

Online, Digital Education & Technology Survey Report

SPRING 2021

Survey Topics

Course Preference (In-Person vs. Online)

Instructor Communication

Technology Access

Student to Student Engagement

Learning Management

Learning Spaces

Online Student Support Services

Timeline and Distribution

Distributed in Spring 2021 to all ECC students
(n= 18,898)

- Anonymous survey link sent via email by Marketing and Communications
- Survey link was also posted on Canvas

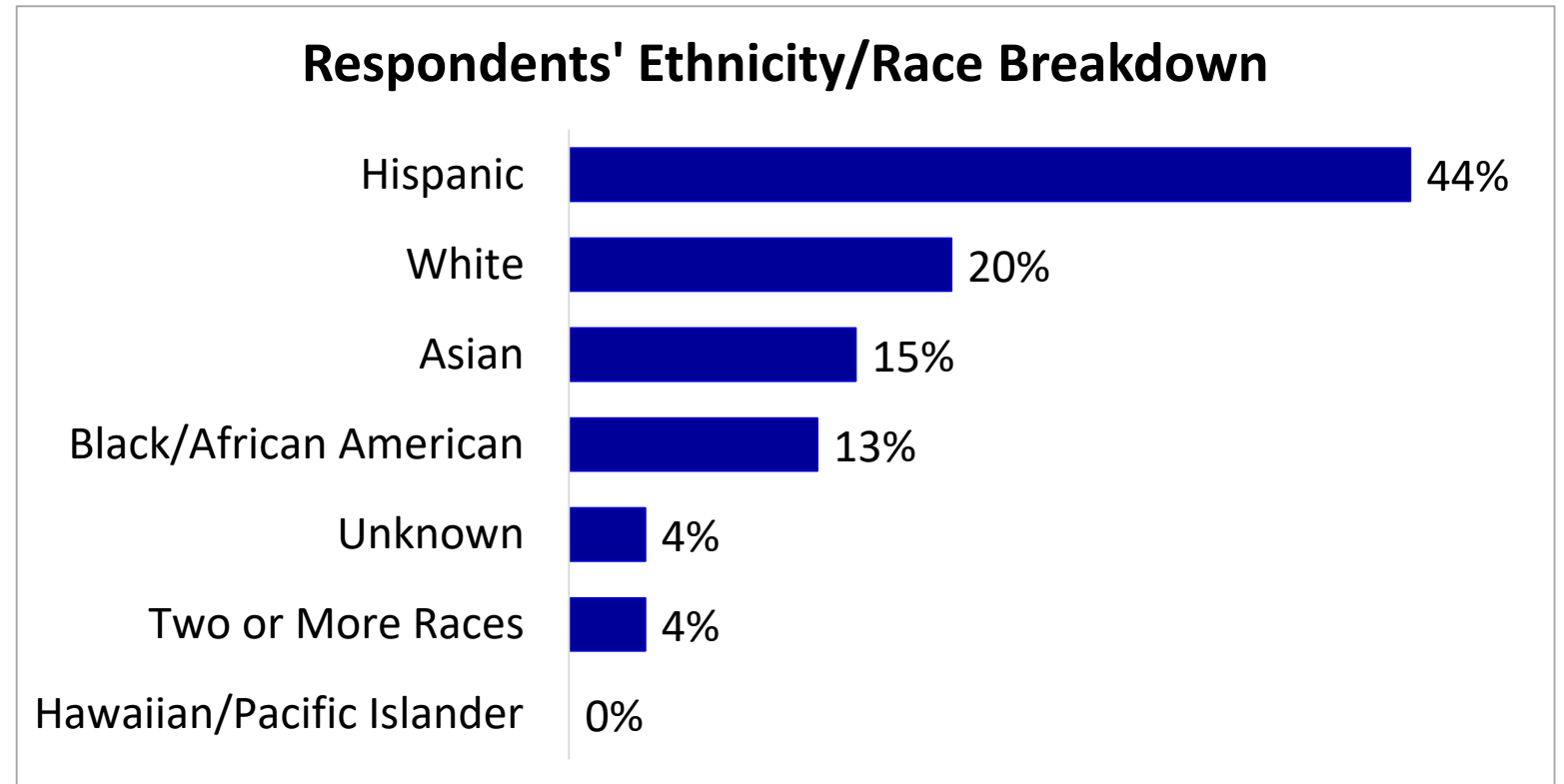
Survey Respondents

510 respondents
(3% response rate)

68% female

71% part-time students

39% not currently
employed



Course Preference

Course Preference Highlights

Overall students' first preference is in person.

