
College of San Mateo

CSM STUDENT SURVEY: TRANSITION TO DISTANCE EDUCATION

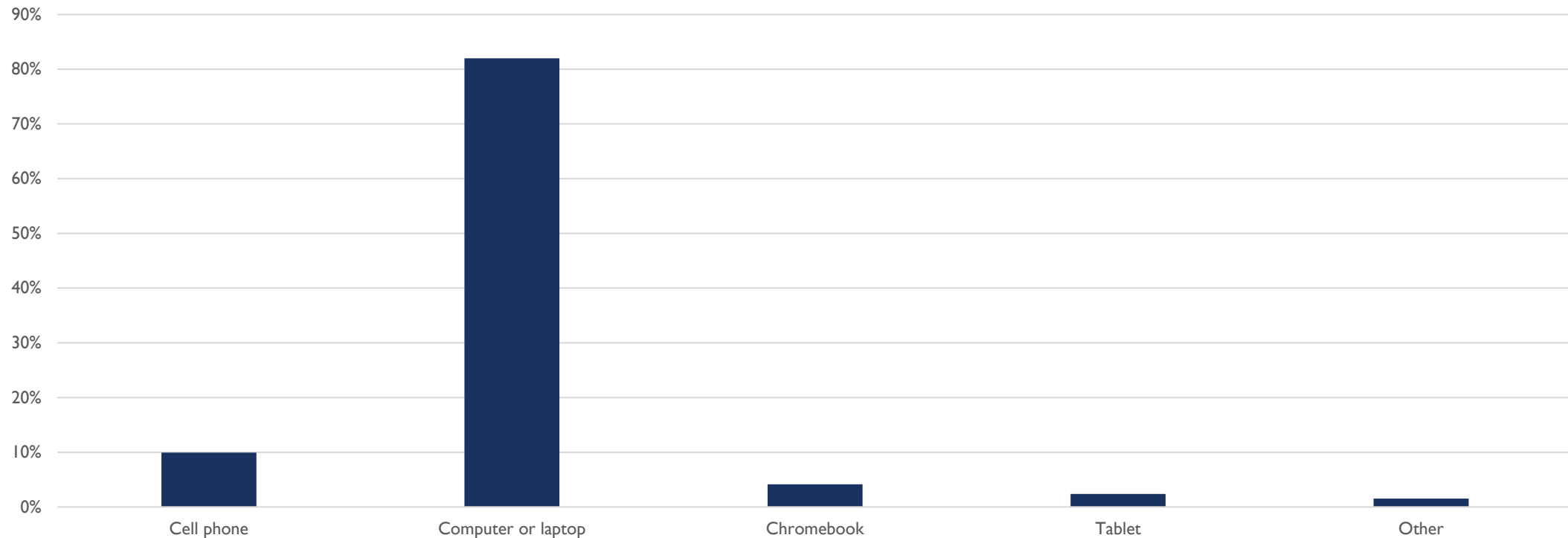
APRIL 10 2020

SURVEY

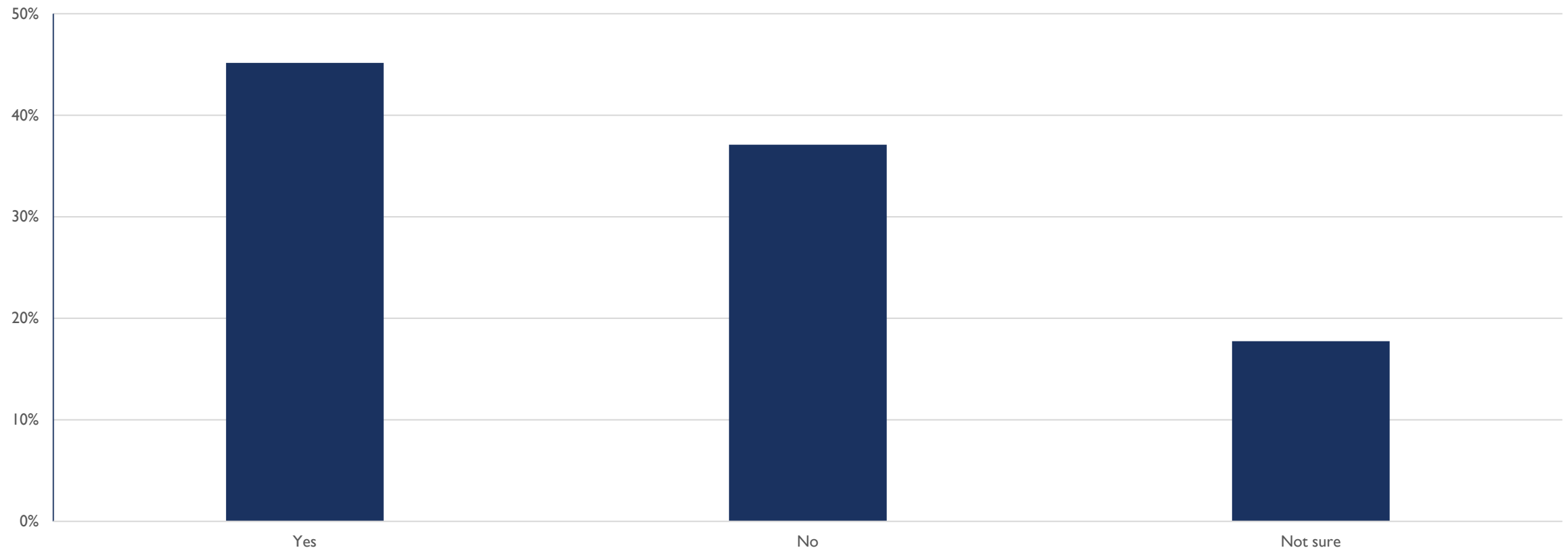
- Twelve questions distributed on March 27, 2020 via email and text to 8,242 CSM students
- Return rate 1,200 students (unduplicated)
- Respondents are largely representative of our CSM population
 - EOPS and low-income response rates were higher than the general population
 - FT/PT status and African American responses are slightly lower

