

Online, Digital Education & Technology Survey Report

SPRING 2021

Survey Topics

Course Preference (In-Person vs. Online)

Technology Access

Learning Management

Instructor Communication

Student to Student Engagement

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

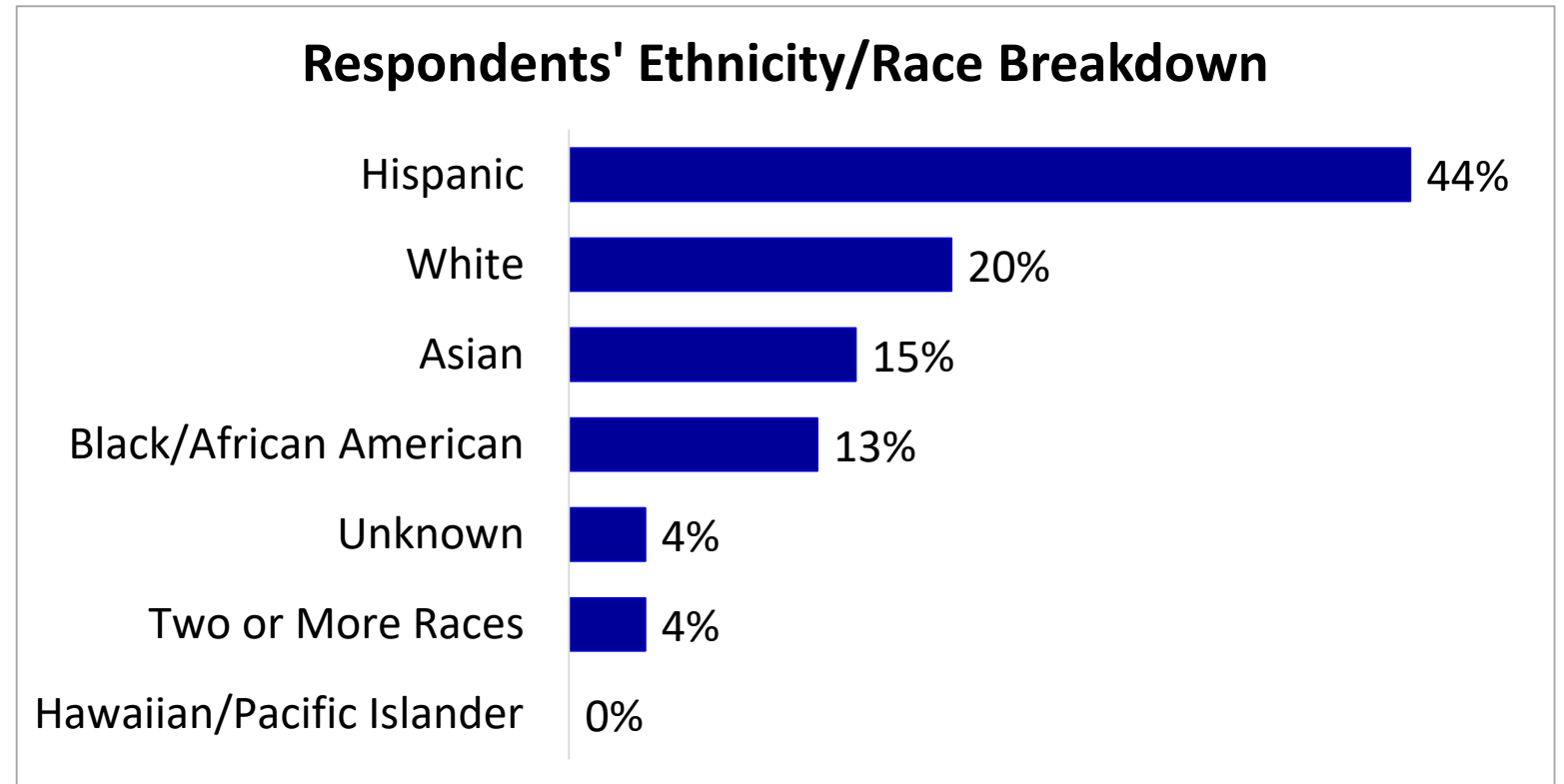
Survey Respondents

510 respondents
(3% response rate)

68% female

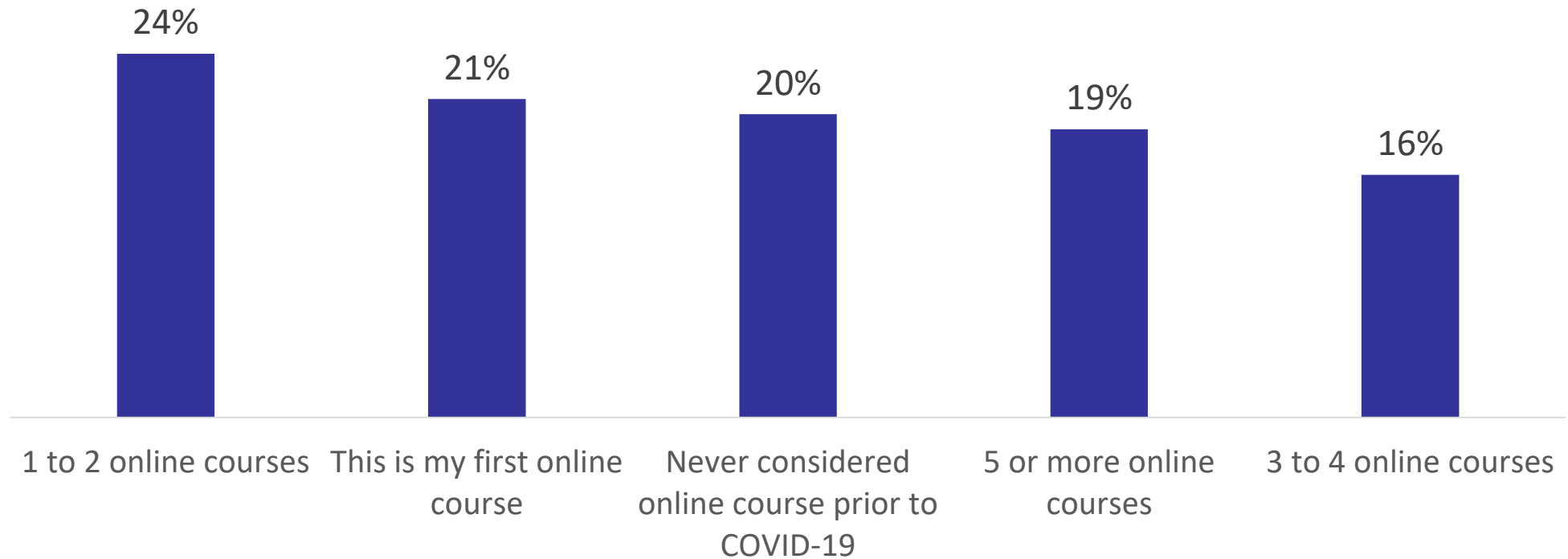
71% part-time students

39% not currently
employed



Course Preference

Prior to COVID-19 Enrollment in Online Courses



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

Course Preference for Black/African American Students when ECCC Reopens

HYBRID

Partially on campus
A WEEKLY MEETING

Online
No Meetings

Online
Optional
video
meetings

In PERSON

HYBRID
Partially on Campus
FEW MEETINGS

LIVE ONLINE
Weekly Video
Meetings

1

2

3

4

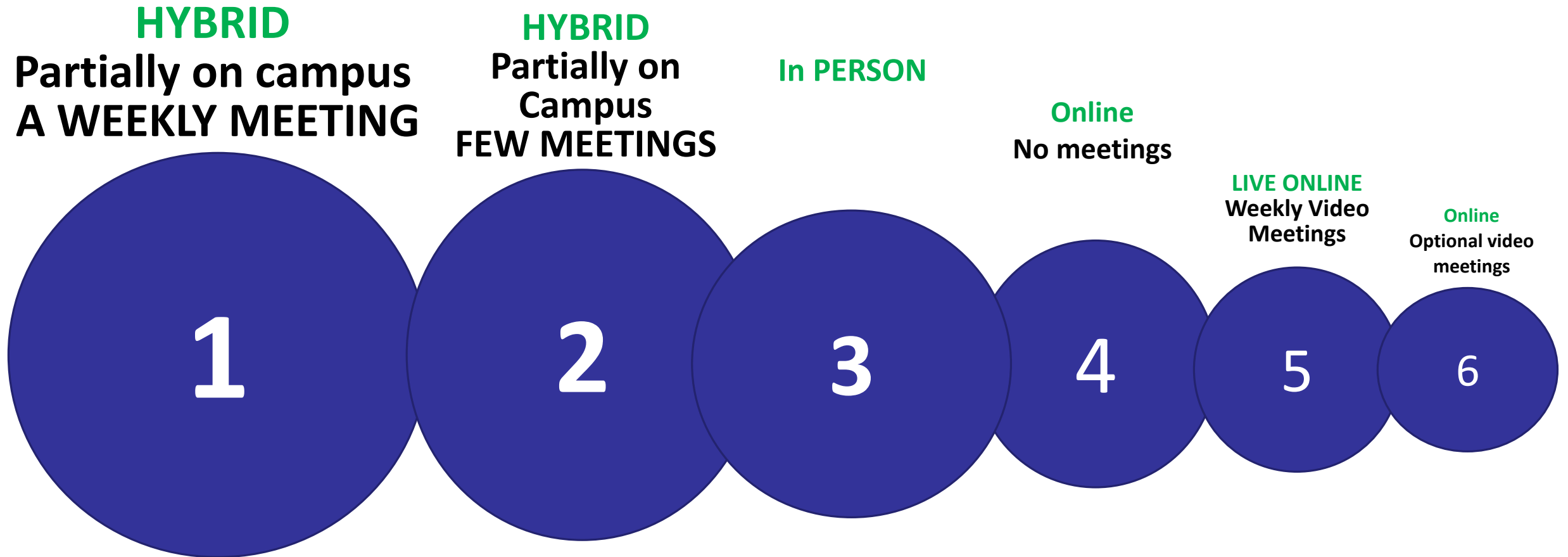
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Course Preference for Hispanic Students when ECC Reopens



