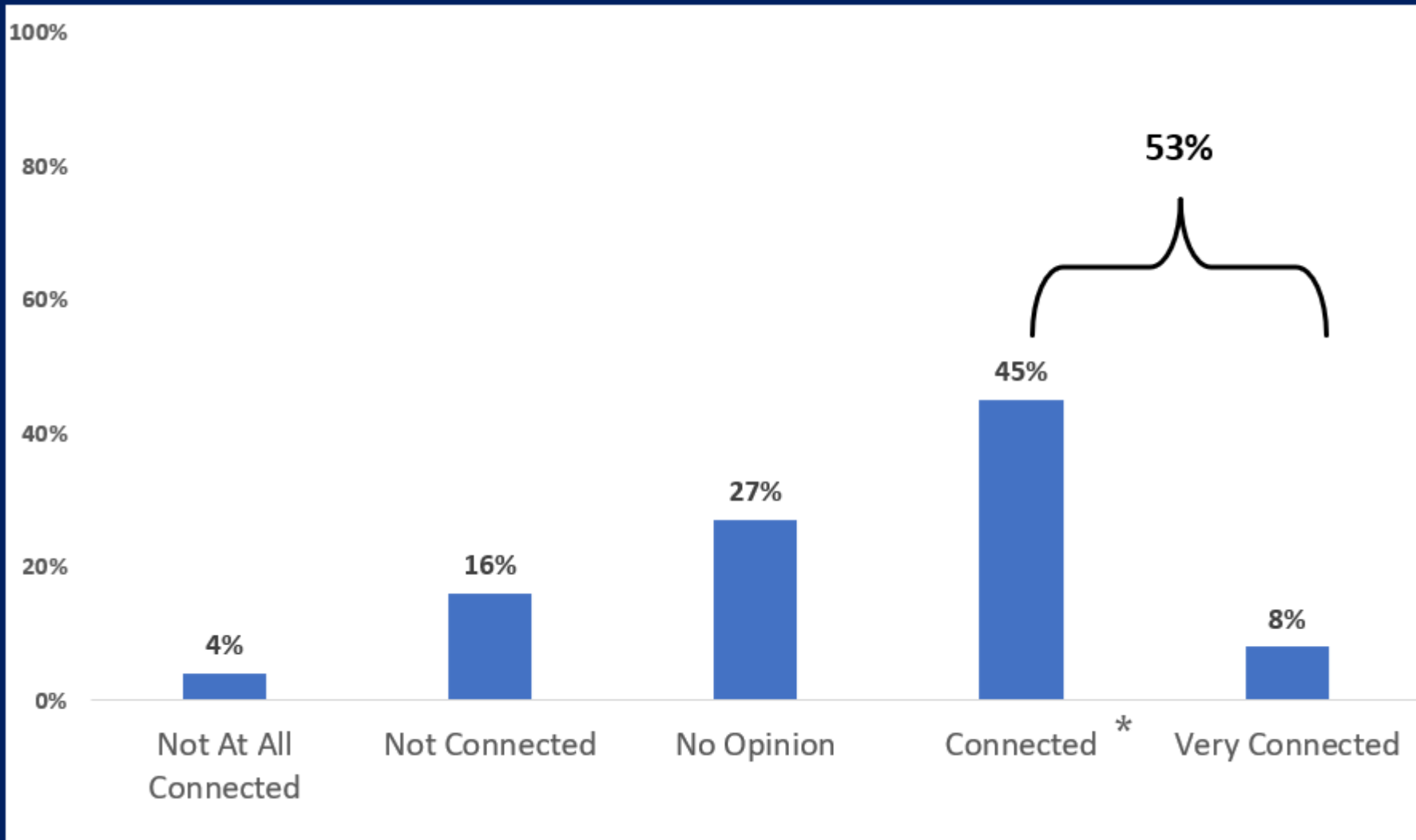
The CanyonsM app was the used among the highest number of respondents (73%) whereas, slightly less than half indicated use of the Resource Guide, with only 16% reporting use of Zoom Zone areas.

Connection, Diversity, & Equity



Multicultural Center
at College of the Canyons

How much do you feel you are “connected” to the College?