Black/African-American students course preference tends toward online options.

Hispanic students' course preference tends toward on-campus/hybrid options.

Course preference for students with disabilities impacting learning tends toward hybrid options.

Top 3 Course Type Preferences When ECC Reopens

#1 -In Person

#2 – Online with no meeting

#3 – Online with optional video meetings

Technology Access

Highlights for Technology Access

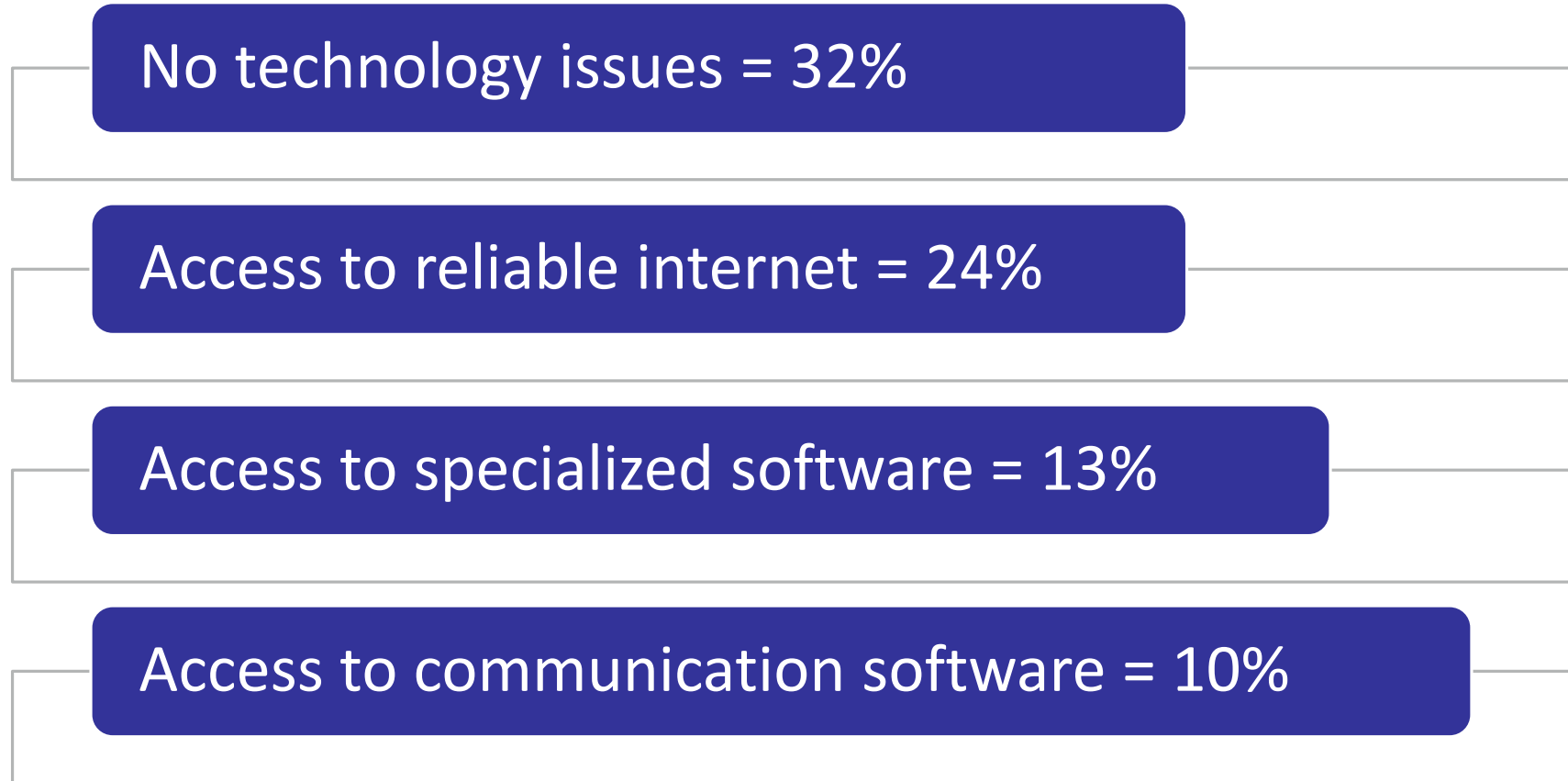
When students were on campus, 64% frequently used the college WiFi.