Course Preference for Students with Disabilities Affecting Learning



Technology Access

Highlights for Technology Access

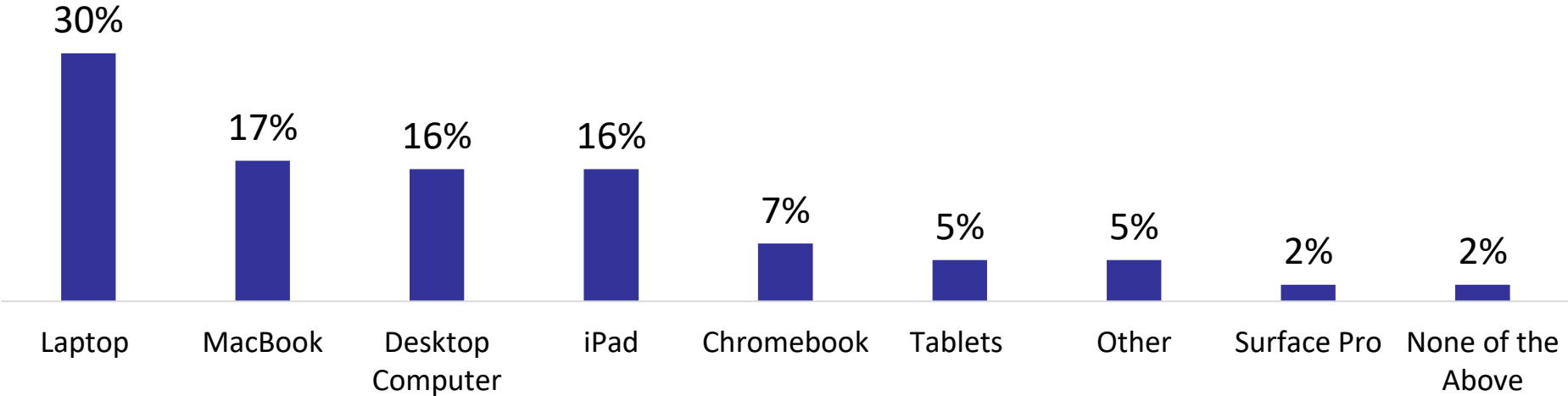
When students were on campus, 64% frequently used the college WiFi.

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.

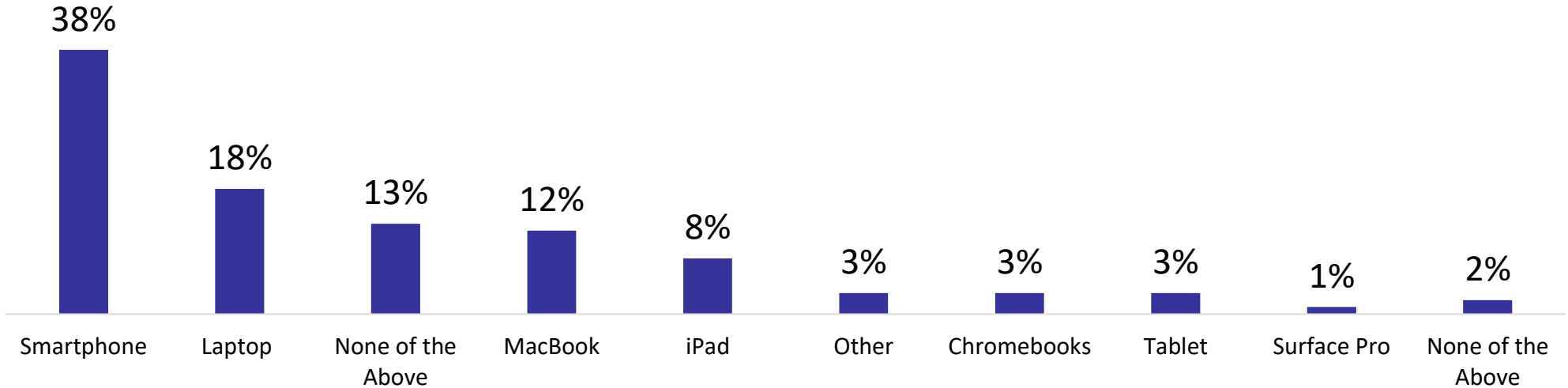
47% of students own either a laptop or MacBook.
Laptop is the primary device students used to access online courses.

Devices Students Currently Own



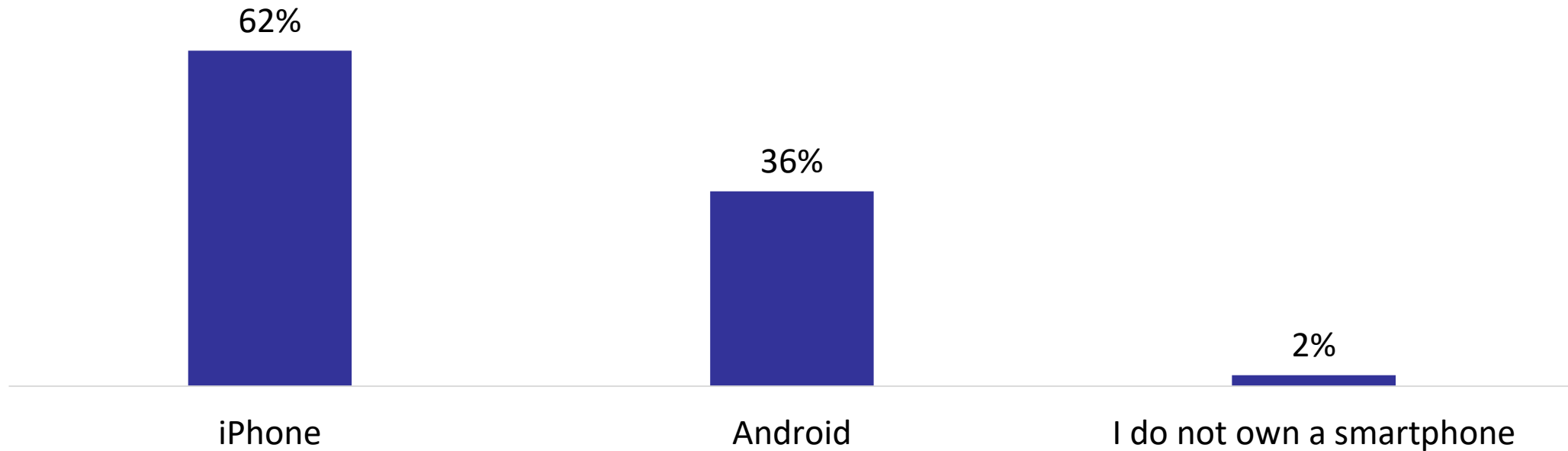
Percentages do not add to 100% as respondents could select more than one option.

