SURVEYS

LMC STUDENT SURVEYS

WHAT CAN WE DO TO SUPPORT OUR STUDENTS?

5.19.2020

OBJECTIVE

To deeper understand LMC students' needs during COVID-19 and provide focused support to students via interview and survey.

PROCESS

On April 17, 2020, the district research in collaboration with 3 colleges developed one interview questionnaire and one survey to gauge students' current needs and future needs.

The **telephone interview** was conducted by 14 classified professionals who volunteered to support this task. About 700 students had been identified who dropped one or more classes after March 16. The interviewers had been training, scribes had been provided, and data had been entered. About 200 students responded to the interview from April 27 to May 13.

The **survey for resource needs** was sent via District communication platform on April 27 and closed on May 13 to about 9772+ students who enrolled in spring 2020.

FINDINGS

1. Majority of the students indicated that they are getting enough information from the college.
2. Students are stressed out and cannot concentrate.
3. Many students just don't like online education (or just don't have the time now).
4. Not all students feel engaged in an online environment: from ADHD, to the effectiveness of their faculty in translating the in person experience, to engaging with the screen so much (headaches), many felt it was just too hard.
5. A significant number of students were disappointed with online faculty instruction/communication.
6. Financial need persists and impacts in many ways.
7. Most students have access to technology, but some still don't.
8. Students miss connecting with the campus and our staff and appreciated the call from LMC.
9. Students reported difficulty finding resources online.
10. Having a good study environment was challenging for many.
11. Students are searching for: quiet, a place to focus and study, internet.
12. Majority of students feel prepare or somewhat prepare to continue online during summer or fall semester.
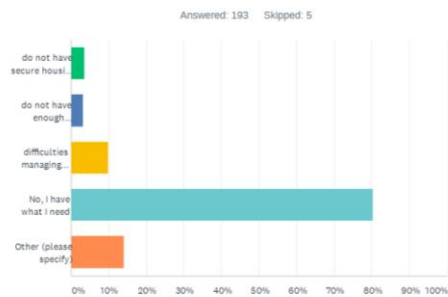
REFERENCE

- Student Senate for CCC Survey Report 5.18.2020
- LMC Student Phone Interview Report 5.13.2020
- LMC Student Survey Resource Needed Report 5.13.2020

Q3 Are you currently experiencing challenges or barriers in meeting your basic needs?(Check all that apply)

Answered: 193   Skipped: 5

ANSWER CHOICES	RESPONSES	
do not have secure housing or living arrangements	3.63%	7
do not have enough food/skipping meals	3.11%	6
difficulties managing stress, emotions, fears	9.84%	19
No, I have what I need	80.31%	155
Other (please specify)	13.99%	27
Total Respondents: 193		

Q4 Can you tell me more about why you dropped your course(s)? *Telephone interviewer -- please check the area of need expressed by the student* (Check all that apply)

Answered: 191   Skipped: 7
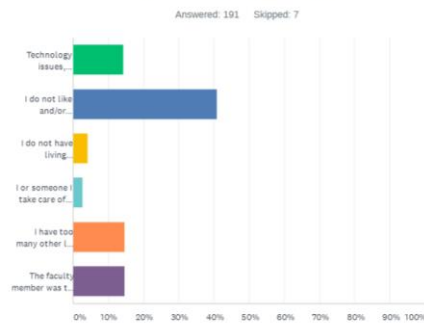
ANSWER CHOICES	RESPONSES	
Technology issues, challenges, or barriers	14.14%	27
I do not like and/or unfamiliar with online classes/distance learning	40.84%	78
I do not have living arrangements where I can be successful in courses (example: lack of study spaces, or homelessness)	4.19%	8
I or someone I take care of has medical concerns that prevented me from participating	2.62%	5
I have too many other life issues and concerns that require my attention at this time (Examples: Childcare, fears/anxiety, loss of income, access to food, access to housing)	14.66%	28
The faculty member was too unfamiliar with online classes/distance learning to deliver a class.	14.66%	28
Total Respondents: 191		

Q5 Are you/have you been experiencing any technology barriers or challenges with online education? (Telephone interview -- please check the area of need expressed by the student--Check all that apply)

Answered: 191   Skipped: 7
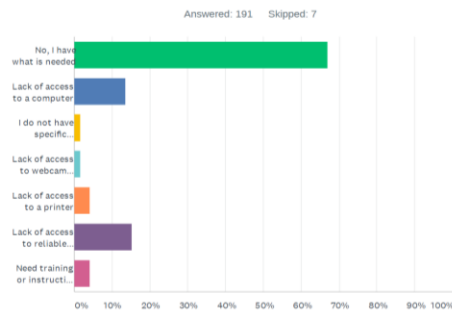
ANSWER CHOICES	RESPONSES	
No, I have what is needed	67.02%	128
Lack of access to a computer	13.61%	26
I do not have specific software to complete assignments (Word, Adobe, etc.)	1.57%	3
Lack of access to webcam and/or microphone	1.57%	3
Lack of access to a printer	4.19%	8
Lack of access to reliable Internet	15.18%	29
Need training or instruction on software or technology needed for online classes (please specify in other box)	4.19%	8
Total Respondents: 191		