52% of students indicated they have access to reliable internet.

Over 50% of students know how to contact the ITS Help Desk.
68% have never requested assistance from the ITS Help Desk.

47% of students own either a laptop or MacBook.
Laptop is the primary device students used to access online courses.

Students' Challenges with Technology



Percentages do not add to 100% as respondents could select more than one option. Depicts the four most frequent responses.

Learning Management

Learning Management Highlights

89% of students strongly agreed or agreed that the course orientation provided by their instructors helped them prepare for taking their online course.

78% of students strongly agreed or agreed that instructors provided assignments that had limited impact on their final grade that supported online learning.

94% of students strongly agreed or agreed that instructors provided a course home page and had an updated syllabus accessible on Canvas.

Instructor Communication

Instructor Communication Highlights

Most students indicated that their instructors were available to answer questions outside of scheduled class time (90%) and that instructors effectively communicated course expectations (88%).

74% of students agreed or strongly agreed that they felt comfortable discussing with their instructors personal situations that impact their ability to study or complete assignments.

Student to Student Engagement

Student to Student Engagement Highlights

68% of students strongly agreed or agreed that online courses provide opportunities for students to engage in dialogue on course work and assignments.

When asked about opportunities to connect with other students outside of scheduled class time, 53% of students either strongly agreed or agreed with this statement.

Learning Spaces

Learning Spaces Highlights

Nearly 70% of student indicated that they are able to attend live class time in a space that allows them to focus on course materials and instructions.

75% of students either strongly agreed or agreed that they had consistent access to study space that allows them to concentrate and learn course materials.

Online Student Support Services

Online Student Support Services Highlights

Over 80% of students indicated that they knew how to access online student services.

The top online student service that is utilized by students is Counseling.

49% of students indicated they generally do not use tutoring services.

22% of students indicated that they only use Library resources when on campus.

Online Student Support Services Highlights (cont.)

Over 80% of students indicated they are aware that Counseling appointments are available to student taking online classes.

74% of students indicated they do not have a problem purchasing textbooks or accessing digital references required to complete their courses.

66% of students agreed or strongly agreed that Library resources are effectively accessible from their electronic devices.

Recommendations

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- Conduct follow up survey focusing on students course preferences for Winter/Spring 2022 (in progress)

Data shows that an array of class formats is required to fulfill students needs (in-person, online, hybrid).

- Explore avenues to provide students with reliable internet

24% of students have challenges to access reliable internet.

- Explore avenues to provide students with devices to assist their learning

Around 50% of students don't own laptop or MacBook.

- Educate students about the support offered by ITS Help Desk

68% have never requested assistance from the ITS Help Desk.

Recommendations (cont.)

- Look into different ways students who are taking online courses can interact with each other outside of scheduled class times

When asked about opportunities to connect with other students outside of scheduled class time, 47% of students did not agree with this statement.

- Increase student awareness of tutoring services available at ECC

49% of students do not use them.

- Increase student awareness of the Library resources that are available to students taking online courses

22% of students indicated that they only use Library resources when on campus.



Thank You
Questions? Comments?