Devices Students Bring to Campus

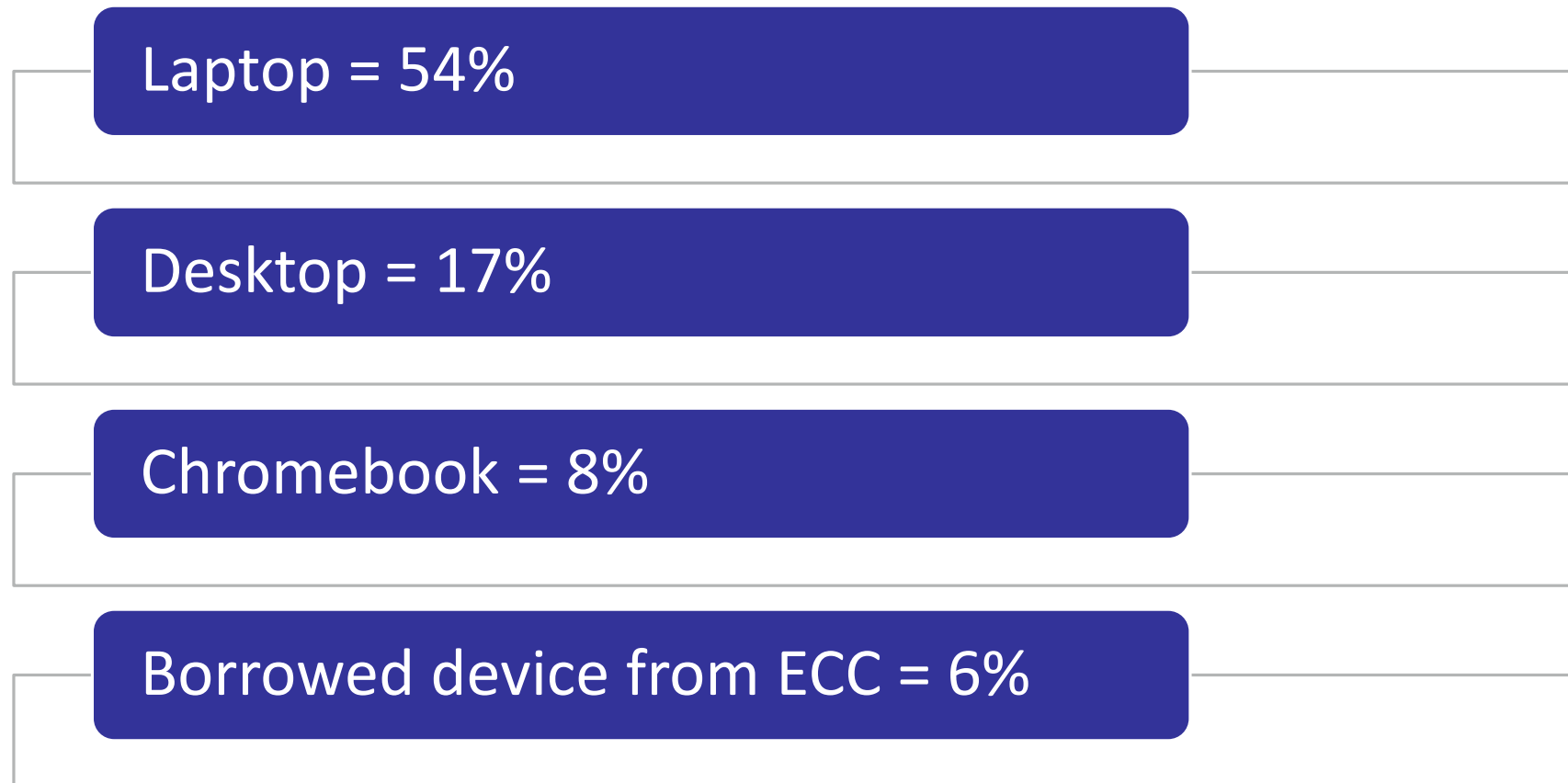


Percentages do not add to 100% as respondents could select more than one option.

