

Los Rios Remote/Online Learning Student Survey

Open-Ended Question Summary of Responses from SCC Students

Compiled June 2020 by
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Question 1: What elements of our Los Rios college's remote/online learning environment work well for you?

1. Access & Communication

- "Ability to set up direct video meetings."
- "Being able to pause and rewind video lectures."
- "I always can find a way to access my classes wherever I am."
- "My professors were an email away and were very prompt with any questions I had. They were always available for Zoom and were providing resources we could use from home."
- "Conference zoom was great, and I like that we can share screens."
- "Having zoom lectures really worked well in replacing in person lectures."
- "I am able to easily contact counselors and professors without any glitches."
- "I do like that everything is presented all the assignments and the instructions are very well explained it makes it easier for me to not fall behind."
- "I also enjoy the increased one-on-one interaction because everyone is behind a screen, its a lot easier to get over the anxiety of communicating with professors."

2. Caring Instructors/Classified Staff

- "I like how the professors are very open into helping their students. They all understand that it is a difficult time for everyone. They're dedicating a lot of time to helping out students."
- "I liked how my counselor got a hold of me through a cellphone call."
- "One professor in particular did a very good job of sending out announcements with a very short overview of the weeks work One at the beginning of the week, and another midway through the week. My zoom meetings ended up being run very well, and the professor was sure to ask that everything was working and also solicit questions and responses during zoom meetings."
- "I was taking a fully online course prior to COVID19, so nothing changed for me. But, Professor kept the class engaged, and ALWAYS provided feedback on assignments and discussions. I don't know how he does it, but he is a ROCK STAR professor!"
- "My professor is understanding and has cut out big assignments to make it easier for us."
- "Professors were concerned about my safety and or transition and provided information needed for my success."
- "Staffs willingness to adjust to the change with the students. Communication across the board from college and instructors."
- "Bravo to the professors for being understanding and flexible in handling the transition."

3. Availability of Instruction Content

- "Access to the slides and notes from the professors that could easily be missed during class, outlined modules of each weeks focus."
- "Being able to access material and go over it as many times as I want."
- "Canvas is a great platform."
- "Canvas is great. An extremely useful website for both the online and regular classes. Also the Single Sign on system is really helpful as well."

4. Asynchronous learning & managing work on student schedule

- “Being able to complete homework or other tasks depending on my availability.”
- “Being able to do assignments or watch lectures when its convenient to me allows me to effectively fit school in with my work schedule.”
- “Being able to log on when I have the time and not being stuck into a set time.”
- “Being able to work at the time that is right for me.”
- “Flexibility to complete assignments.”
- “I can work on the assignments on my own time sometimes. It is convenient for my work schedule also.”
- “Not sitting in class for almost 4 hours, being able to eat healthy meals and not rush from work to class, and then to another class.”

5. Spending less time on or getting to campus.

- “Being able to stay home to do work is nice because I tend to get physically drained if I'm outside for too long, so this system has been helpful in this regard.”
- “...not having to worry about parking.”
- “I'm saving a lot of gas money not having to drive 45 mins. to get to school.”
- “I tend to learn better when isolated and less distractions.”
- “Convenient for me because I commute to school.”
- “Don't have to spend so much time going and coming from school.”
- “My personal safety in the parking garage, and getting to class on time all stressed me out a lot after working all day at my job.”

6. Cooperation and interaction with other students

- “Being able to work together with classmates through breakout room was very helpful, especially for myself I learn better when I get engaged through working in groups.”
- “I have wonderful professors and feel connected to my classmates. It worked!”
- “Sometimes our peers can explain a process in a way we better understand.”

Question 2: What elements of your Los Rios college's remote/online learning environment have not worked well for you or could be better?

"Communication with instructors are limited. I don't receive an answer for my email from my instructor until a week or two later."

"I am concerned the campus will not reopen before I am to transfer... The ability to discuss with other students my academic concerns or the ability to help others in an instantaneous manner acts as a constant reminder that others have similar troubles and concerns."

"The abrupt move to online classes and having to complete the semester without the physical interaction required was very stressful. I was not able to finish my practicum in person as we were not allowed to work at external practicum sites due to coronavirus. My volunteer hours required to complete my course were cancelled and I had to scramble to find online opportunities... Also, it was mentally, emotionally and physically stressful having to work on homework and projects in a small condo with toddlers."

