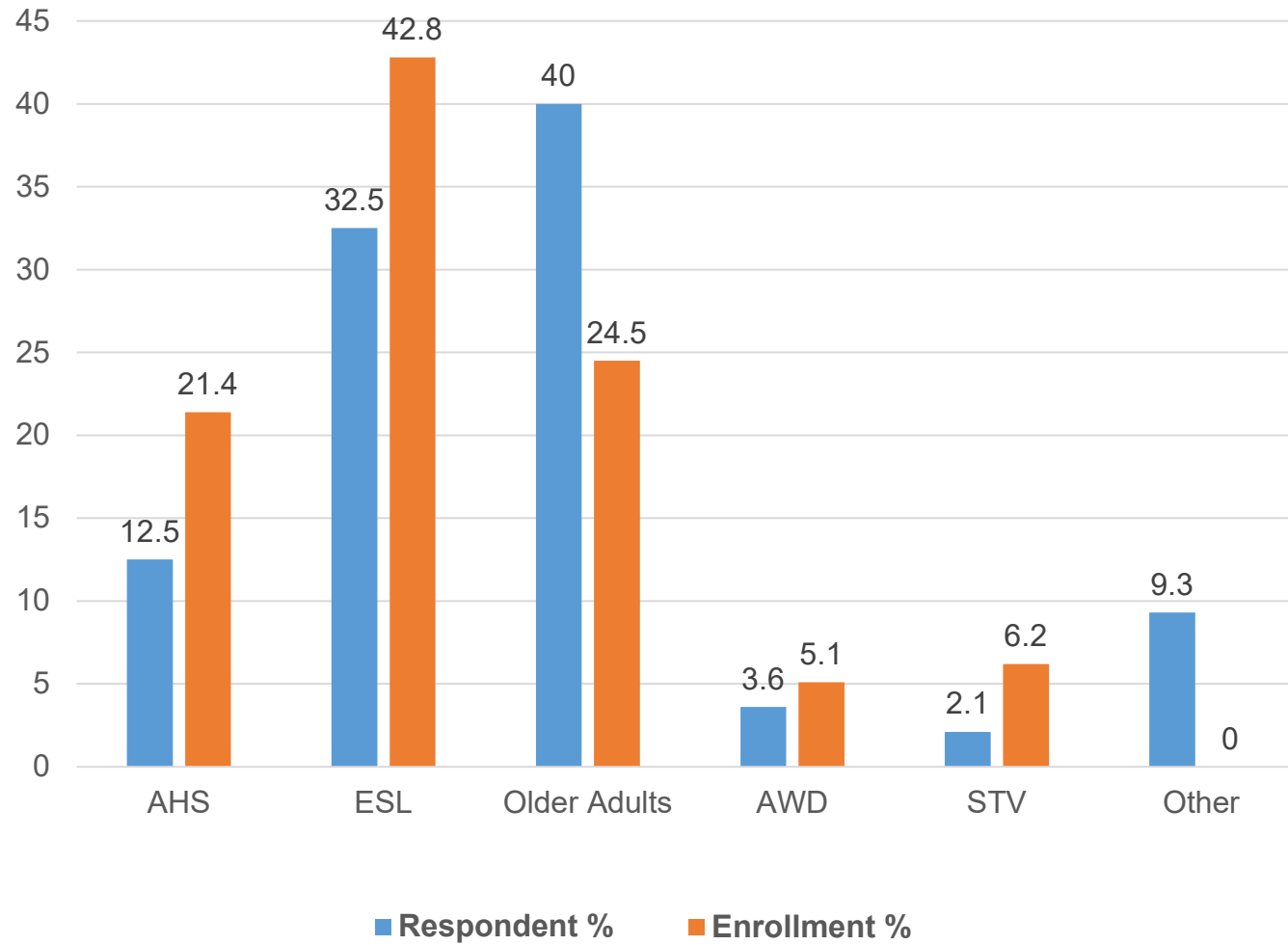# NONCREDIT FALL 2020 STUDENT SURVEY OVERVIEW

1/19/2021
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Research, Planning & Institutional Effectiveness

Noncredit Student Survey Participation by Primary Program of Enrollment (Fall 2020)

- Respondent Total: n=1002
- Survey conducted between 11/18 /20 and 12/31/20

- Online Registration Experience
- Online Classroom Experience
- Student Services
- Technology
- Challenges