Smartphone Students Currently Own

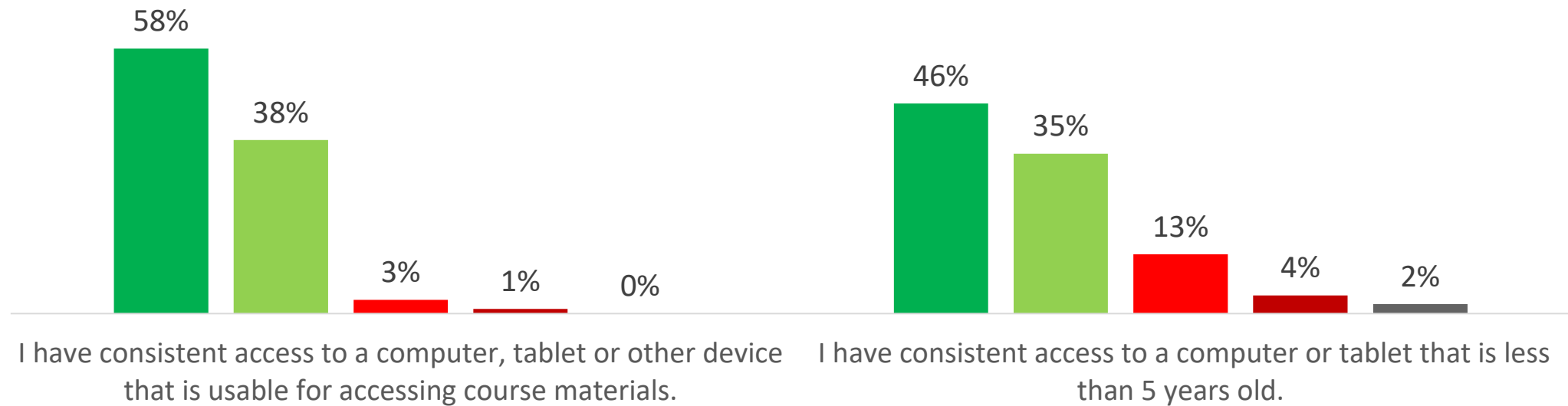


Top 4 Devices Students Use to Access Online Courses

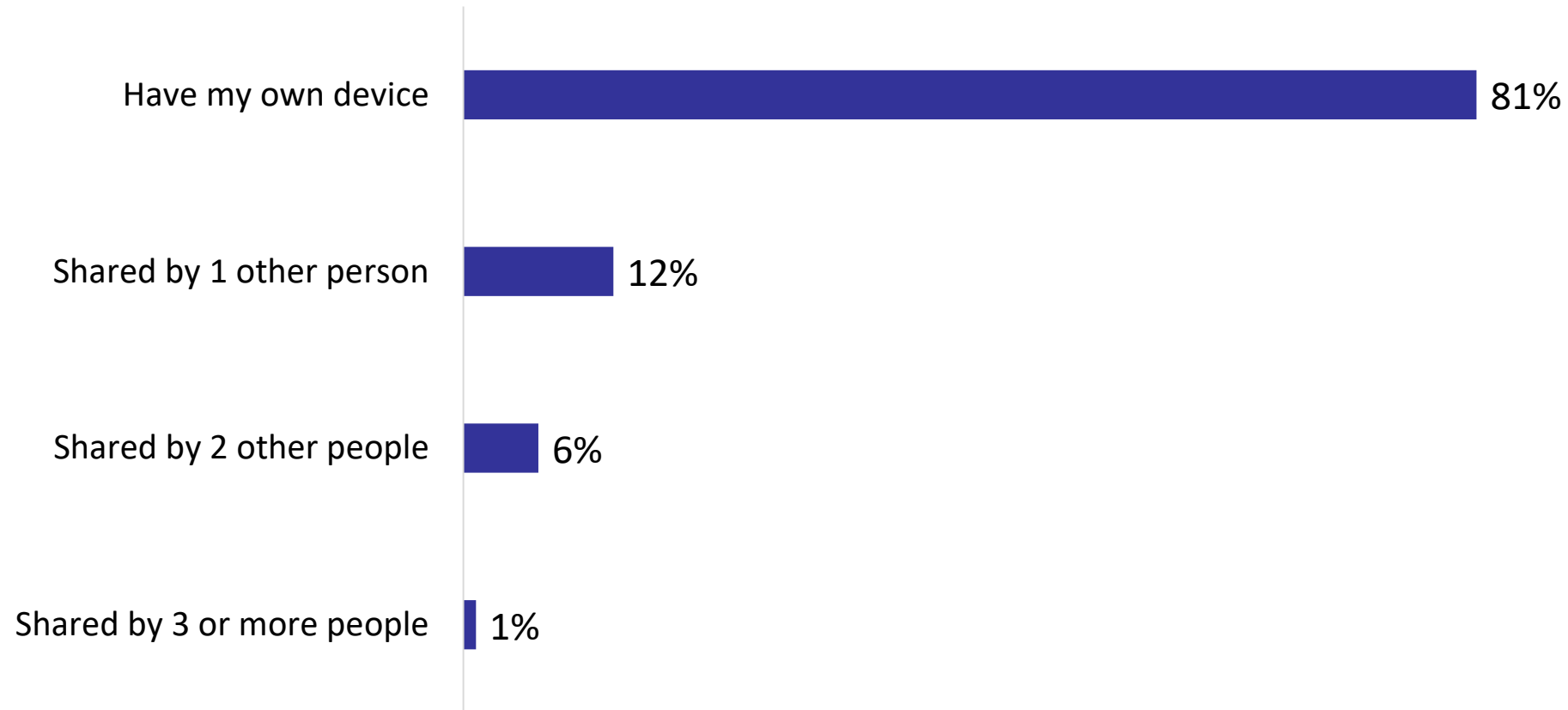


Students' Consistent Access to Device

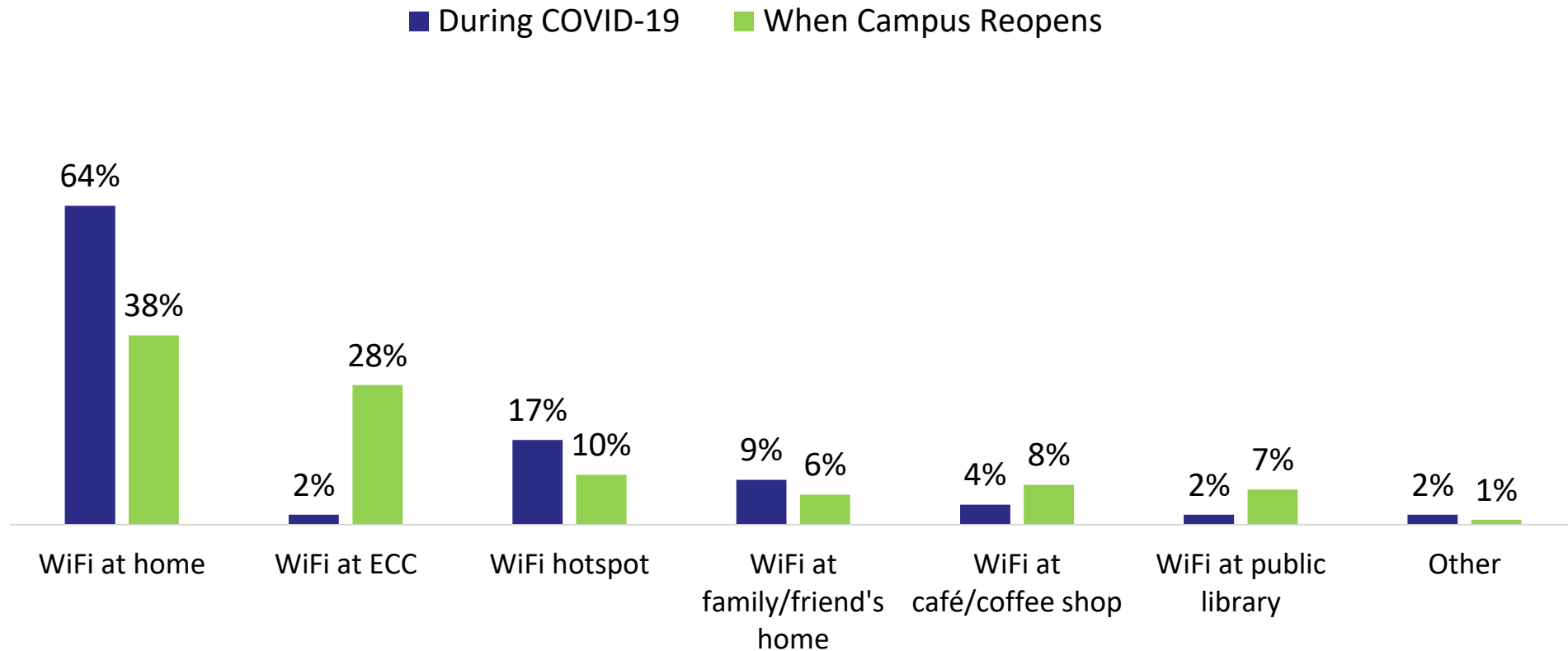
■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ No Access



Device Students Share with Others in Household

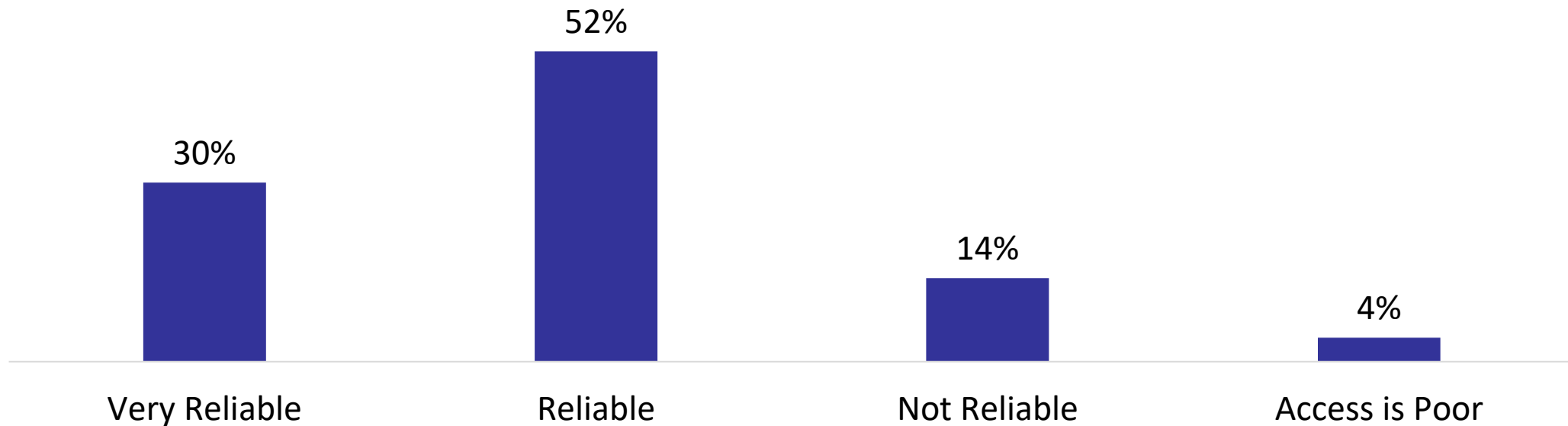


How Students Access Internet

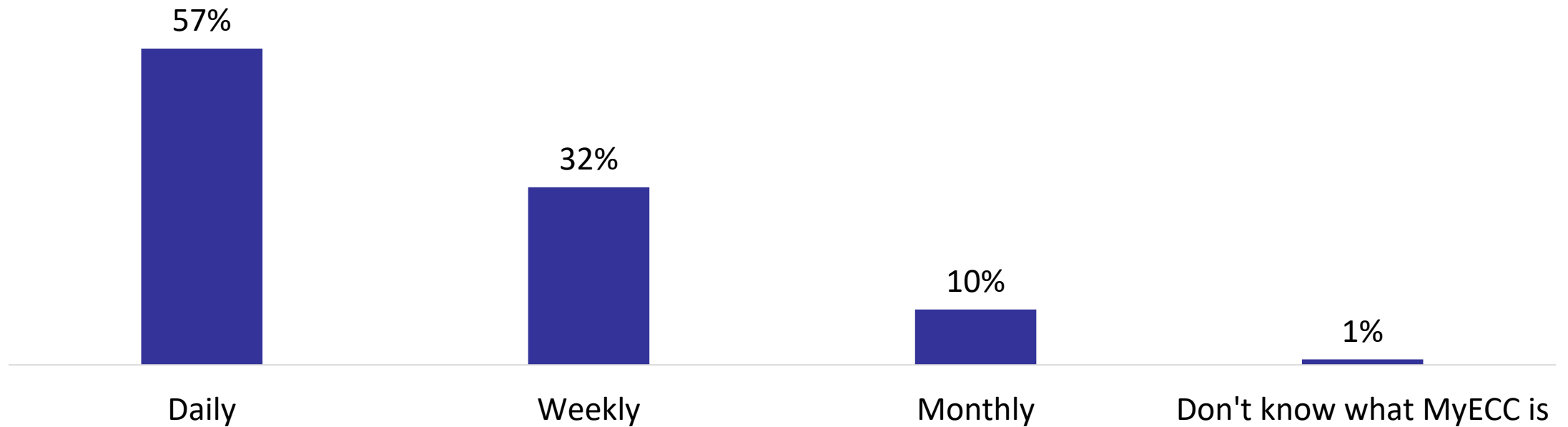


Percentages do not add to 100% as respondents could select more than one option.