Q6 Did you experience any other challenges with the transition to remote learning? (Telephone interviewer -- please check the area of challenge expressed by student -- Check all that apply)

Answered: 184   Skipped: 14
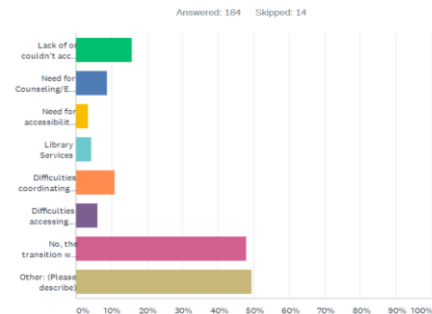
ANSWER CHOICES	RESPONSES	
Lack of or couldn't access academic support (Tutoring, peer learning, or faculty support outside classroom)	15.76%	29
Need for Counseling/Emotional support	8.70%	16
Need for accessibility and/or Disability Services	3.26%	6
Library Services	4.35%	8
Difficulties coordinating communication with faculty	10.87%	20
Difficulties accessing course materials (ebooks)	5.98%	11
No, the transition went well.	47.83%	88
Other: (Please describe)	49.46%	91
Total Respondents: 184		

Q3 What method do you prefer to get your information? (Check all that apply)

Answered: 729   Skipped: 0
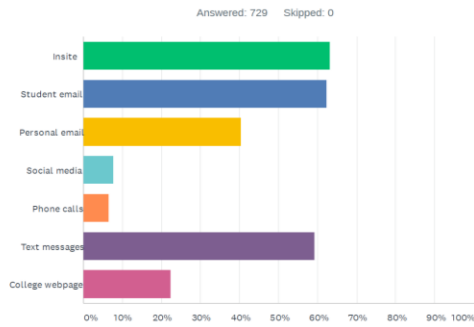
ANSWER CHOICES	RESPONSES	
Insite	63.10%	460
Student email	62.41%	455
Personal email	40.47%	295
Social media	7.82%	57
Phone calls	6.58%	48
Text messages	59.12%	431
College webpage	22.36%	163
Total Respondents: 729		

Q5 Are you experiencing difficulties or barriers meeting your basic needs? (check all that apply)

Answered: 715   Skipped: 14
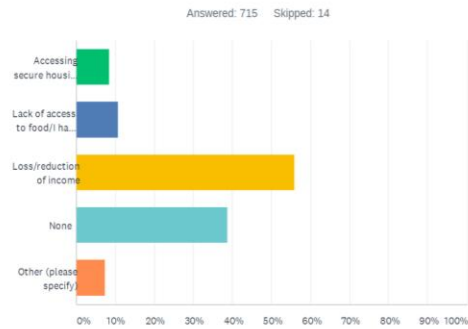
ANSWER CHOICES	RESPONSES	
Accessing secure housing or living arrangements	8.39%	60
Lack of access to food/I have had to skip meals	10.77%	77
Loss/reduction of income	55.94%	400
None	38.60%	276
Other (please specify)	7.27%	52
Total Respondents: 715		

Q9 Which of the following challenges do you face right now? (Please check all that apply.)

Answered: 707   Skipped: 22
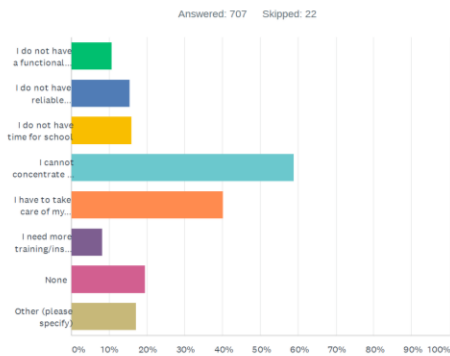
ANSWER CHOICES	RESPONSES	
I do not have a functional computer	10.61%	75
I do not have reliable internet access	15.42%	109
I do not have time for school	15.98%	113
I cannot concentrate on school	58.84%	416
I have to take care of my family members while going to school	40.17%	284
I need more training/instruction on software/technology used for online courses (please specify training needed in other box)	8.06%	57
None	19.52%	138
Other (please specify)	17.26%	122

Q10 Do you feel prepared to continue your education if courses are conducted online during the Summer and/or Fall 2020 academic terms?

Answered: 726   Skipped: 3
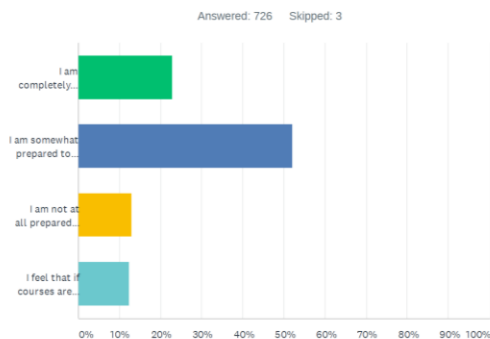
ANSWER CHOICES	RESPONSES	
I am completely prepared to continue coursework online	22.73%	165
I am somewhat prepared to continue coursework online	52.07%	378
I am not at all prepared to continue with coursework online	12.95%	94
I feel that if courses are online I cannot continue my education	12.26%	89
TOTAL		726