AHS: Adult High School
ESL: Noncredit ESL
AWD: Adults with Disabilities
STV: Short-term Vocational
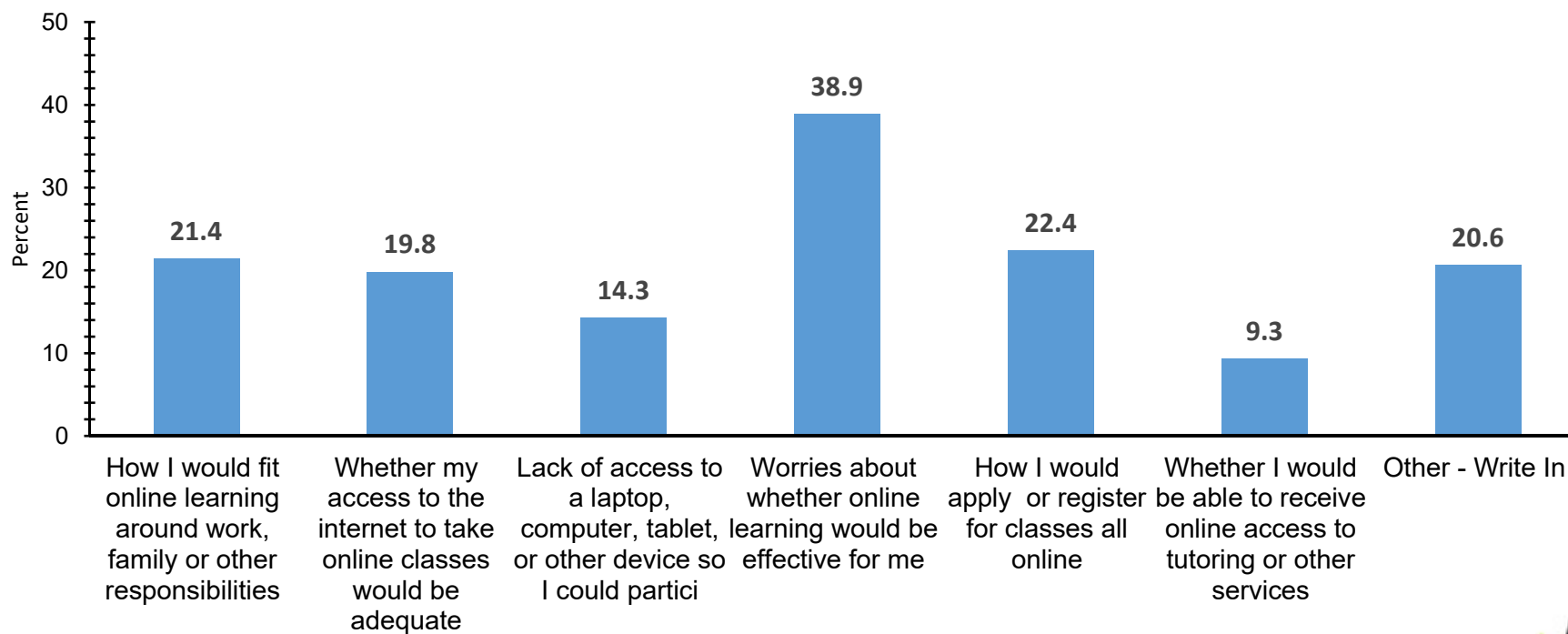"Other" includes write-in values for specific classes

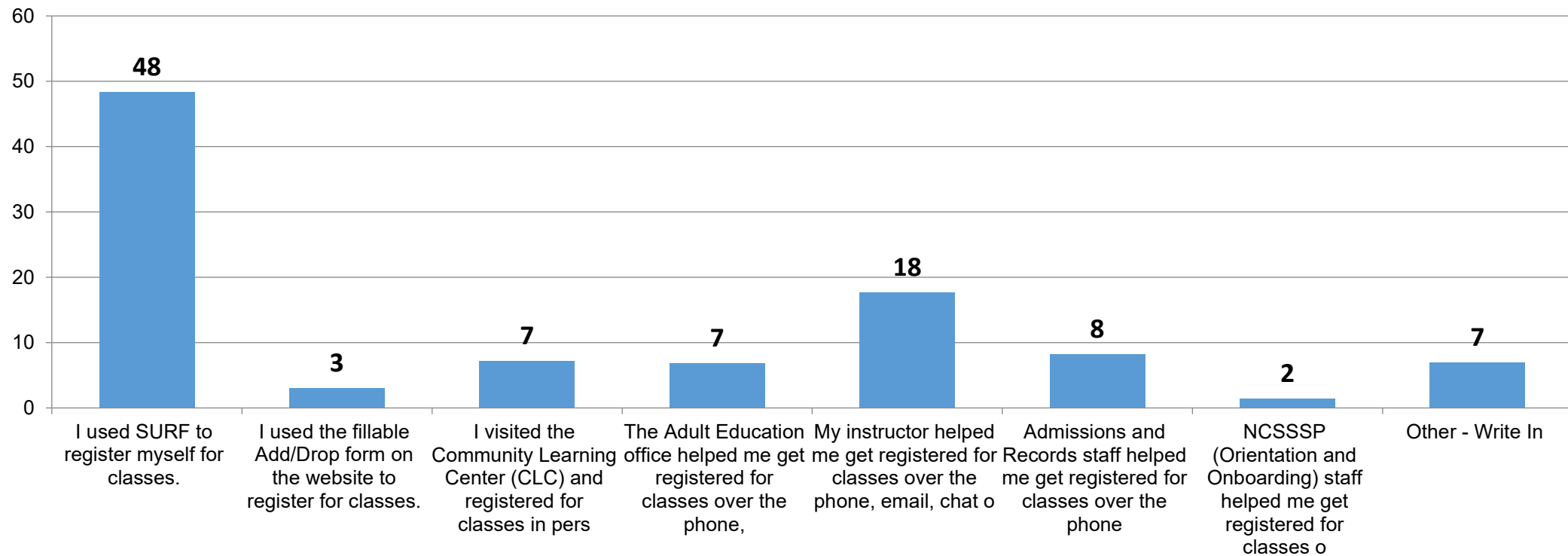Fall 2020 Enrollment % Data Source: *AllStudents+AllClasses*, MiraCosta College DataWarehouse, Tableau Server. Retrieved 1/19/21.
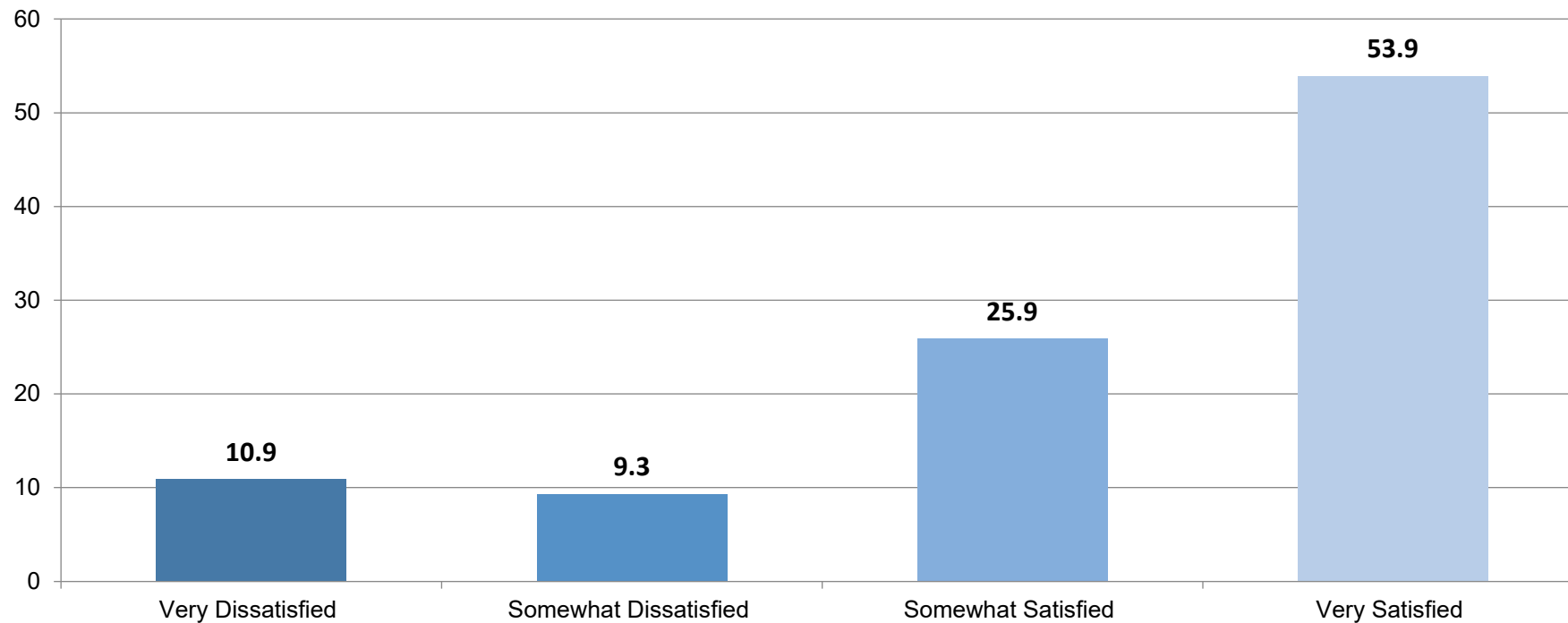
When you first learned that the noncredit course(s) in which you planned to enroll would be 100% online, due to the COVID-19 crisis, which of these most concerned you?

