

# Distance Education Student Survey – Spring 2021

## Executive Summary

15.6% of all SAC students responded to our survey for the academic year 2020-2021. (3,227 of 20,668 students that provide emails) 78.5% took a Remote Instruction course. 73.9% took an Online or Hybrid course. **Though 78.81% of respondents rated their Online/Hybrid courses to be more effective or effective as compared to their Remote Instruction courses, 70.7% would take another Remote Instruction course.**

**59% of respondents used only a laptop or desktop**, 9.6% only used a smart phone, and 47.8% of students frequently used a smart phone to access their course.

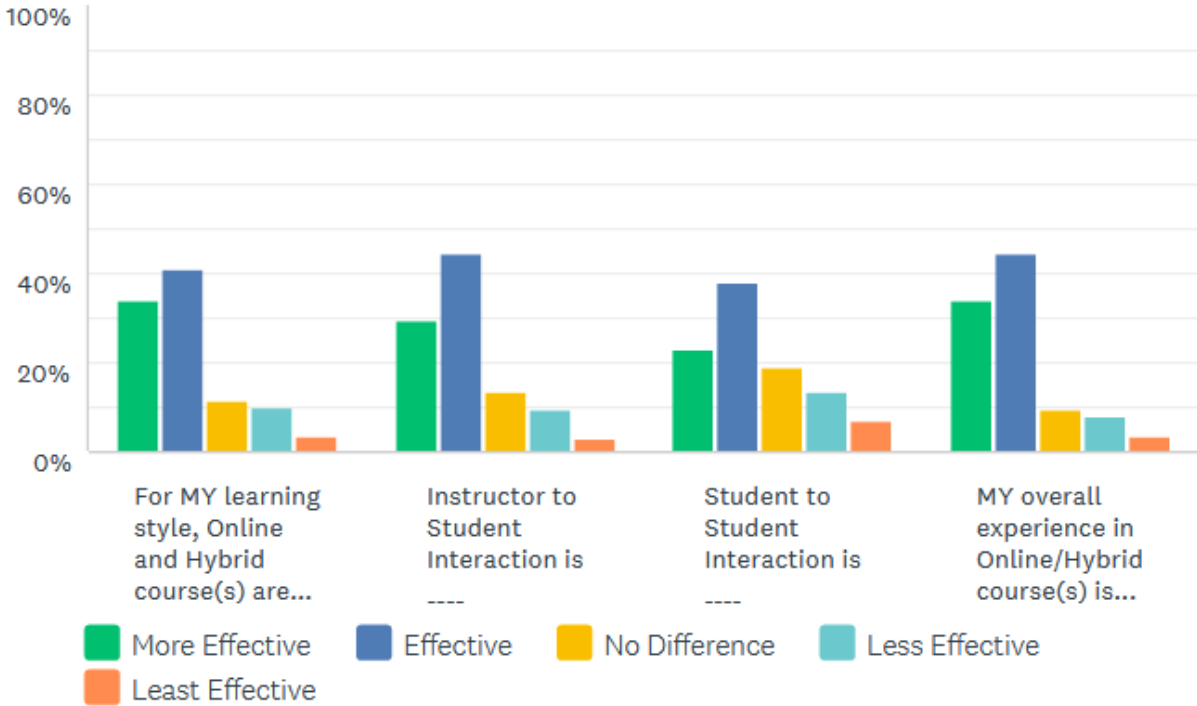
### Respondent modality

78.5% took a Remote Instruction or Remote Blended course.  
 73.9% took an Online or Hybrid course.  
 Many took courses from both modalities.

**Communication tool usage was similar** between online/hybrid and remote instruction using: Canvas messages, email with instructor, text, Pronto and Canvas groups. There was a 5% higher usage of Canvas Discussion Boards in Online/Hybrid courses.

**Student comparison of Online/Hybrid to Remote/Remote Blended Instruction** course experience found Online/Hybrid to be More Effective or Effective. 78.81% rated that their Overall Experience in Online and Hybrid courses to be More Effective or Effective in Comparison.

**Compare your ONLINE or HYBRID course(s) to your Remote Instruction/Remote Blended course(s) EXPERIENCE** for the following criteria:



## Student Services

- Most utilized services are Counseling online chat (49%), Registration Services - Web Advisor/Self-Service (31%), Financial Aid Office online chat (31%), Bookstore online (26%), Proctorio (22%), Admissions Services online chat (20%), Learning Center online (18%), Library Online Resources (14%), Bookstore walk-in (13%), Transfer Center online chat (10%), Net Tutor (9%), Academic Computing Center online (8%), Math Center online (8%), Academic Computing Center walk-in appointment (6%).