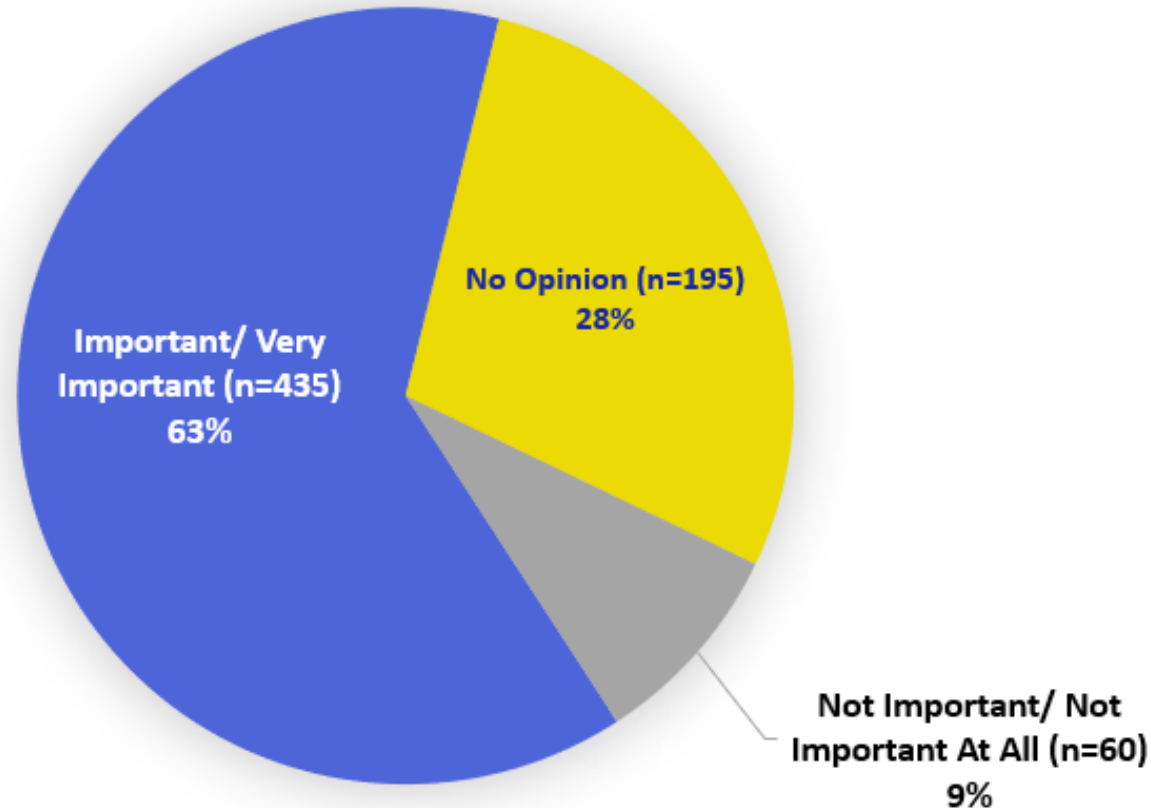
When disaggregating these results by respondents' plans for enrolling in online vs. in-person the patterns were the same.

First-Time students had lower rates of feeling connected (47%) than other enrollment statuses (55%).