How did you register for your MOST RECENT noncredit class at MiraCosta College?

Category	Value
I used SURF to register myself for classes.	48
I used the fillable Add/Drop form on the website to register for classes.	3
I visited the Community Learning Center (CLC) and registered for classes in pers	7
The Adult Education office helped me get registered for classes over the phone,	7
My instructor helped me get registered for classes over the phone, email, chat o	18
Admissions and Records staff helped me get registered for classes over the phone	8
NCSSSP (Orientation and Onboarding) staff helped me get registered for classes o	2
Other - Write In	7

| Classroom Experience	% Agree
Taking classes online instead of in-person was more convenient for me.	70.1
I was able to easily understand how to participate in an online class environment.	83.9
The ZOOM software was easy to use.	85.0
The CANVAS software was easy to use.	77.8
I was able to access my instructor throughout the course by email, chat, or other means, when I had questions.	91.5
I would prefer to take classes online in the future instead of in an actual classroom location.	48.9
I feel I am able to successfully learn in my online classes, just as much as am able to in face to-face classes.	63.5
I felt connected to the other students in my online class(es).	54.7

Comments about Online Classroom Experience

What worked well?

- I learned to work my way through technology and best of all the class hours fit my schedule so I'm not pressured with school and work. I also don't have to worry about transportation so one of the main reason online worked well for me .

- I had an instructor who really worked hard to make the experience smooth and educational. What worked well was entirely dependant upon the instructor.

- Really enjoyed seeing classmates and instructors. Likes the "almost" human contact. This program has Been a lifesaver for Me during these trying times

What could be improved?

- I think it would be helpful to have a tutorial for those not familiar with Zoom before the class semester starts.
- Make the registration process less complicated. Keep in mind that the seniors are over 55 and don't have the IT experience of the 18 yr olds. Do away with the 12:01am registration time.
- No more than 20 students in a class
- Some teachers are great in the online environment, but also some teachers require technology classes on how properly use zoom, canvas, and other tools and techniques that help them how to feel secure in the online environment.
- Online registration for Non-credit classes is not at all intuitive and detailed step-by-step instructions/examples need to be provided