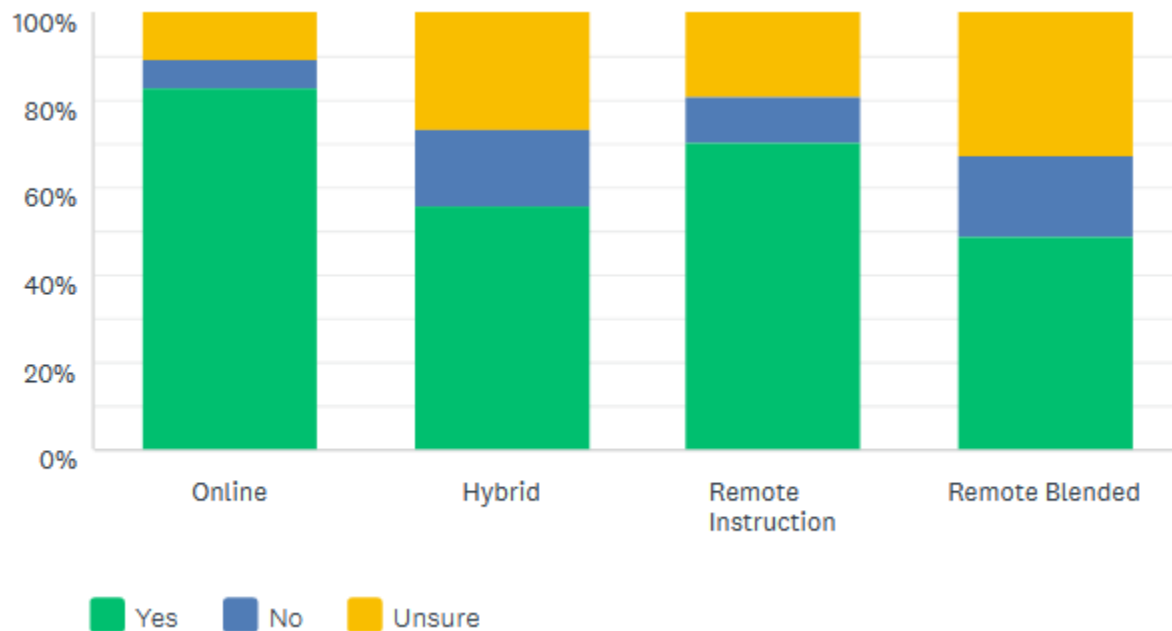
## Overall

83% of respondents would take another Online course at SAC

56.2% would take another Hybrid course at SAC

70.7% would take another Remote Instruction course at SAC

48.9% would take another Remote Blended course at SAC



- Students said that Online and Hybrid courses allow me:
  - To complete my degree/certificate/transfer program (58.4%)
  - To take more units and accelerate my degree (53.98%)
  - To be a full-time student (46.15%)
  - To take a course that was not available elsewhere (28.13%)
- Representative Student Comments
  - *I have had a hard time with remote learning.*
  - *Bring on more online classes. I love it!*
  - *I felt lucky to have found SAC. Online instruction helped me a lot!! Online changed my life. I attended school again after a 4 year hiatus. I love it*
  - *I actually enjoyed online classes better than in person.*
  - *I would personally say that so far my instructors have done amazing.*

## Survey Facts/Findings

In addition to the executive summary information the following is provided for more detail and depth.

### Access and Devices

- **94.5% access the Internet for their course at home most often;** 2% from work, .5% from Campus and 1% from a free Wi-Fi/Hotspot. This is similar to 2019 survey results.
- Laptops and smartphones were used most frequently, followed by desktops and tablets.

### Communication

- **Communication Tools, rated very effective or effective, had similar results.** Zoom usage was higher for Remote Instruction and Discussion Boards were higher for Online/Hybrid.

Communication Tool	Remote Instruction Very Effective/Effective	Online/Hybrid Very Effective/Effective
Canvas Messages	89%	88%
Email with Instructor	87%	88%
Zoom	86%	72%
Pronto	45%	43%
Canvas Discussion Boards	73%	78%
Canvas Chat or Groups	55%	58%
Text with Instructor	47%	49%

- **Response timeframes for Remote and Online/Hybrid instructors student questions were similar, with the majority receiving response within 24 hours,** followed by 48 hours. Within 24 Hours (Remote 64%, Online/Hybrid 68%), Within 48 Hours (28%, 25%) Within 72 Hours (6%, 5%)

### Student Experience

- Responses for Remote and Online/Hybrid Instructors were mostly similar.