Students' Level of Access to Reliable Internet

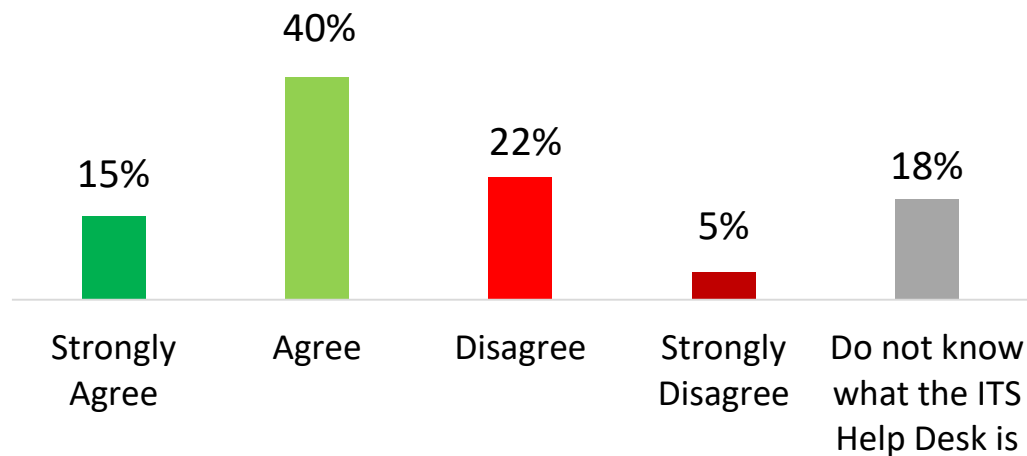


Frequency Students Access MyECC

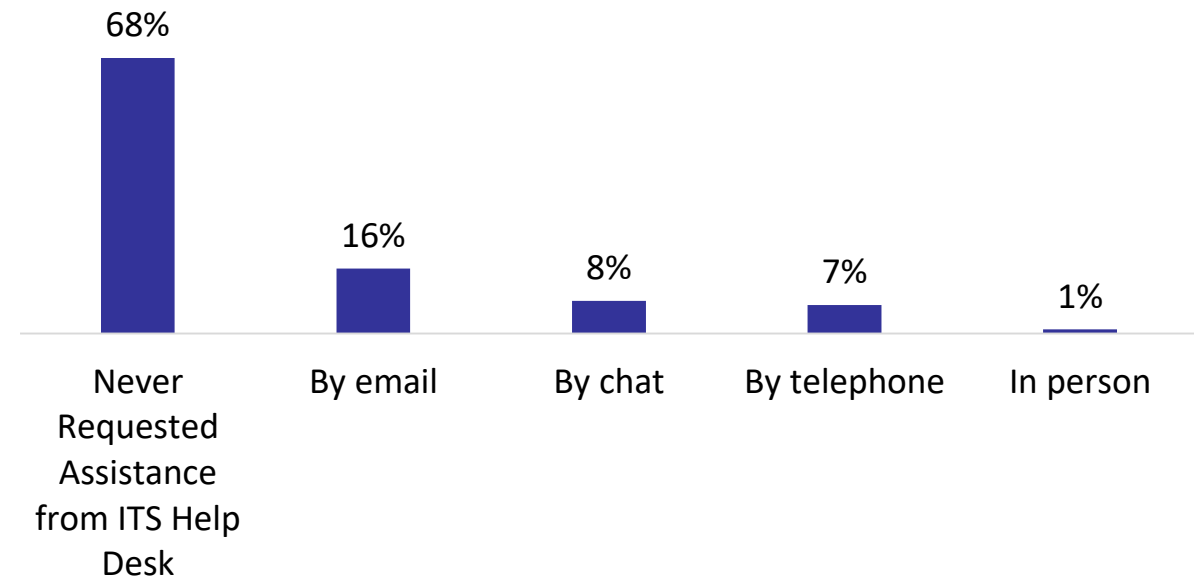


Students' Use of ITS Help Desk

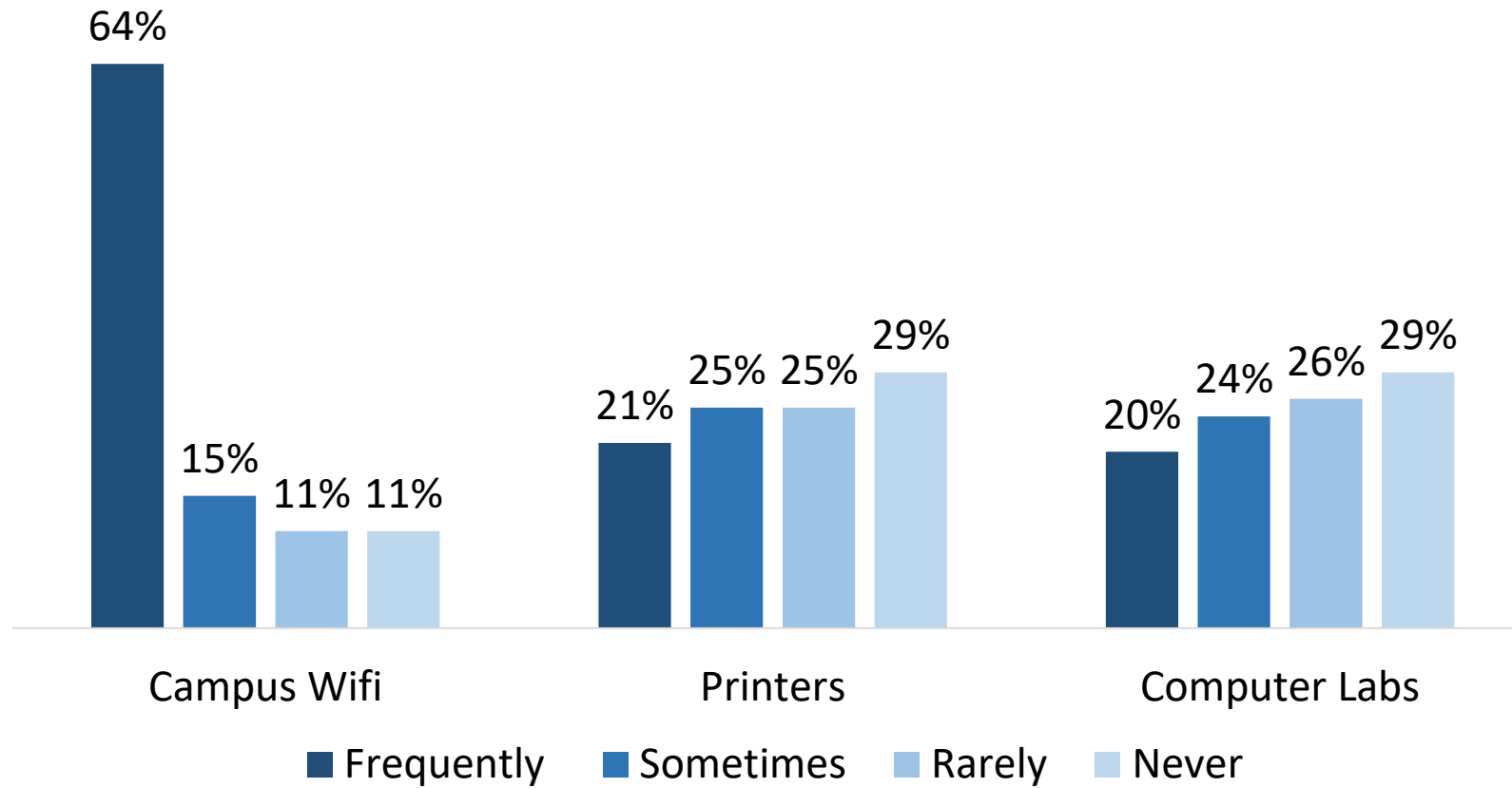
I know how to contact ITS Help Desk



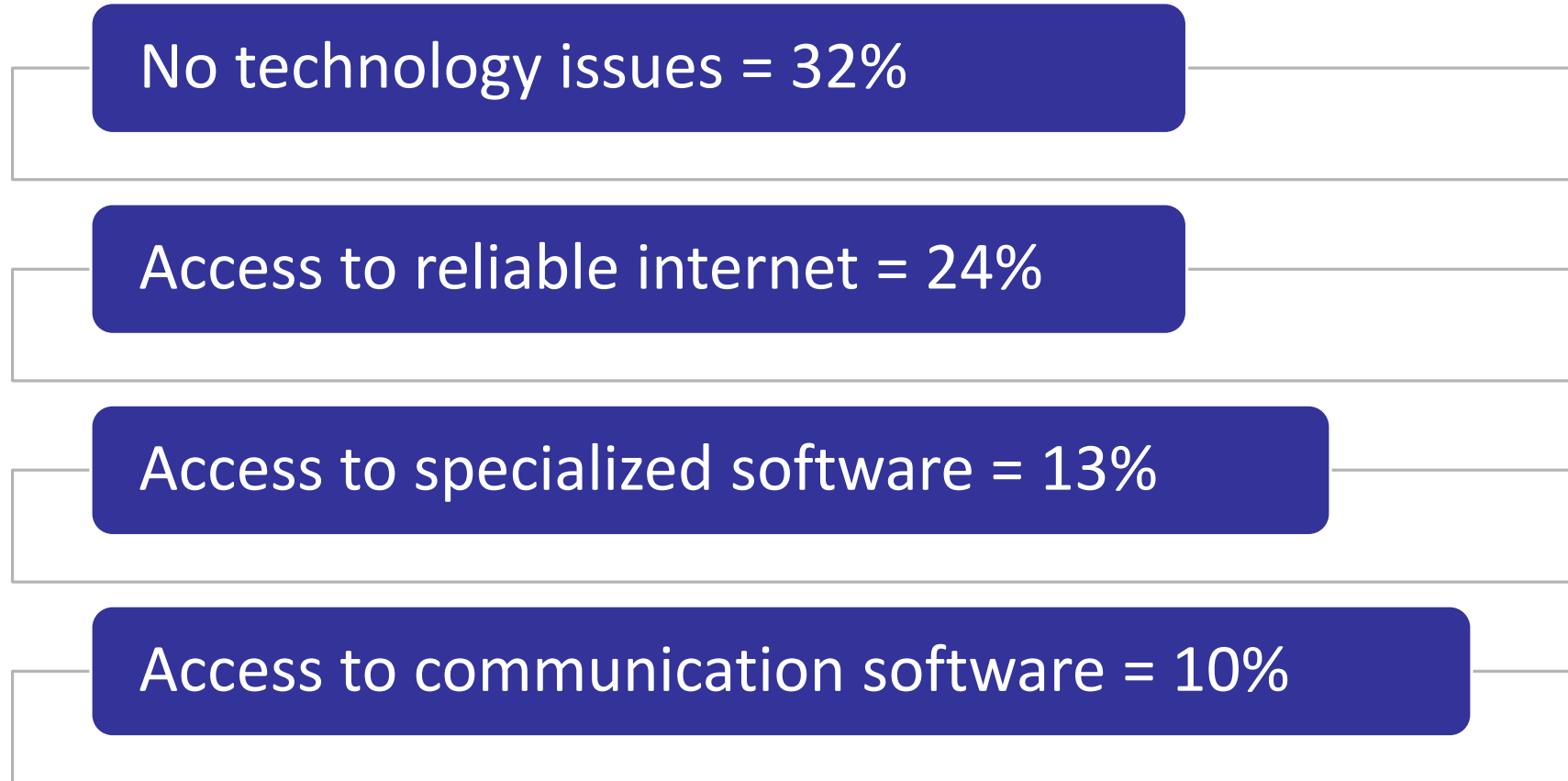
I usually request technical assistance from the ITS Help Desk