Before and/or during your recent noncredit enrollment in 100% online class(es), which of these student services did you use?
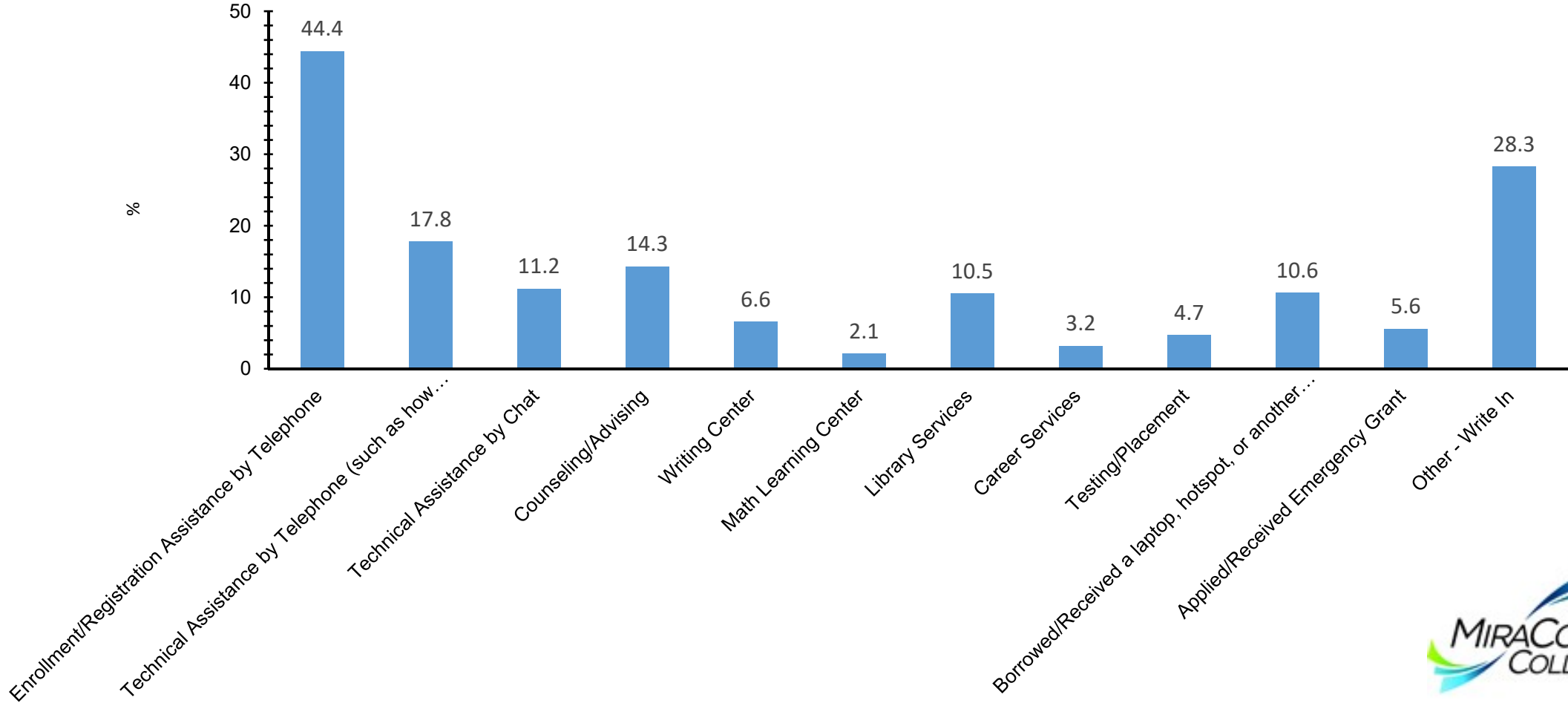
Which of these best describes how well you were able to access services at MiraCosta College (such as counseling, tutoring, etc.) since the College adopted social distancing measures in response to the COVID-19 pandemic?

22%

16%

62%
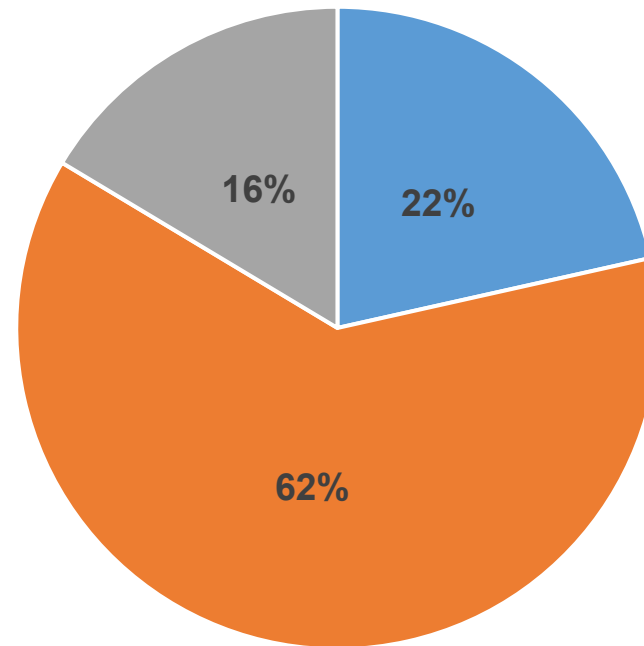
■ My access to MiraCosta's services is not as good as before

