NOCE REMOTE INSTRUCTION NEEDS STUDENT SURVEY

May 2020

Survey Report

NOCE Remote Instruction Needs Student Survey

EXECUTIVE SUMMARY

North Orange Continuing Education transitioned to remote instruction in March 2020 in response to the COVID-19 health crisis. A survey was sent to students currently enrolled within NOCE to assess their needs due to the large-scale changes within this new learning environment. After five weeks of administering the survey, a total of 235 survey responses were collected from students.

KEY FINDINGS

- Many of the students, 72% (n=170), do not know who to contact if they experience technical issues with remote instruction.
- The highest needs, indicated by students taking their classes at the Wilshire and Cypress Centers, include receiving guidance from NOCE regarding their classes as well as access to equipment such as a laptop or computer to participate in their classes.
- Of the students without computers at home, 54% (n=46) want access to a computer lab. Of the students with computers at home, 22% (n=174) also still want access to a computer lab.
- Assistance with meals, emotional support, and health/wellbeing were indicated as top resources needed by students.

METHODOLOGY

A Qualtrics survey was available to students in English and Spanish. The survey link was distributed to students via March monthly newsletter, social media platforms, and on the NOCE website. The survey was open from March 25, 2020 until May 1, 2020. A total of 235 students responded. Due to a break in terms, no instruction was offered between March 14th and April 13th at NOCE. Students were still able to complete this survey during this break in instruction.

SURVEY LIMITATIONS

The survey respondents only represent a small proportion of the overall NOCE student population. The survey findings might be biased toward students who were able to access the survey and complete it. Given that NOCE serves underrepresented, marginalized student populations, it is possible that some students might not have been able to access the survey due to lack of access to technology or other resources. Another limitation is respondent bias; although students may have access to resources, they might have elected to not respond to the survey.

SURVEY RESPONSES

Students were asked to select the NOCE campus on which they attend their classes. While over 70% of the NOCE student population takes classes at the offsite locations, less than 5% of survey respondents indicated they are offsite students. Although fewer than 20% of NOCE students take classes at the Anaheim campus, most survey respondents indicated that they attended classes at the Anaheim campus (65%) (Figure 1). Additionally, 17 students did not respond to this question or chose multiple answers.
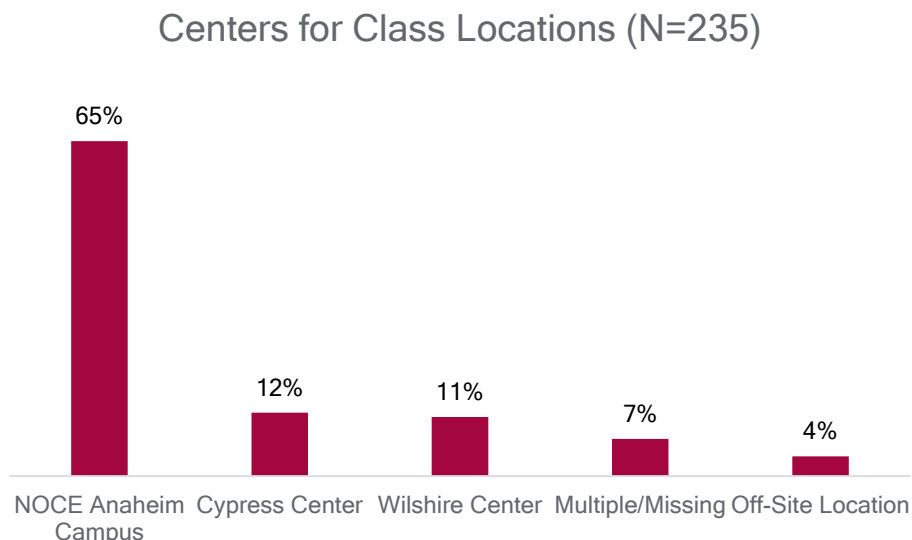
Centers for Class Locations (N=235)

Figure 1: Respondents according to locations of NOCE classes

⚠ Student Challenges

The majority of survey respondents (80%) indicated that they are aware that NOCE will offer some of its courses remotely for the 2020 Spring Term. To better understand whether students are prepared for remote instruction, students were asked about their access to equipment, software, and other resources necessary for remote instruction. While most students indicated they have access to the internet or a quiet place to do their schoolwork, nearly one-fifth of the respondents indicated they have no access to a computer they can use. An increasingly greater number of respondents indicated they do not have access to software they need (27%), webcam (33%), Zoom (39%) or familiarity with Canvas (40%).