1. Instructions:

- Professors only provide power point presentations and video lectures instead of meetings via zoom, thus lack of interactions. (some students prefer pre-recorded video lectures though, especially for students with internet access issues that prevent them from synchronous exams/lectures.)
- Professors not providing clear due dates of homework/assignments, sometimes due dates are decided out of the blue with short turn-around time, sometimes due dates are buried among all other announcements, making hard for students to manage the time and homework submissions.
- Concerns from science students, nursing, dental hygiene, pre-med who need labs and clinical labs to complete their programs, art students' concern about learning art in an online environment and repeatability of art courses; students dropping out of ASL courses because of being unable to understand what was being signed. Musical ensemble classes need better platform than zoom to practice together.
- More details:
 - Limited communications between professor and students and among students. Lack of communication/interaction by certain professors;
 - Class discussion; engage in class
 - More reading in lieu of lectures, addition of coursework to make up for non in-person classes; harder exams
 - Lack of flexibility
 - Confusions about requirements
 - Availability and responsiveness of professors; professor providing clear deadlines in advance
 - Professor encouraging student to drop class/ not caring about student success
 - Classes with only PowerPoint presentation, no Zoom meetings
 - Professors need Canvas and Zoom training
 - Fair grading. Grading not reflecting students' efforts; grading not taking into account the challenges students have to face as they switch to remote learning
 - Need for empathy from professors
 - Professors not posting homework/quizzes grades in time for students to improve
 - Professor keep changing class meeting time and students missed class because of work
 - Reduced class time

2. Access to services

- In-person tutoring
- Counseling
- Class rosters for online discussion
- Mental health
- DSPS
- Lack of supports for students who are dealing with outside crisis
- Lack of hands-on help

3. Access to learning materials/equipment

- Lack of (reliable)electricity, computers, Wi-Fi; dependent on cellular data (ended up paying a lot of money for over usage)
- Lack of labs and lab equipment for science courses
- Access to books and learning materials
- Need quiet/safe space for studying
- Access to software and computers strong enough to perform 3-D graphics.

4. Personal

- Preference for in-class sessions and getting real college experience
- Work; unemployment
- Mental health
- Difficulty in finding hours for regular study at home; distractions at home
- Procrastination, not being able to focus as well; time management
- Learning and doing all work on a computer
- Retention of information in remote learning
- Not tech ready
- Single parents, with disability, childcare
- Lack of motivation
- Having to spend extra money on laptop during financial hardship

5. Remote learning platform

- Long zoom meetings
- Automated proctoring
- Canvas not working properly (submitting files on canvas, canvas not showing list or reminders of assignments/homework with due dates...
- E-service
- Online testing, automated proctoring; Equity for testing, esp. for students with internet access challenges
- Clinic requirements cannot be fulfilled at home for Dental Hygiene students
- Concerns about privacy/security while using Zoom
- Lack of hands-on components (one of the reasons why students dropped)
- Video services such as GoReact doesn't work well for students with slow or unreliable wifi
- Problem navigating the new website, couldn't find contact info
- Notifications of changes: Major exams being given on the same day without prior notice; changes in class meeting time...
- Proctorico is problematic setting up and has a lot of technical difficulties
- Submitting tests (students have to scan and submit files)

Question 3: What are your biggest concerns with your Los Rios college's transition to a remote/online learning environment?

"There is minimal instruction, and the student becomes responsible for learning the material entirely independently... With the move to online, it is as if a wall has been erected between educators and their students."

"I'm concerned with finding enough time to dedicate to my schooling with no childcare. I'm concerned that I cannot attend labs so I'm missing out on hands-on training that will be expected of me when I move onto a university."

"I'm fortunate that I was able to form a solid friendship with my two lab partners, and we are constantly in contact, supporting each other and studying together remotely, but I worry that with a switch to online in the future, there won't be that support system in place and it will be even more isolating and more difficult to ask for help with classes."

"My biggest concern is the lack of engagement by both teachers and students... My class went from being a place where we had thoughtful discussions and interactions that helped build relationships between students and professors... to something that hardly resembled a college class."

"My biggest concern is that Los Rios is going to think everything is fine and remote saves a lot of money so they'll go with that from now on."