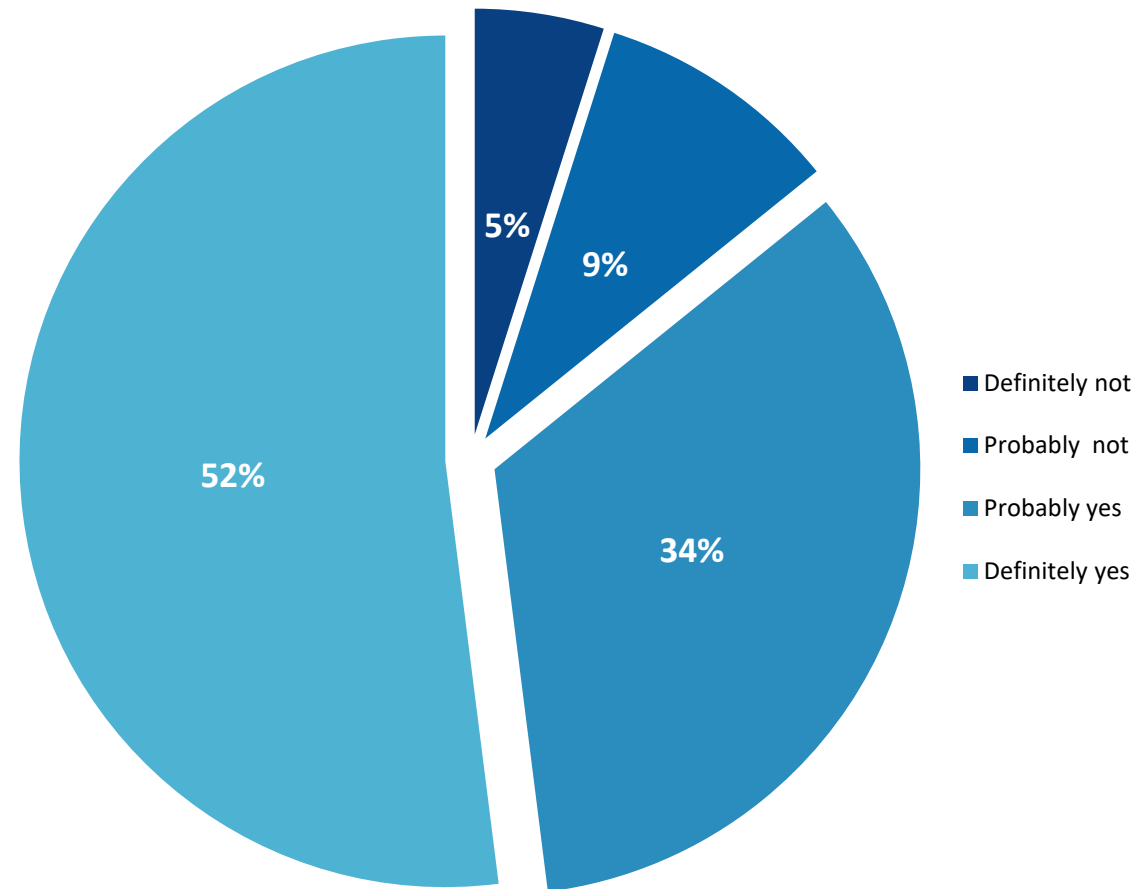■ I am able to access MiraCosta's services at about the same level as before

How satisfied were you overall with the assistance you received from Student Services, while taking 100% online classes?

- Very Dissatisfied
- Somewhat Dissatisfied
- Somewhat Satisfied
- Very Satisfied

9%

8%

52%

31%
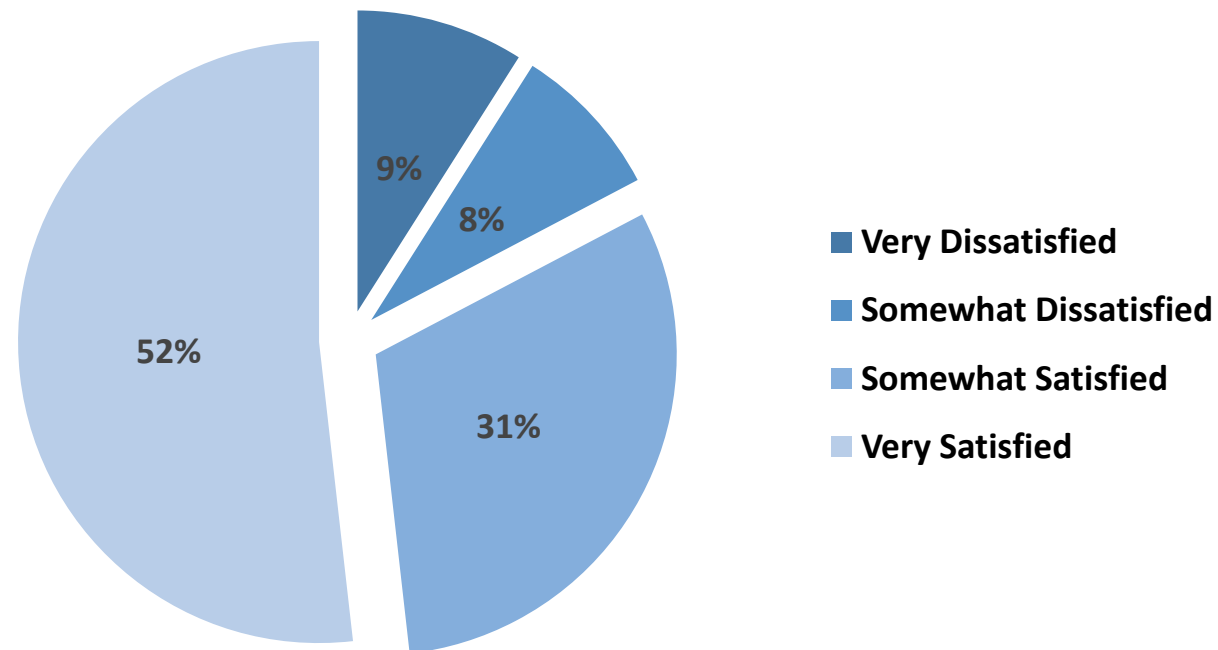
Comments about Student Services Experience

- Once I was able to connect on phone with a live person, I was able to register for class. Try to register online was very difficult because web site kept pushing towards academic site.
- I think Mira Costa does not have an easy to use web site. It is complicated and difficult to use.
- I was very surprised at the availability, knowledge of the services. Everyone I spoke with were polite, courteous and extremely helpful.
- The student help desk worked very well for me and answered ALL my questions.
- I found telephone support helpful and courteous
- VERY helpful in assisting me to register & teaching me how to use SURF

- I asked for help with the enrollment. The staff was extremely helpful, they called me back several times until we found the perfect solution for me
- I really appreciate the library services when I wanted to borrow a book that I needed for my class. They send it to me by mail the next day and they extended the return due date as far as possible. Also, I want to thank the writing center for their valuable feedback and advice they gave me to improve my writing. Thanks again for the fast and effective support.
- I did not use them nor do I know how to use them. I never saw anything explaining the process you follow to use such services or what they can do for you. An explanation would help!