Preparation for Remote Instruction

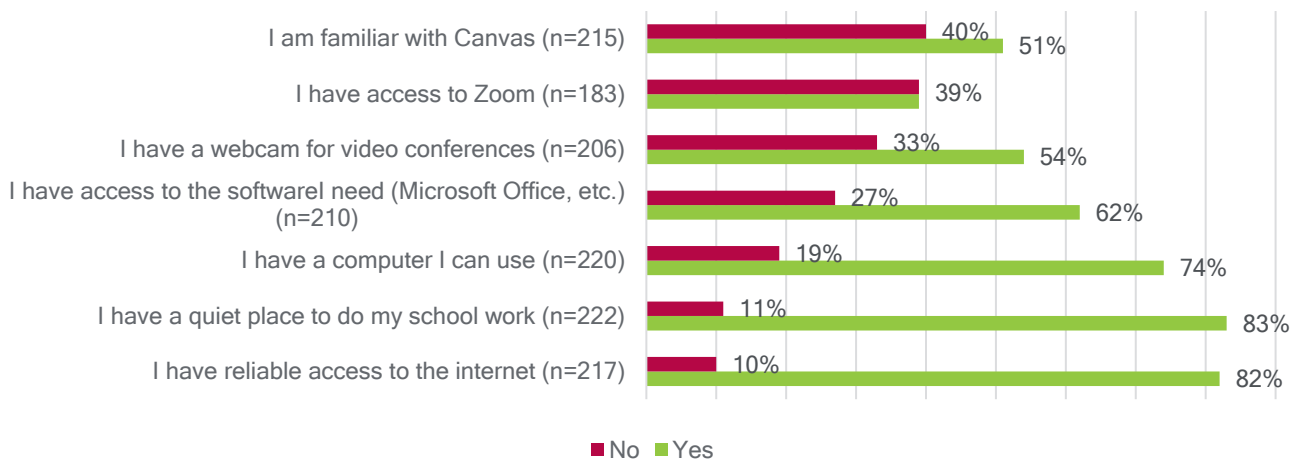|	No	Yes
I am familiar with Canvas (n=215)	40%	51%
I have access to Zoom (n=183)	39%	
I have a webcam for video conferences (n=206)	33%	54%
I have access to the software I need (Microsoft Office, etc.) (n=210)	27%	62%
I have a computer I can use (n=220)	19%	74%
I have a quiet place to do my school work (n=222)	11%	83%
I have reliable access to the internet (n=217)	10%	82%

■ No ■ Yes

Figure 2: Tools for remote instruction

Additionally, most students (72%, n=170) indicated they are unaware of who to contact if they experience technical issues with remote instruction. The percentages vary by location of classes, as shown in Figure 3.
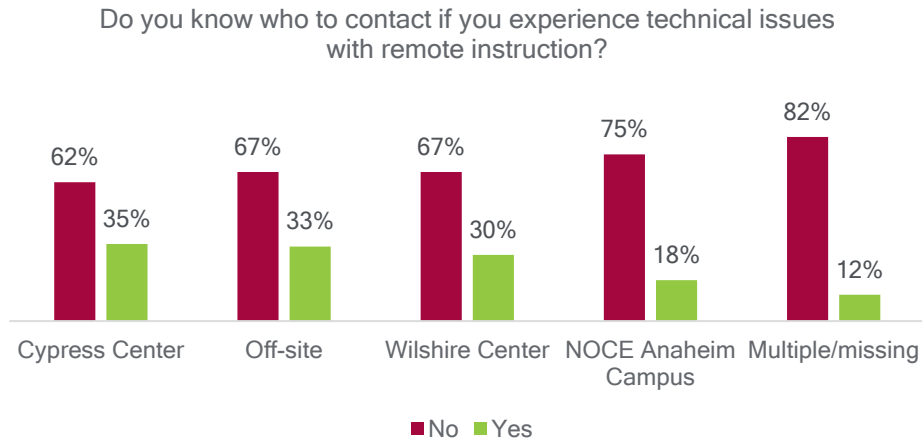
Do you know who to contact if you experience technical issues
with remote instruction?

Figure 3: Responses according to locations of NOCE classes

Student Needs

Students were asked if there was anything they specifically needed for remote instruction. The open-ended responses were coded into four major categories:

- Accommodations, which includes assistance for DSS and resources in various languages.
- Equipment Need, which includes computers, printers, online materials and more.
- Guidance, which includes information regarding classes that will offered online, how to access online classes, and counseling.
- Technical Support, for computers and programs

Additionally, there were other responses that were not categorized including not applicable and unsure.