Frequency of Services Students Access On-Campus



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

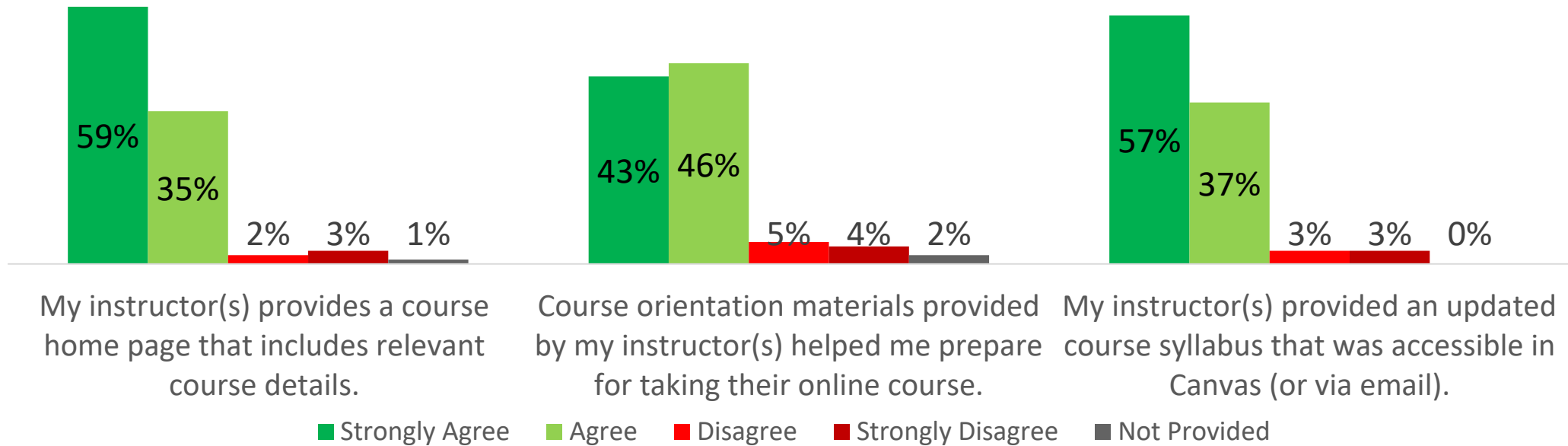
Learning Management Highlights

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

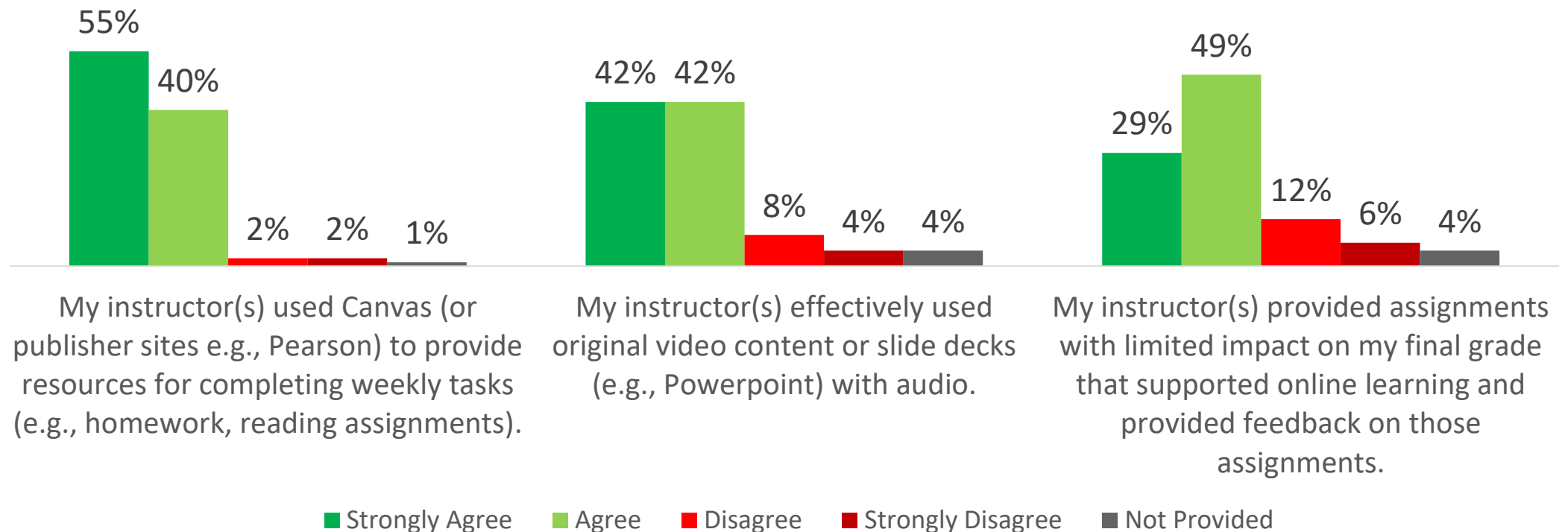
78% of students strongly agreed or agreed that instructors provided assignments that had limited impact on their final grade that supported online learning.

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

Learning Management



Learning Management (cont.)



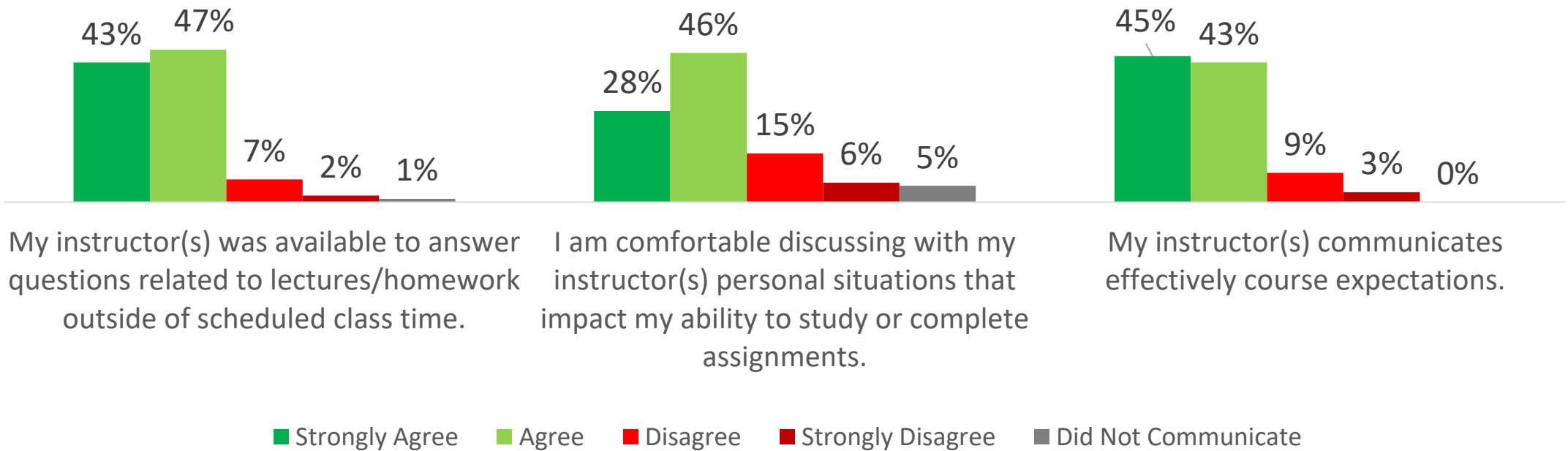
Instructor Communication

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.