Is your off-campus internet access adequate for you to fully participate in your online noncredit classes?

Pie chart legend:
- Definitely not
- Probably not
- Probably yes
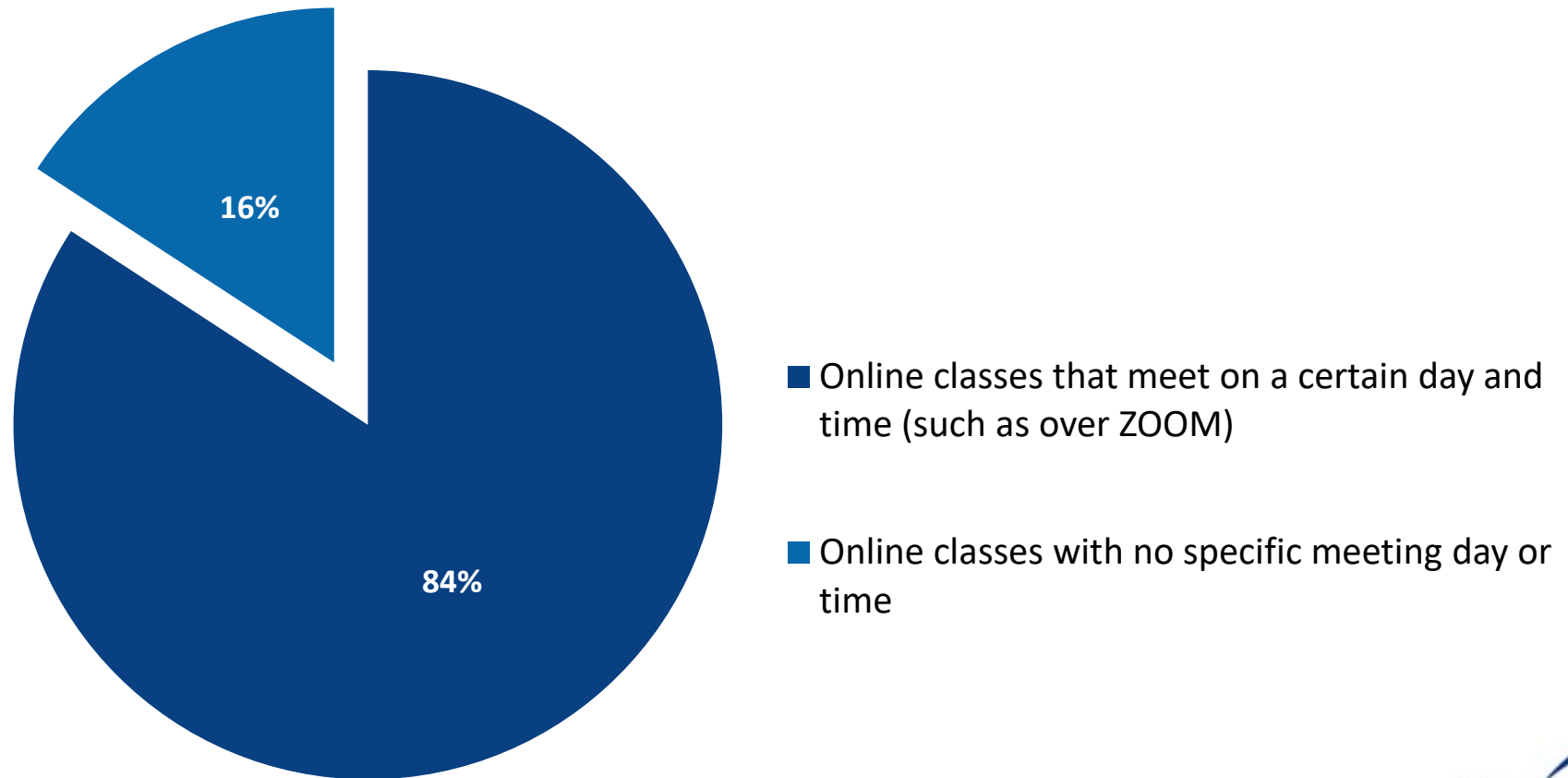- Definitely yes