Guidance and Equipment are amongst the highest needs within Wilshire (22%) and Cypress (17%) Centers. Many of these students indicated they do not know how to use their resources or may not have them.

Student voices that indicated needing Guidance (10%, n=24):

- *Currently I am on an Unemployment extension. Which is based on hours in class. I was supplementing hours in the lab. Not sure what to do. Will counselors be available?*
- *When & how will I know when I am registered to my online classes and what is the login I use*
- *I need more the instruction to access and login online*
- *Yes, I need instructions on how the remote classes/phone classes will work. I am currently a registered NOCE student I registered for winter classes 2020.*
- *Is the high school diploma going to have online classes as well/ I need to be able to finish high school diploma online*
- *In the past, I have used the public library computers to complete my homework. Do we need to be logged in at the specific time the instructor is giving instruction, or can we access the instruction at a time that is more convenient for us?*
- *Would I continue where I left off in my credits from NOCE?*
- *Just details on how the remote learning will be done. What platform?*
- *How to instructions. What to do, if stuck*
- *I need Someone explain for me how to access to online classes. I never try these before. So I don't how. Thanks.*
- *I have access to a laptop and the software, I do need contact information for more questions concerning the Wilshire program.*

Student voices that indicated needing Equipment (9%, n=20):

- *Will NOCE provide computer devices for students?*
- *Noise canceling headphones would be a must if I can't find a suitable place to take classes*
- *I use my phone as a hotspot. I have issues with slow connection, I try to practice keyboarding and the slow connection affects the programs and does not work properly. this causes extreme frustration. you try as hard as you can and it stops recording or resets constantly affecting the final outcome. I do know the slow connection affects other areas as you have to click on answers several times.*
- *I am not equipped in any way for online classes, I don't have the equipment or the skills for this type of schooling. My computer is old my iphone is a 2006. I cannot afford new equipment at this time. I preferred in-*

person classes as I learn better in that manner. I have taken online classes before and passed. I use my phone as a hotspot and experience a delay in speed of service, which affects prompt responses and with keyboarding programs is extremely challenging if not impossible. Timed programs do not work, minutes and seconds are affected, but programs that take unlimited time seem to work but take even longer to do as every time you click you wait or have to click multiple times.

- *I don't have a computer nor access to a web camera. Can I borrow a desk top or lap top from NOCE?*

Student voices that indicated needing accommodations (1%, n=3):
- *Would the instructors consider including captions or transcripts of the lecture so it is easier to follow along in case audio quality is poor or one is hard of hearing.*
- *I get help from DSS because I have an auditory processing issue and must-read lips for lectures, which will not be possible with conference calls. I am not sure if anything would help, aside from having all written material.*

Academic Supports

When asked about the academic support services students may need during remote learning, the top three services students selected include Learning Center, Academic Counseling and Computer Lab access (Figure 4).

Academic Resources

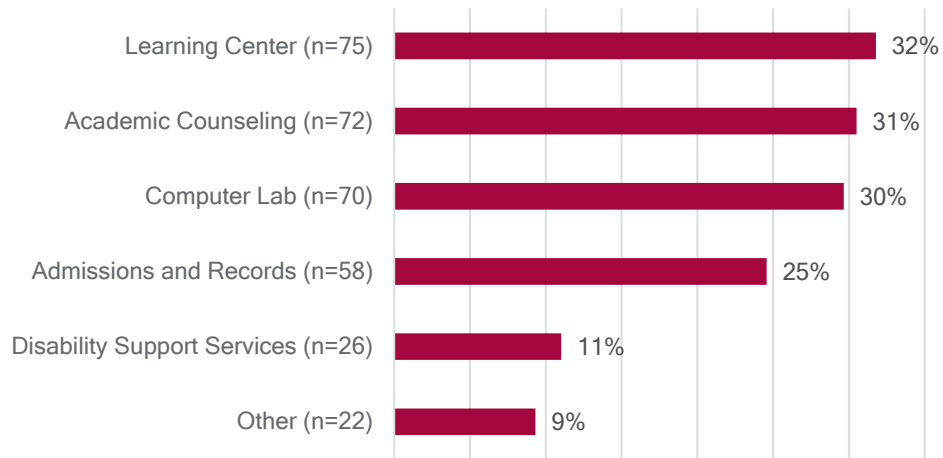|	
Learning Center (n=75)	32%
Academic Counseling (n=72)	31%
Computer Lab (n=70)	30%
Admissions and Records (n=58)	25%
Disability Support Services (n=26)	11%
Other (n=22)	9%

Figure 4: Academic Supports needed

Data was examined to determine whether differences will be seen among students who have a computer versus those who do not. Upon examining the data in this manner, most students who responded that they do not have a computer indicated they need academic support, especially the learning center (43.5%) and computer lab (54%). Furthermore, these students (73%) also do not have access to necessary software. In contrast, of the students who stated that they do have a computer, less than 30% indicated they may need access to the learning center or computer lab.