*Excluding 'No Opinion' increases **53% to 72%** for connected/very connected

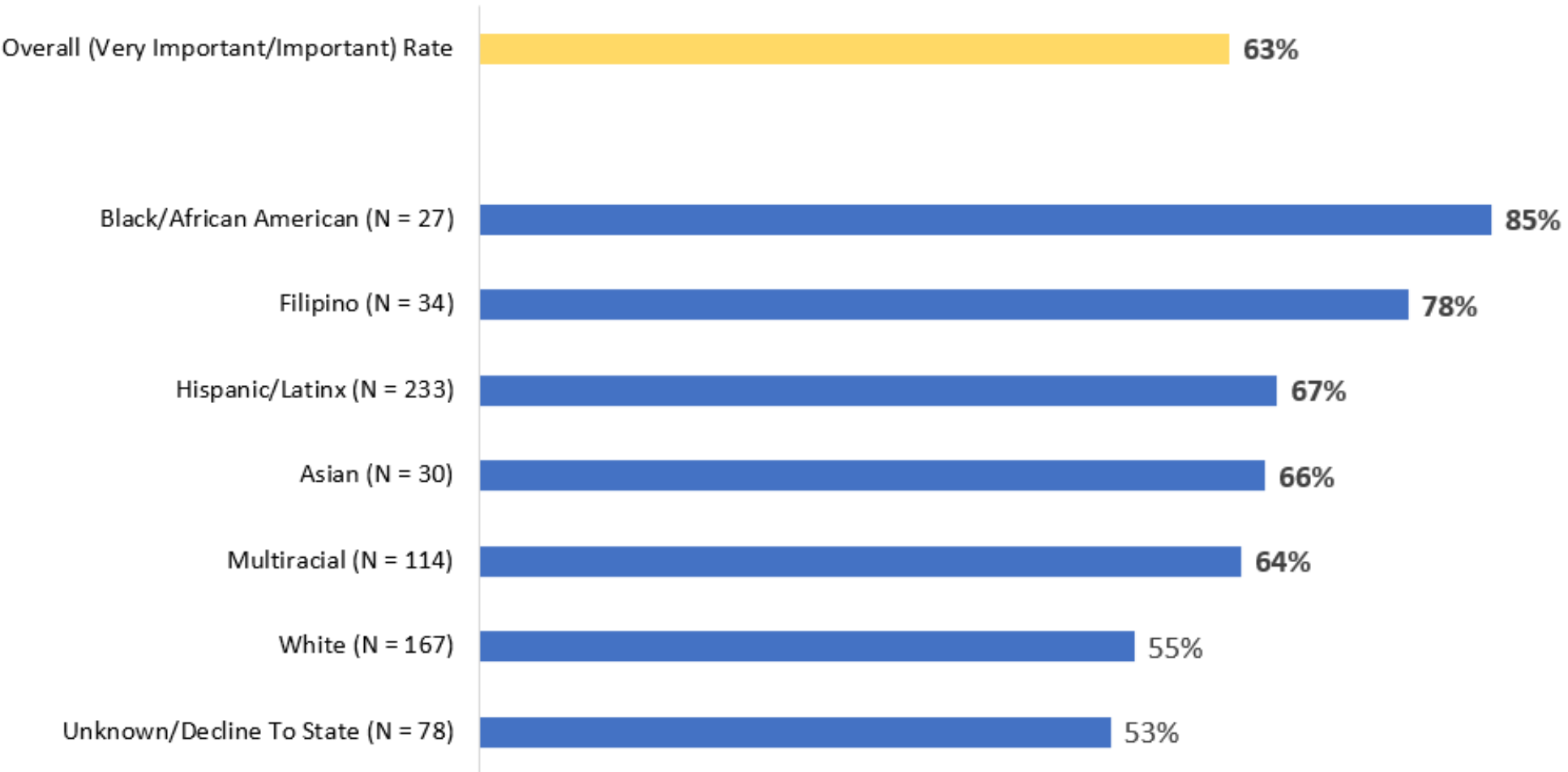
Respondents N = 735

To what degree do you think a space like the Multicultural Center, student alliance groups, workshops, & dialog around inclusion, diversity and equity are **important** at College of the Canyons?



Students were asked the above and a majority 63% responded Important/Very

Rates for selecting “Important/Very Important” on the question from the previous slide, were compared across ethnic groups of respondents.



In alignment with how the MCC can support increased success for Disproportionately Impacted groups, identified in 2022-25 Student Equity and Achievement Plan.



Success Stories



*Open-Ended Responses N = 103**

*To request the complete list of comments about Success, please contact institutionalresearch@canyons.edu

“I went to Welcome Day in August and my experience went really well,. I received help registering for my 1st ever college course!”

“I successfully learned to use tools associated with my major.”

“Financial Aid was very helpful in helping me secure a PELL Grant and waiver I needed.”

“The Trans Alliance has become a huge part of my college experience here at COC and I am incredibly thankful that their support is available to me and that there are a variety of other alliances available.”

“I was helped by the Banc center. They provide meal vouchers which are very impactful for us.”

“I am 35 years old with 2 children and achieving straight A's!”

“When I started I didn't speak English, now I can communicate with my coworkers, do my shopping, and watch films in English, thanks to College of the Canyons.”

“I worked with counselor [NAME] and [THEY] helped me out very much to map out my career path and to really get to the root of what I wanted to achieve from COC.”

“My Professor --, [NAME], was extremely helpful and very supportive and encouraging. ---[THEY] are the reason I am here. I am very grateful and thankful.”

“I love the interaction with instructors and students. I love diversity.”

Summary Of Findings

- ◆ Rates for planning to enroll in the next primary term were 92% of survey respondents, this is highest compared to Spring 2020 Survey (67%) and Fall 2020 Survey (80%). – *Slide 7*
- ◆ Top reported factor when deciding to enroll at College of the Canyons was “availability of classes needed” followed by “clear degree and certificate requirements”. – *Slide 10*
- ◆ Greater proportion of OnlineLive seeking students prefer Friday and Saturday class offerings as compared to In-Person seeking students. –*Slide 13*
- ◆ Students were more likely to prefer Saturday morning/afternoon hours for accessing students services (Financial Aid, Counseling, Library, Admission & Records) even over weekday evening offerings. –*Slides 18-21*
- ◆ Highest number of respondents reported understanding the difference between Online and OnlineLive Course modality compared to prior two academic years. -*Slide 16*

Summary Of Findings Cont'd.

- ◆ Students' preferred mode of accessing the TLC and BANC was in-person, whereas online was the preferred mode for Office Hours, Financial Aid, Computer Tech, and Admissions and Records. – *Slide 29*
- ◆ Top reported open-ended response for challenges students are facing was Basic Needs. –*Slide 33*
- ◆ A majority of respondents (65%) were unaware of Program Mapper. Of those who were aware, a majority (43%) knew how to use it but haven't yet. –*Slide 36*
- ◆ A majority of respondents (56%) felt “connected” or “very connected” to College of the Canyons with lower rates of feeling connected were reported among first time students (47%). -*Slide 40*
- ◆ 63% rated DEIAA efforts at College of the Canyons as “important”. Rates were higher among disproportionately impacted race/ethnicity groups. – *Slide 41*

For questions, additional and/or supplemental information on this Fall 2022 Student survey, please contact

Institutionalresearch@canyons.edu