Chart values: 5%, 9%, 34%, 52%

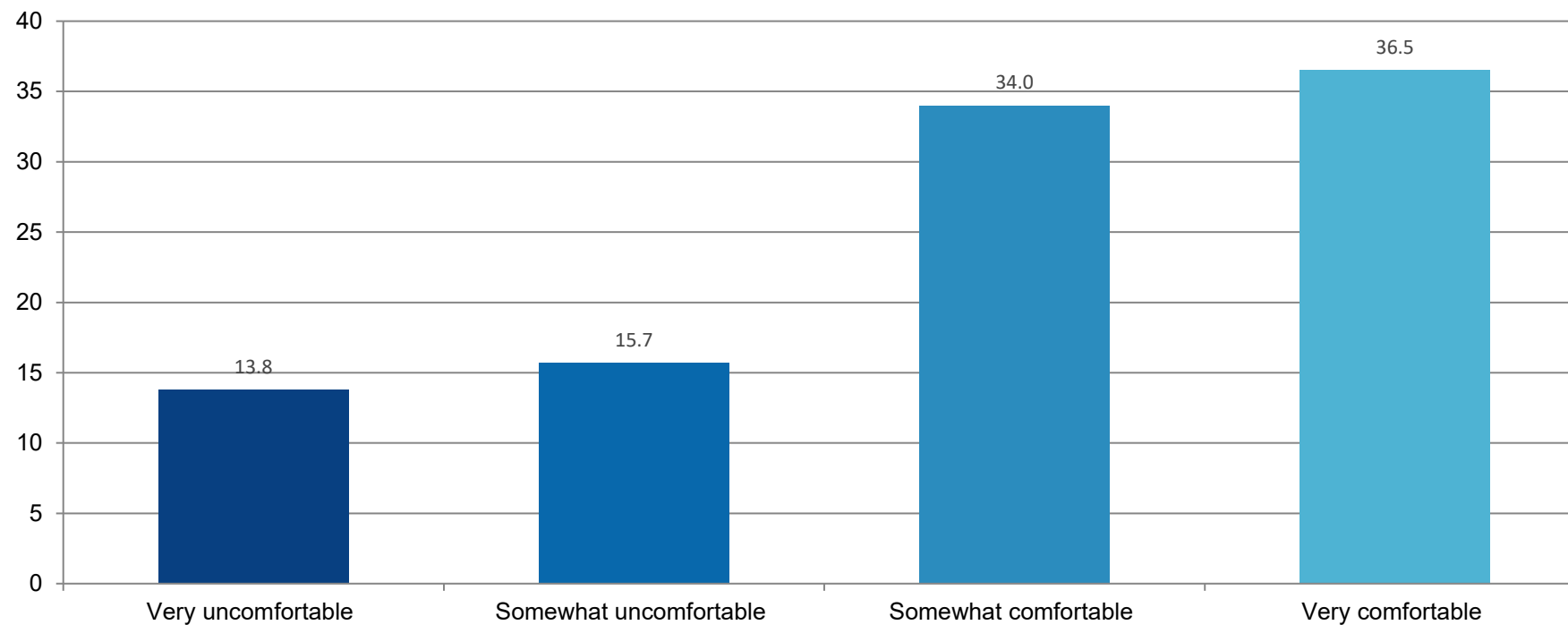# What type of device do you use to access your online classes? Select the one that you use most of the time.
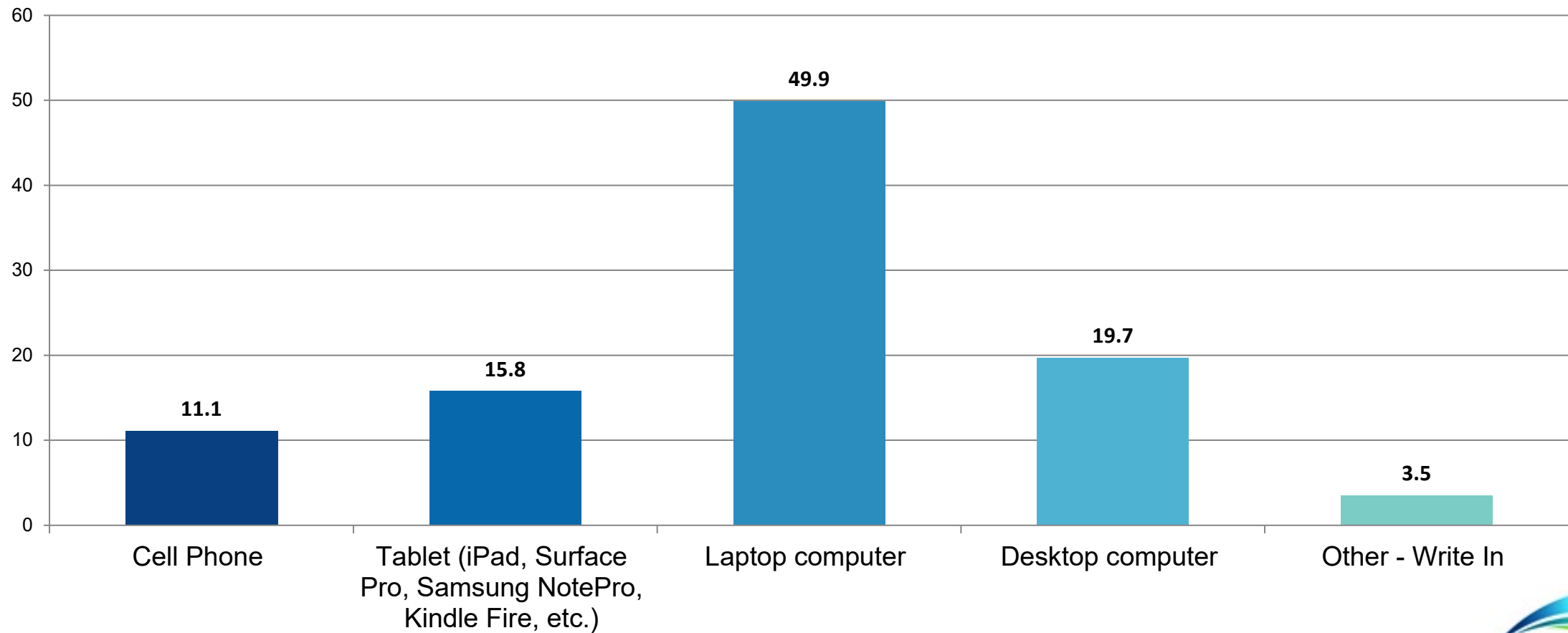
How concerned are you about each of these, as they relate to your ability to participate in online classes?	% Somewhat/Very Concerned
The speed of your internet connection	42.7
The reliability of your internet connection	43.6
The cost of your internet connection	36.4
Access to software needed to complete assignments for class	31.3
Running out of data on your mobile phone's data plan	25.8

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In thinking about how best to fit online classes with your schedule, which do you most prefer:

- 16%
- 84%

■ Online classes that meet on a certain day and time (such as over ZOOM)

■ Online classes with no specific meeting day or time

What other concerns do you have about the technology or services you need to be able to fully participate in 100% online classes?