Instructor Communication



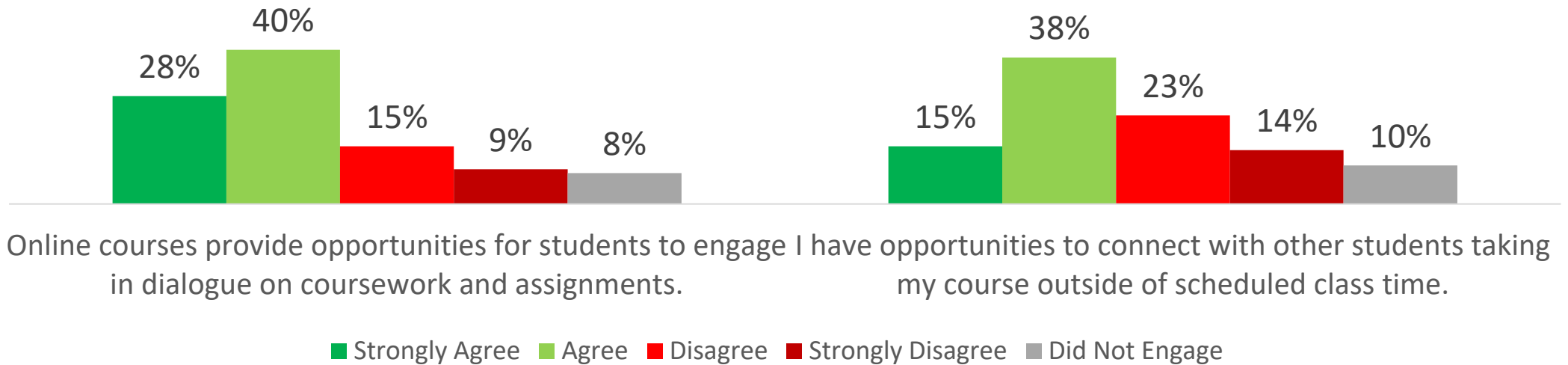
Student to Student Engagement

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.

Student to Student Engagement



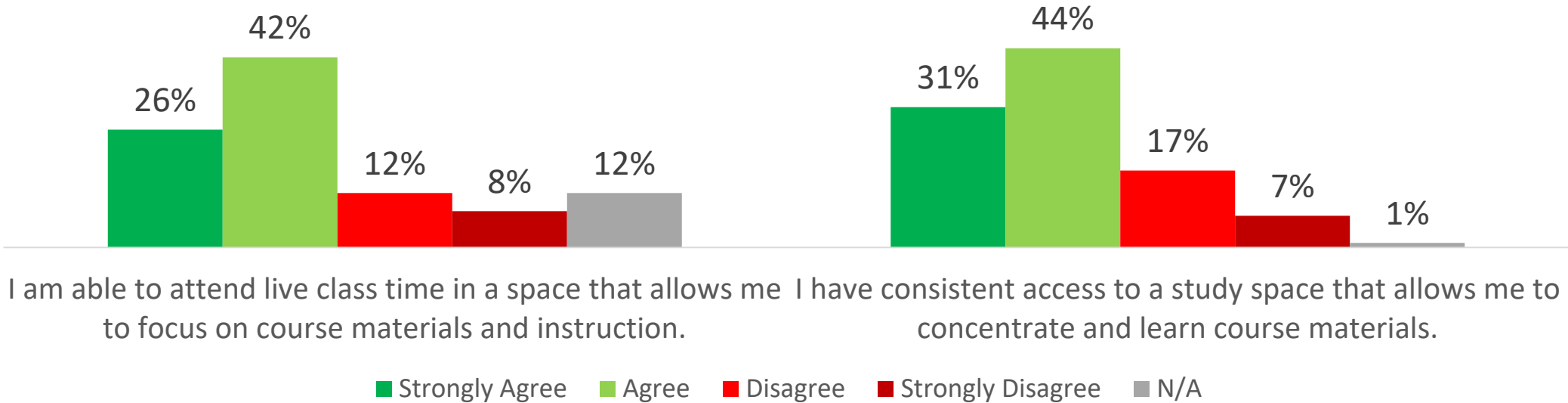
Learning Spaces

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.

Learning Spaces



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.)

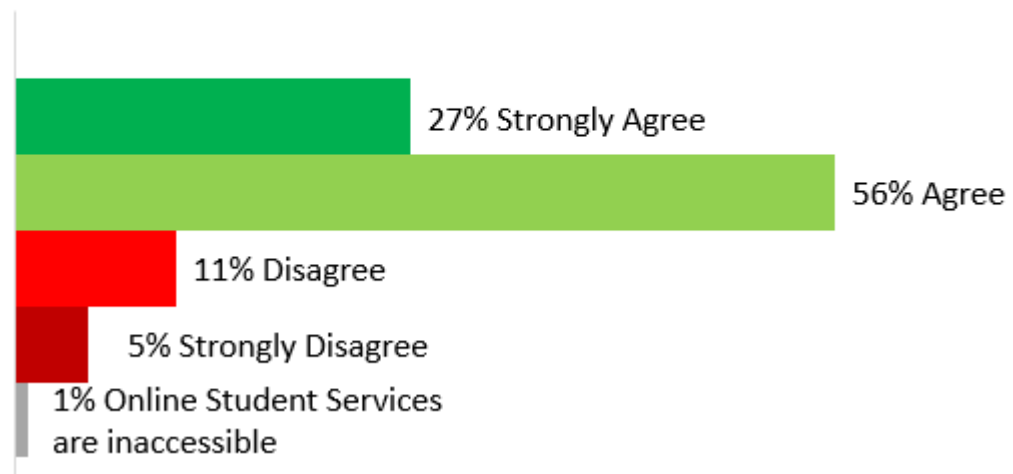
Over 80% of students indicated they are aware that Counseling appointments are available to student taking online classes.

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

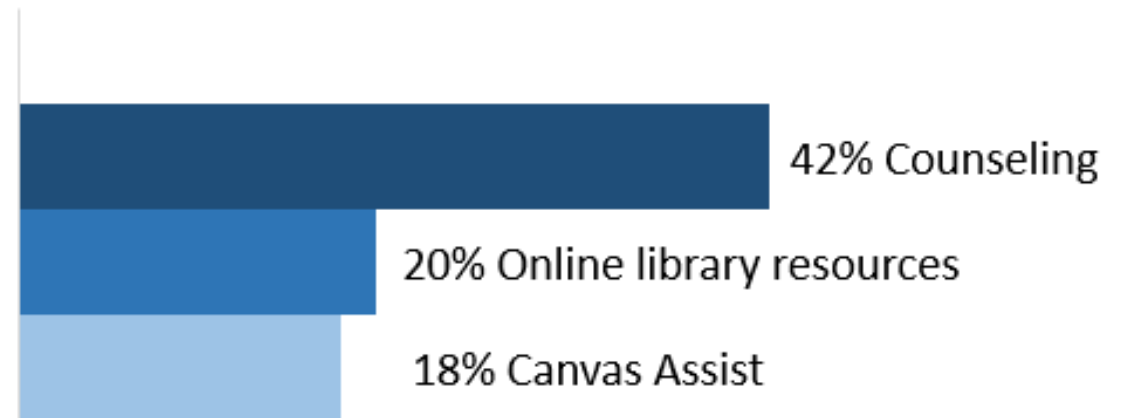
66% of students agreed or strongly agreed that Library resources are effectively accessible from their electronic devices.

Access and Utilization of Student Support Services

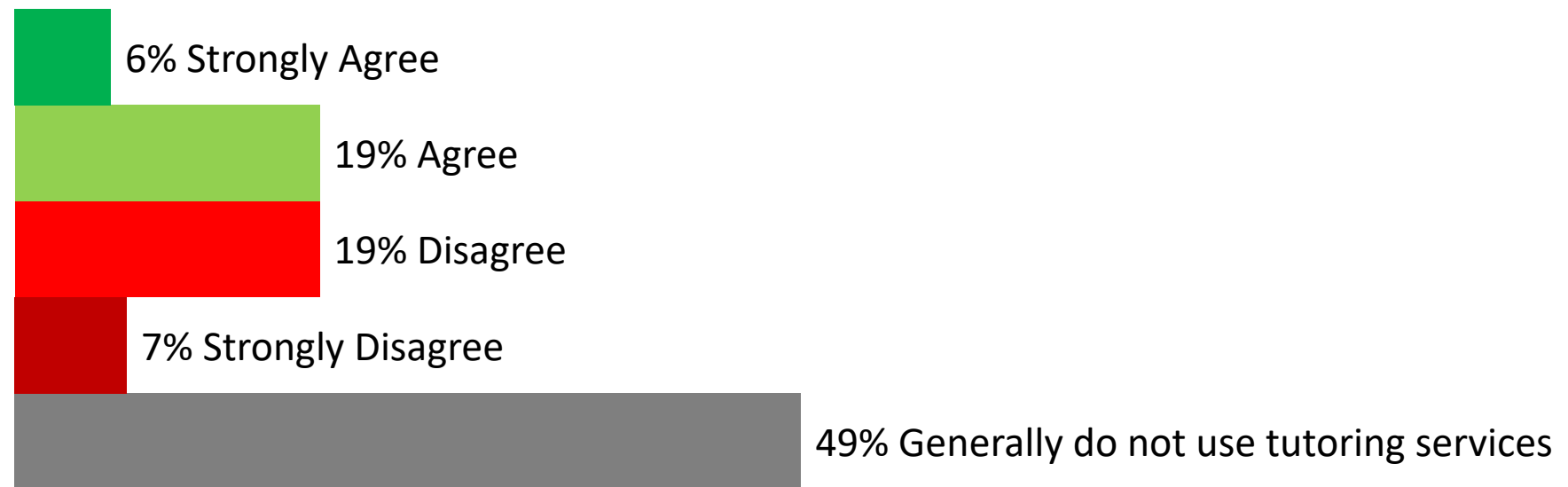
I know how to access
ECC online student support services