1. Areas for recognition

- Some students commended SCC for its ability to transition to online learning swiftly in consideration of students' health and safety.
- Some students commended professors for putting forth effort in making the transition to online learning to the best of their abilities.
- Some students reported that they have received the appropriate technology (e.g., Chromebook or laptop) from the college to complete their work.

2. Concerns about instructions

- Professors struggling with online teaching and technology (e.g., some struggle with using Canvas); professors need to plan the syllabus better
- Some professors adapt quickly to new situation and flexibly accommodate/help students succeed, some simply don't, are rigid in requirements and do not facilitate students' needs (especially those with disability)
- Professors' responsiveness; professors' feedback and grading in time for students' improvement
- Professors require additional workload and assign extra homework
- Some professors expect exams to be completed or assignments to be submitted on days outside of regularly scheduled course, inherently imposing on students' work and personal schedules
- Lack of labs, hands-on components: eg. Art and music courses, drama, 3-D graphics, animation, STEM, nursing, pre-med, dental hygiene, chemistry, biology, FAA compliance, cosmetology...
- Lack of interaction, discussion, Q&A; ability to connect
- Access to and interaction/engagement with professors and fellow students
- Los Rios is not ready for online school work

- Unreasonable expectations from professors during pandemic hardship (e.g., some professors are not demonstrating empathy and leniency given current circumstances)
- Professor less likely to notice if student has problems with understanding content
- Ensuring same level of teaching and learning quality; Reduction in quality of instruction and discussion.
- Ability for students to retain information, engage in and learn materials
- Students' ability to adjust to remote/online learning
- Concerns about clinical hours, credits for lab classes
- Special needs of students with disability
- Class sessions reduced to 40 minutes (due to Los Rios not paying for professors' Zoom accounts?)
- Minimal or unclear instructions from professors, students have to learn on their own
- Ability for students to take classes they need and as plan and to complete program as planned
- Last minutes discussion of final projects or last minutes changes to schedules/assignment requirements
- Concern about loss of meaning in communication in a non face-to-face environment
- Concern about having to attend class in-person while it is still unsafe to do so
- Loss of community
- Access to in-person office hours
- Many students expressed concerns about not passing courses, getting lower grades, not completing programs as planned, and having to drop classes.

3. Concerns about access to services

- Counseling on transfer
- Access to in-person tutoring
- Access to help online and in-time
- Access to counselors (e.g., counselors not being available during business hours)
- Access to library
- Access to book loans and computer loans
- Access to help with adjusting to remote/online learning
- Financial aid verification
- Lacking timely response from financial aid office
- Access to student jobs
- Bus pass (because some students rely on public transport for non-student related purpose)
- Connecting with the appropriate staff to get information

4. Concerns about access to learning materials/equipment

- No hands-on experience, no labs for STEM courses; learn to handle lab equipment properly in an online environment
- Access to tangible textbooks
- No home office (have to study sitting on bed); need for safe and quiet place to study
- Access to (reliable) electricity, computer and internet (wifi)
- Plastic skeletons for Forensic Anthropology course
- Reliance on instantaneous mobile technology
- Time management
- Access to lab equipment
- Concern about having to spend a lot of money on books and equipment because of inaccessibility to library and campus
- Access to printers (when required by professor to print materials)

- No access to Microsoft software products (i.e., word)

5. Concerns about personal needs

- Preference for lecture recordings vs. preference for synchronous meeting in Zoom
- Preference for classes in-person
- Maintain attendance, esp. for essential workers
- Distractions at home, ability to focus and keep up with schedule; ability to engage and self-motivate; maintain motivation
- Safe space to learn
- Having less uninterrupted time to commit to school because of environment at home
- Mental/emotional toll of the ongoing crisis
- Food insecurity
- Managing kids at home and study at home; childcare; homeschooling kids
- Challenges faced by students with disability
- Mental health
- Employment loss
- Time management/managing all classes online

6. Concerns about remote learning platform

- Equity in testing arrangement
- Remote proctored exams
- Technical issues (e.g., problem submitting homework)
- Testing for foreign language students (eg. writing kanji in Japanese classes)
- ESL students have difficulty in navigating technology
- Professors using different platforms instead of Canvas or Zoom, such as emails, Facebook, Connect, BVT labs...

7. Other concerns

- Concerns about credits for lab classes
- Will tuition be lowered, considering all classes are remote?
- Ability to build lasting friendship with classmates