Responses	Remote Strongly Agree/ Agree	Online/Hybrid Strongly Agree/ Agree
Providing adequate grading feedback	93%	95%
Providing grading feedback in a timely manner	92%	94%
Actively participates in discussions	92%	91%
Uses multimedia	96%	95%
Provides clear assignment instructions	92%	94%
<b>Students felt engaged in their course</b>	<b>86%</b>	<b>89%</b>
<b>Students felt satisfied with their course</b>	<b>89%</b>	<b>91%</b>

### Remote Instruction or Remote Blended Student Respondents

- Students wanted more breaks during class sessions
- Students expressed a need for virtual group study areas
- Faculty need to regularly check Canvas messages.
  - *I used the Canvas message board and it took someone 2 weeks to even notice I had asked a question.*
- Engagement of students
  - *I feel the professor spoke 99% of the time and read off PowerPoint presentation but was not as engaging*
  - *definitely more interaction with the students.*
- Use Canvas or Canvas integrated apps
  - *too many 3rd party apps make it a little difficult to navigate assignments.*
- *Nothing, it's way better than expected.*

### Online or Hybrid Student Respondents

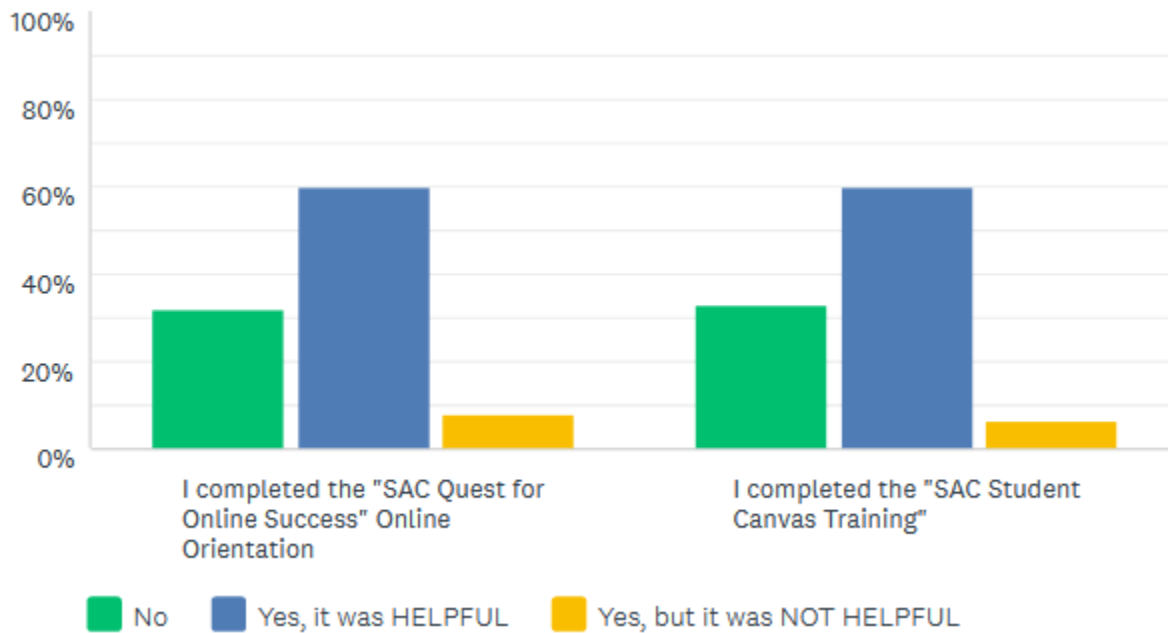
- *I like the online courses because with my work schedule plus family responsibilities. I had very little time and enthusiasm to go to the campus. This is really helpful and saves me 2 to 3 hours in the day compared to in-campus study. I just wish I had started this sooner.*
- *Let's me work more*
- *Be in my own environment and I didn't have to deal with traffic and parking at the site.*
- *Without online courses I would not be able to attend school at all.*
- *Work at my designated pace*
- *No need for child care is a big plus*
- *Feel more comfortable because I have a bit of social anxiety and this way it's all just on a screen.*