Resources

Students were asked to select any additional information or resources that would be helpful to them. The top necessities that students indicated as helpful includes assistance with meals, emotional support, and health/wellbeing (Figure 5).
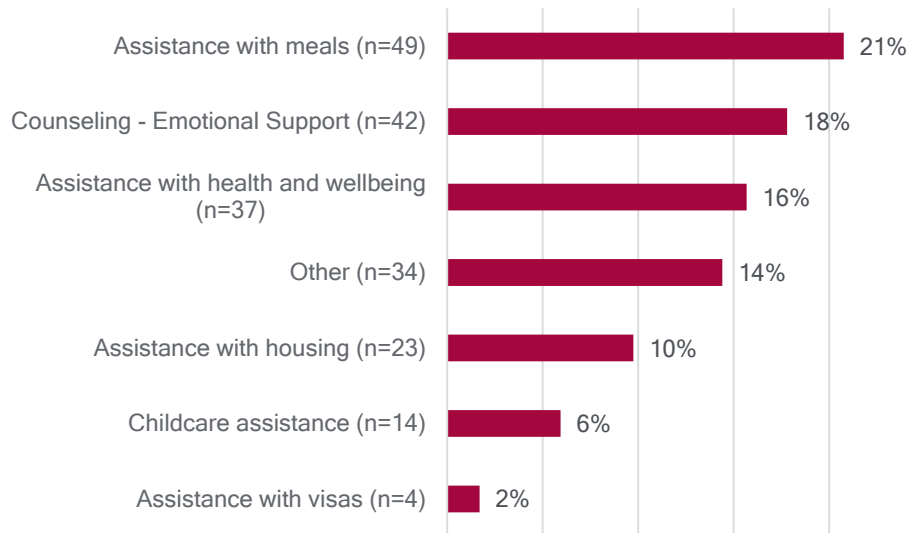
Overall Assistance Needed

Category	Percentage
Assistance with meals (n=49)	21%
Counseling - Emotional Support (n=42)	18%
Assistance with health and wellbeing (n=37)	16%
Other (n=34)	14%
Assistance with housing (n=23)	10%
Childcare assistance (n=14)	6%
Assistance with visas (n=4)	2%

Figure 5: Overall necessary resources for all participants

Upon further examination of the data, a correlation arises with students who do not have a computer and those that need assistance with meals. Lack of a computer may be an indicator of a general financial need.

Necessary Resources

	Do not have a computer	Have a computer
Meals	33%	17%
Health and Well Being	17%	14%
Emotional Support	17%	18%
Housing	7%	10%
Childcare	4%	6%
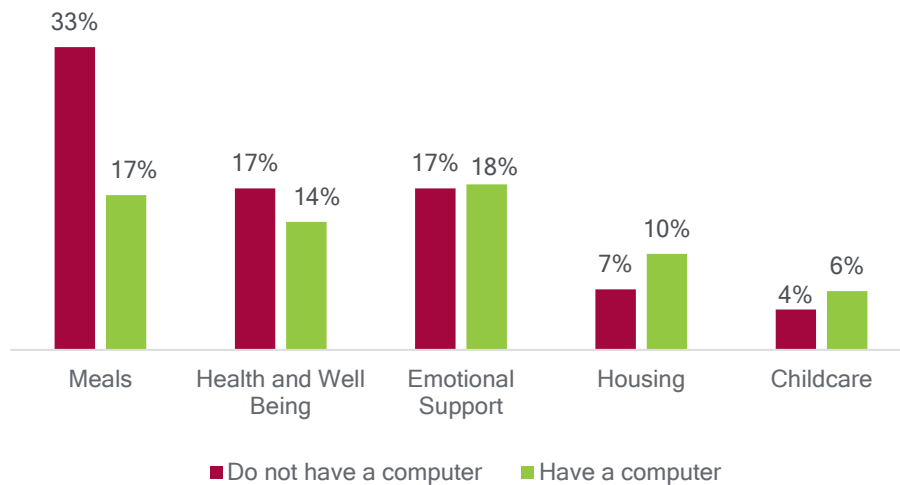
Figure 6: Resources based on students who have or do not have a computer