Which online student services
have you utilized? (Top 3)

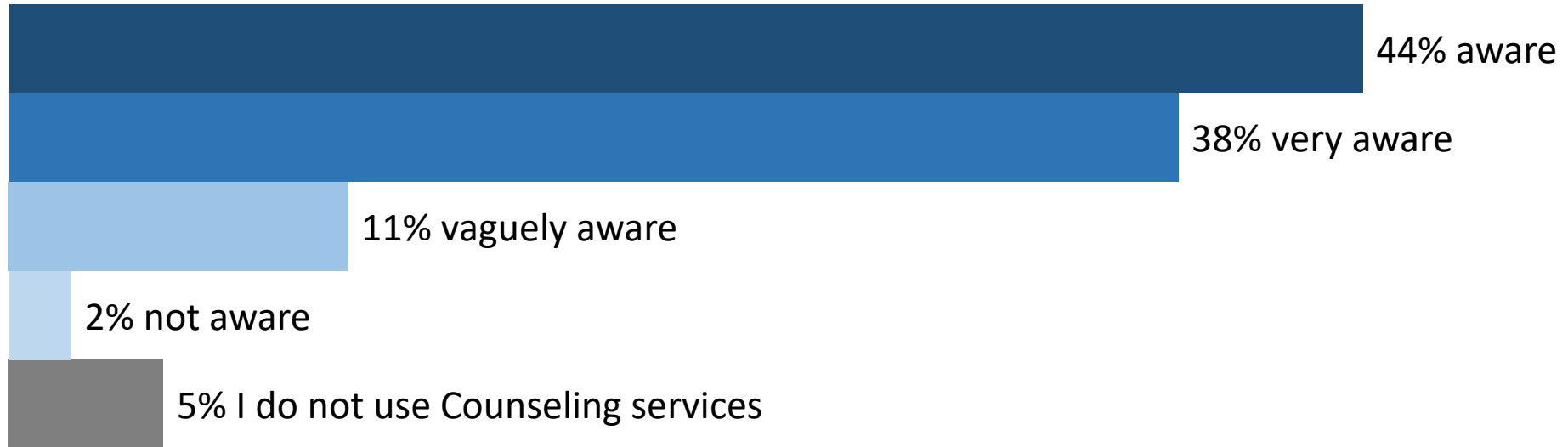


Regular Use of Tutoring Services for Online Courses



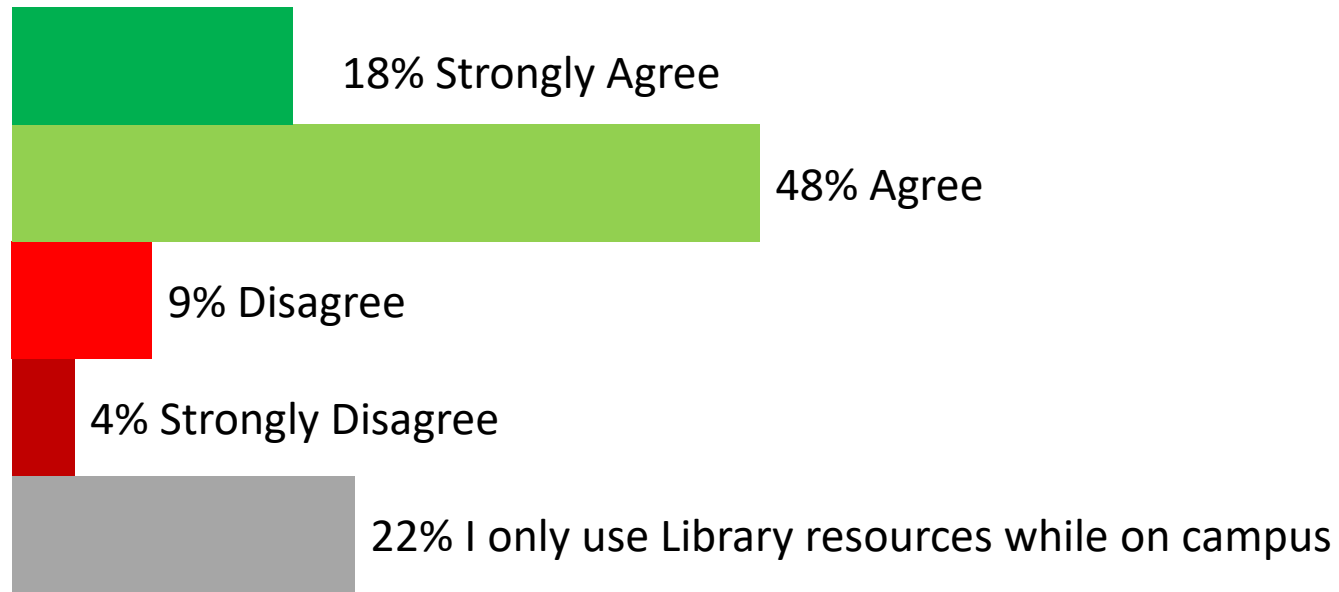
Counseling Services

I am aware of Counseling Services appointments available to students taking online courses



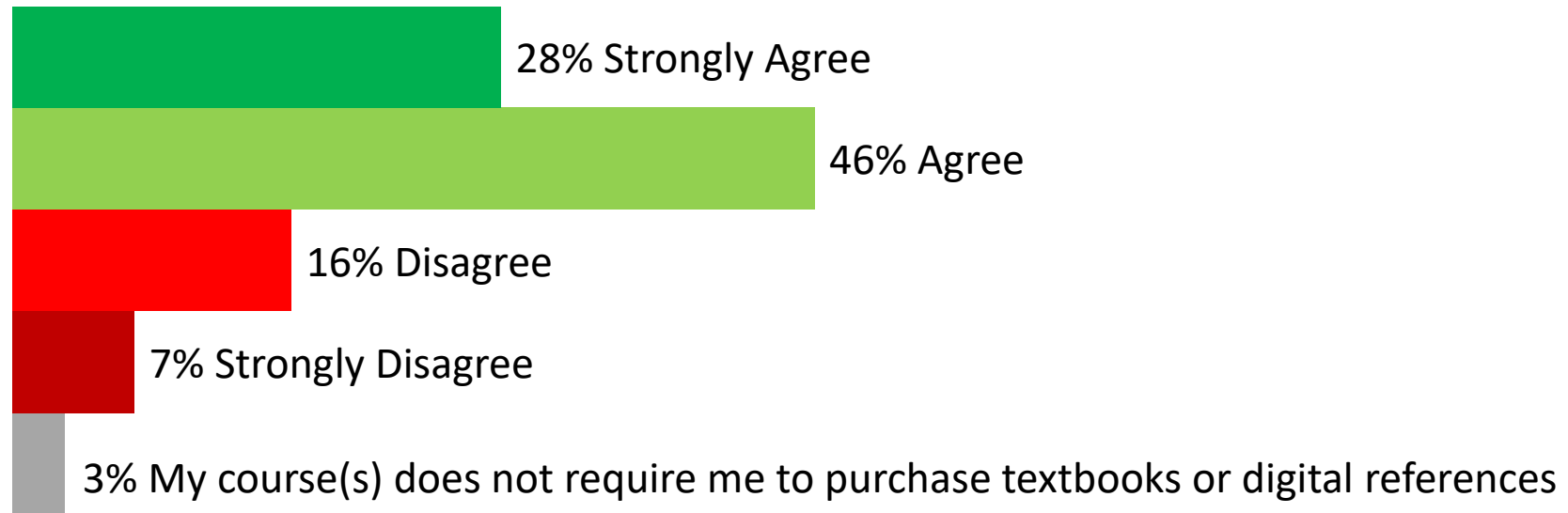
Library Resources

Library resources are effectively accessible from any electronic device I am using.



Accessing Textbooks

I do not have a problem purchasing textbooks or accessing digital references required to complete my course(s).



Recommendations

Recommendations

- 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.