### What could be done to improve your ONLINE or HYBRID experience?

- *Most instructors have good student interaction through discussion posts and/or recorded video presentations. Unfortunately **some instructors have no interaction.** When an instructor has no interaction, it feels as if you are teaching yourself with no involvement from the instructor. I appreciate the instructors you take time to make their own video presentations, even if they are short.*
- *Professors interact with students regarding assignment feedback to all students in general, instead of individual. **Professors should evaluate each of us, not generalize.***
- ***Pronto and zoom works great,** encourage instructors to use them*
- ***Some online instructors are not providing effective teaching videos.** Some are **not participating for discussions.** Some are **not giving feedback for submissions.***
- *More one on one experience with instructor*
- ***Videos from the professors explaining some of the topics** and exercises we are learning about.*
- ***More online classes available.** Not all of the ones I need are available.*
- ***My hybrid experience has been fun. I enjoy it***
- *Have **consistency between the teachers and how they use Canvas.***
- ***Thank you** so much for all you do, SAC!*

- *it has been very important for me because in a short time I learned many things, I have taken English courses in the classroom but I was not making progress, and **online I learned much more.***
- *It has given me the opportunity to **continue my education***
- *I'm very surprise how in this time, the online learning was a great experience. **Online classes have changed my life.***
- ***By SAC being one of the first colleges providing full online courses/certificates/associate degrees, has become a life saver!***
- *it was a roller-coaster but in the end it was worth it and **really found myself in this college***

### Online/Hybrid Student Training Responses



- Approximately 10% more students completed both the Orientation and Training and found them to be helpful, as compared to our prior survey in 2019.
- Student comments
  - *I have learned a lot from SAC student Canvas training and SAC- Quest for online success. I access Canvas every day. I set up my study schedule for complete my work in class by the due date. I keep in touch with my professors and classmates throughout the courses of my studies.*
  - *Student comments were largely positive.*

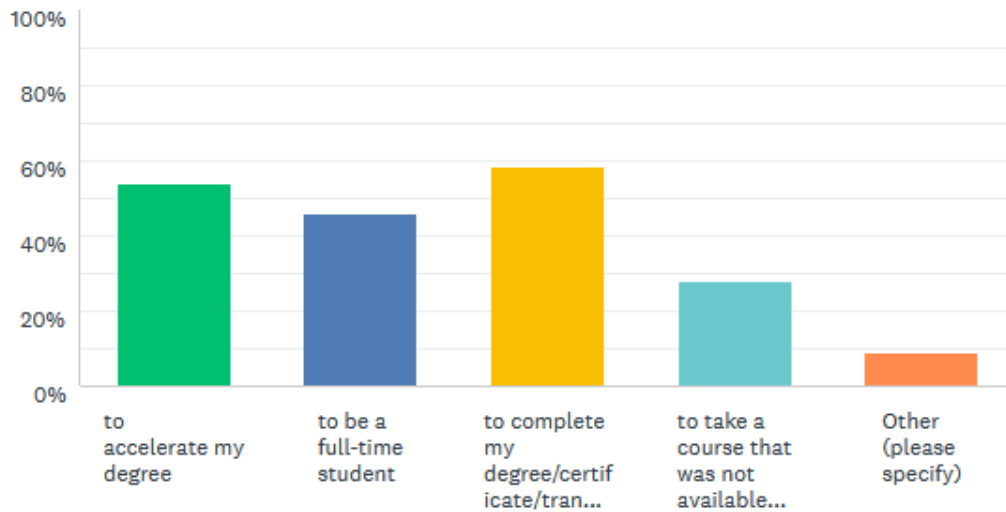
### Student Support Programs/Services

- The **Student Support Programs/Services** most utilized are Counseling online chat (49%), Registration Services - WebAdvisor/Self-Service (31%), Financial Aid Office online chat (31%), Bookstore online (26%), Proctorio (22%), Admissions Services online chat (20%), Learning Center online (18%), Library Online Resources (14%), Bookstore walk-in (13%), Transfer Center online chat (10%), NetTutor (9%), Academic Computing Center online (8%), Math Center online (8%), Academic Computing Center walk-in appointment (6%).