- I would like to reiterate how complicated it is to just sign up for classes. Last term I missed 2 sign ups for classes because I couldn't get into the system.
- I'm not very computer savvy, and when a problem comes up I'm not very creative or imaginative about solving it. I completely missed my ZOOM class last week, because I never received an "invitation." I found out, too late, that I could have gone online and logged myself in VIA Canvas.
- Because other family members use the internet at the same time, reception is bad and I get cut off.
- If there was first a learning class for how to use this technology
- Easier web site for registering for my next class. Not user friendly.
- The surf registration needs to be simplified and access to the non-credit adult education courses easier to find
- Many people, including the instructors had poor Internet connections. The voices were garbled the picture was not clear and the teachers definitely need to upgrade. Many of the students have computers that were old or use their phones which did not work adequately. If people are going to use them they need to buy good quality technical equipment and have the band with in order to provide a good signal.
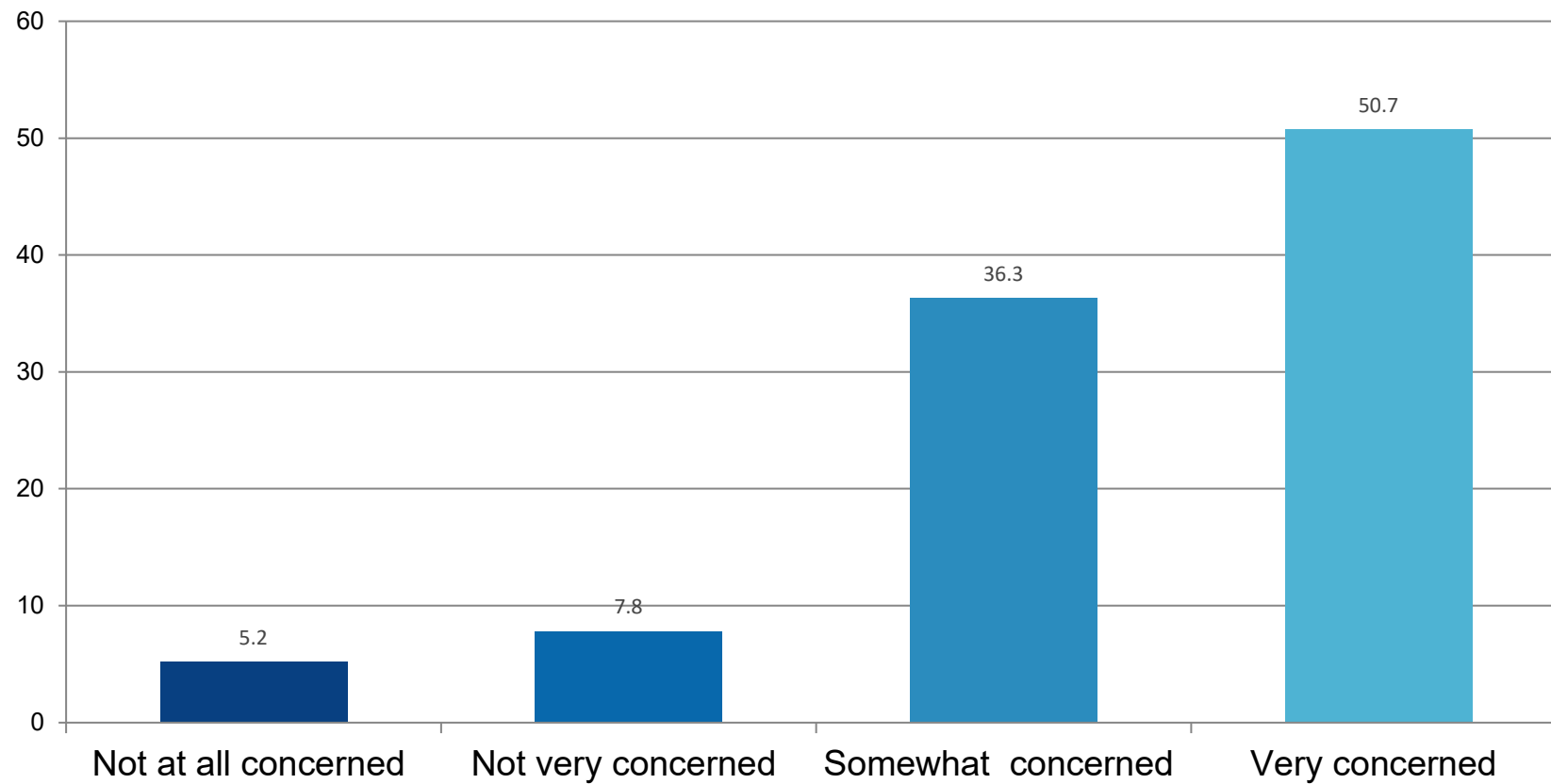
How much do you agree with each of these statements, as they relate to your life now:	% Somewhat/Strongly Agree
I, or someone in my household, is considered an essential worker.	49.9
My work hours have changed dramatically during this crisis.	40.8
I have problems accessing childcare since the crisis began.	20.7
I have more financial stress since the crisis began.	47.8
I sometimes do not have enough money for food since the crisis began.	23.2
I am feeling more overwhelmed since the crisis began.	60.8
My housing is less secure since the crisis began.	24.8

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How could MiraCosta College best support you during these difficult times?

- I live alone. I am feeling more overwhelmed since the crisis began and with the political climate.
- sending videos about how to control stress or how to organize our day, how to study
- Continue having classes to distract us from the pandemic
- There should be program on helping me with mental health; people to talk to about this crisis and how I'm feeling about it.
- Online classes are less effective when there are a lot of students enrolled. I know of students who have dropped a class when there are too many students in the Zoom class. With Zoom, less is more. Lower the mandatory enrollment numbers, so students have more opportunity to interact one-on-one online.
- Assist the less fortunate students in any way possible, so they can continue their education.
- Sending regular e-mails to let me know about services available such as free food (although I did not need it).