Method of Contacting Students

Out of the following contact options, email, text, or phone, students were asked to select their preferred method of contact. Most respondents to the survey indicated that email is the best method of contact (Figure 7).
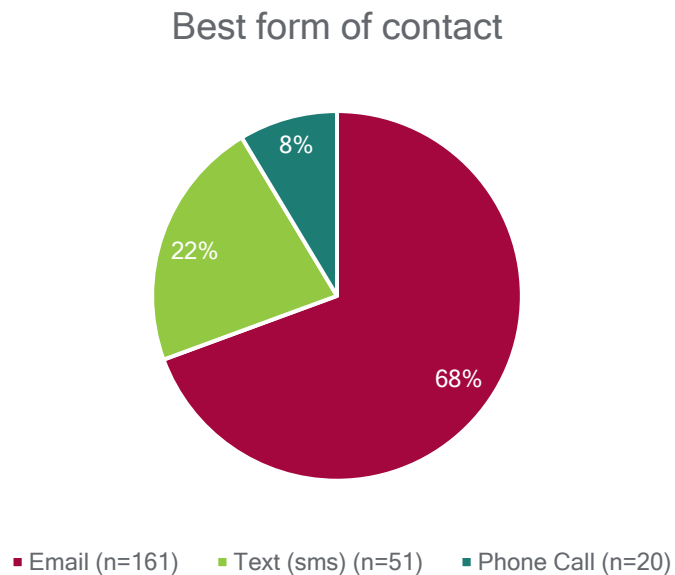
Best form of contact

8%

22%

68%

■ Email (n=161)   ■ Text (sms) (n=51)   ■ Phone Call (n=20)

Figure 7: Contacting students based off Email, Text, and Phone calls

Some survey respondents have indicated they have not been receiving timely information regarding the status of NOCE and their classes. A few students also provided their personal email addresses in the hopes of receiving more information. Additionally, some students prefer receiving communication in multiple languages through the mail.

CONCLUSION

The NOCE survey was created to understand student needs during the COVID-19 health crisis. The report displays the needs of survey respondents regarding issues with obtaining technical assistance as well as lack of personal resources such as computers. There is a strong need for learning centers and computer labs for most participants. This may be due to lack of access to necessary tools and software as well as familiarity with using a computer. Students also indicated a need for improvement in communication regarding the status of the institution and their classes. Other ways that students can be contact are personal emails, different text platforms and via phone or mail to address language barriers. This survey allows NOCE to address the immediate needs of its students. NOCE will be conducting a follow-up survey to assess the progress of remote instruction and learn more about student experience.

Appendix

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

Thank you for taking a couple minutes to answer some questions related to your needs as a student transitioning to remote instruction at NOCE. All responses are confidential. The information gathered here will be used to better support you during this transition.

Where are you currently taking NOCE classes? (Check all that apply)

☐ NOCE Anaheim Campus

☐ Wilshire Center

☐ Cypress Center

☐ Off-site Location

Are you aware that NOCE will offer some of its courses remotely (not in person, online/phone classes) for Spring 2020 term?

○ Yes

○ No

Preparation for remote instruction (not in person, online/phone classes):

	Yes	No	Don't Know / Can't Rate
I have reliable access to the Internet	○	○	○
I have a computer I can use	○	○	○
I am familiar with Canvas	○	○	○
I have access to Zoom	○	○	○
I have a quiet place to do my schoolwork	○	○	○
I have access to the software I need (Microsoft Office, etc.)	○	○	○
I have a webcam for video conferences	○	○	○

Do you know who to contact if you experience technical issues with remote instruction?

○ Yes

○ No

Is there anything else you need for remote instruction (not in person, online/phone classes)?

[text box]

Do you think you will need any of the following academic supports during remote instruction? (Check all that apply)

☐ Admissions and Records

☐ Academic Counseling

☐ Computer Lab

☐ Disability Support Services

☐ Learning Center

☐ Other

[text box]

What information and/or resources would be helpful to you? (Select all that apply)

☐ Assistance with meals

☐ Assistance with health and wellbeing

☐ Assistance with housing

☐ Assistance with visas

☐ Childcare assistance

☐ Counseling - Emotional Support

☐ Other

[text box]

Have you been able to get timely information about the status of NOCE and classes?

○ Yes

○ No

○ Unsure

In what other ways can NOCE share updates with you?

What is the best method for NOCE to contact you?

○ Email

○ Text (sms)

○ Phone Call