- Student comments regarding “additional support programs/services would you like to see available online”?
  - *I thanks the help you gave during last year with food*
  - *Mental health*
  - *Help for homeless students. Wifi Hotspot loan program.*
  - *more availability for online counselors*
  - *a place to make friends*

### Why Online Classes?

The ONLINE or HYBRID courses offered at Santa Ana College allow me:  
(Select all that apply)

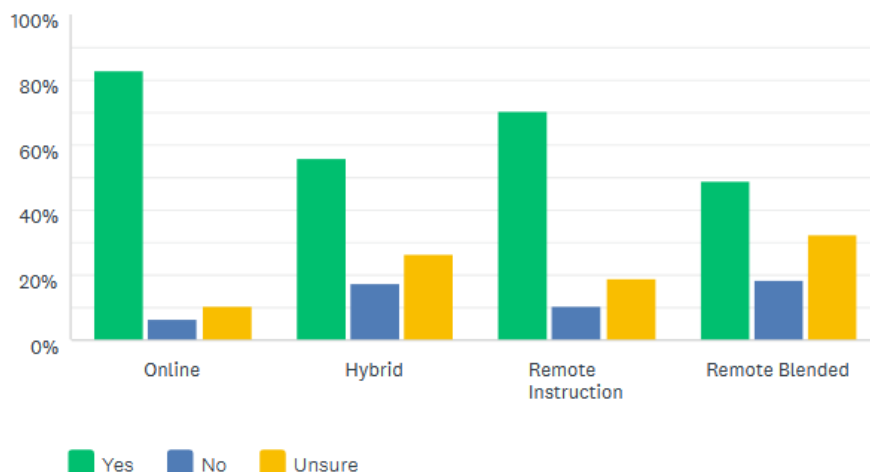


- **To complete my degree/certificate/transfer program (58%)**
- **To take more units and accelerate my degree (54%)**
- **To be a full-time student (46%)**
- **To take a course that was not available elsewhere (28%)**

### Continued Instructional Modality

- **Students would take another Online (83%) Hybrid (56%), Remote Instruction (71%), or Remote Blended (49%) course at Santa Ana College.**

I would take another \_\_\_\_\_ course at Santa Ana College



## Selected Additional Student Comments

- *I chose SAC over other colleges because counselors, professors and admission responds to email and queries whether it be via Cranium Cafe or email, in a prompt manner despite being on lockdown orders when planning a new educational path in 2020.*
- *Of all other colleges I've attended (Palomar/Mira Costa/IVC), I've really enjoyed SAC much more and feel I have much more direction! :)*
- *Open up study spaces for students to access free wifi and quiet rooms/areas to take exams.*
- *I'm still unsure about returning to campus and having classes face to face.*
- *Part of me wants to go back on campus, another part wants to keep remote instruction through Zoom. I can't overemphasize how much time has been saved from commuting. Thank you.*
- *Using proctorio is an invasion of privacy. I don't feel comfortable and it has affected my grades.*
- *The reason I chose SAC over OCC was because it was easier to reach counseling, admission and Professors and received prompt responses to my questions.*
- *Please keep online only classes. It would be my only way to continue my education*
- *Keeping EVERYTHING on Canvas. Some instructors used discord and it would be better to keep it all on Canvas*
- *The online experience has been outstanding, in how fast the school and professors were able to adjust to everything. Though online learning asks for a lot more self-discipline, it really still is a lot like an in person experience.*
- *I am not sure, personally I have to physically be in a class to learn better and i am not doing well remotely*
- *Plas keep this, it has help me immensely to take time to rewatch lecture and do the work.*
- *Offer more courses in a hybrid or online setting. Offer core curriculum courses in a hybrid or online setting. Thank you SAC I appreciate everything the faculty does for their students! It's great to know that are educational endeavors are supported here at SAC! Thanks again.*
- *I feel very good in my online classes, I understand the teachers more.*
- *I reallllyyy appreciate the fact that online learning is an option, whether its blended or fully online it helps tremendously. It makes having a full-time job while studying at SAC something feasible, and manageable .*
- *I LOVE THEM! Because of the classes being online I was blessed in finishing earlier than programed. I pray more are offered so single working moms like me are actually able to go to school and get additional education for a better career life.*
- *Personally, the whole remote instruction experience has really been convenient for me. By convenient, I mean that I did not have to take the bus all the way to school which was a stressful experience in the past for me and was very time consuming in general. I really like that I can just be home and wait until my class starts. Also, I have a night class currently and having it remote really helps because I probably would not have taken it if it were in person. I hope remote continues to next semester but for certain classes. Their are some classes where you really need to be in person for like Math or maybe science. I would say classes that people have been struggling with the most due to it being taught by remote instruction should be in person or hybrid.*