WHAT IS YOUR PRIMARY WAY OF ACCESSING ONLINE INSTRUCTION (N=1177)

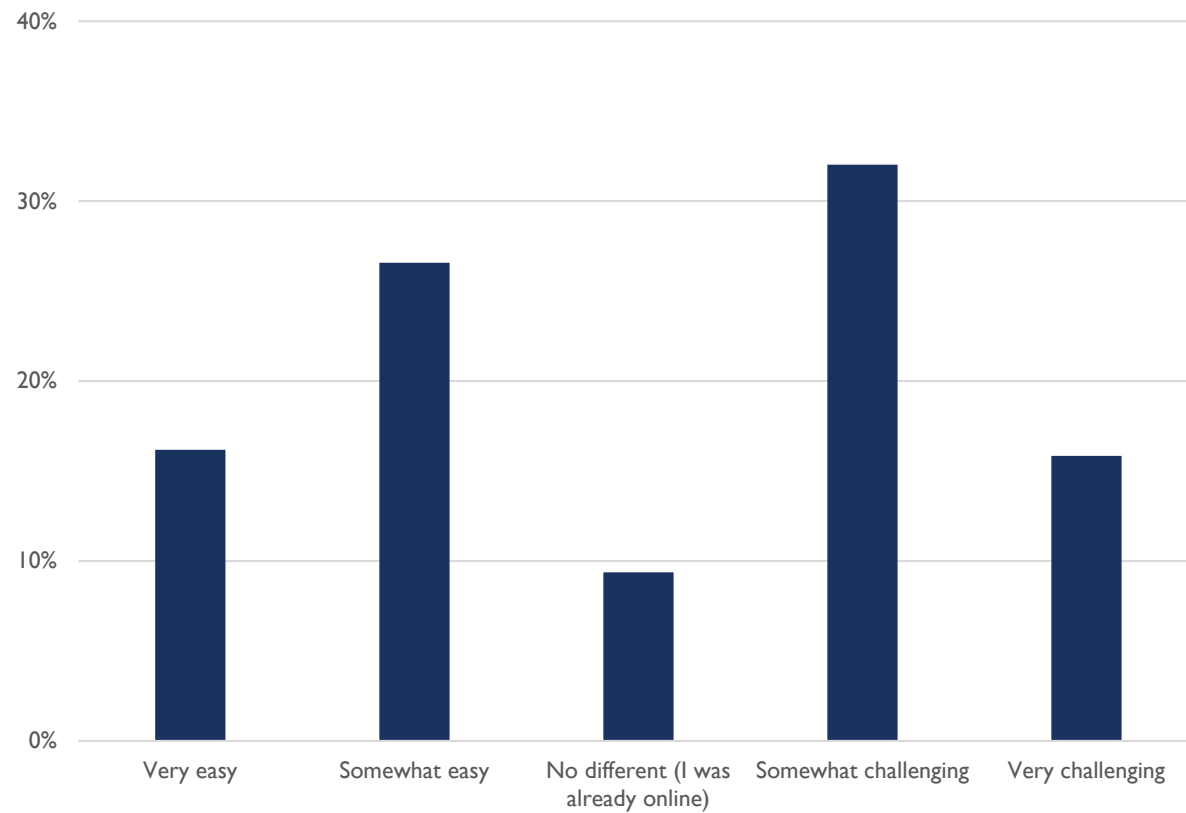
- 99% of respondents (n=913) have access to the internet
- Primary mode of accessing instruction (n=1177)



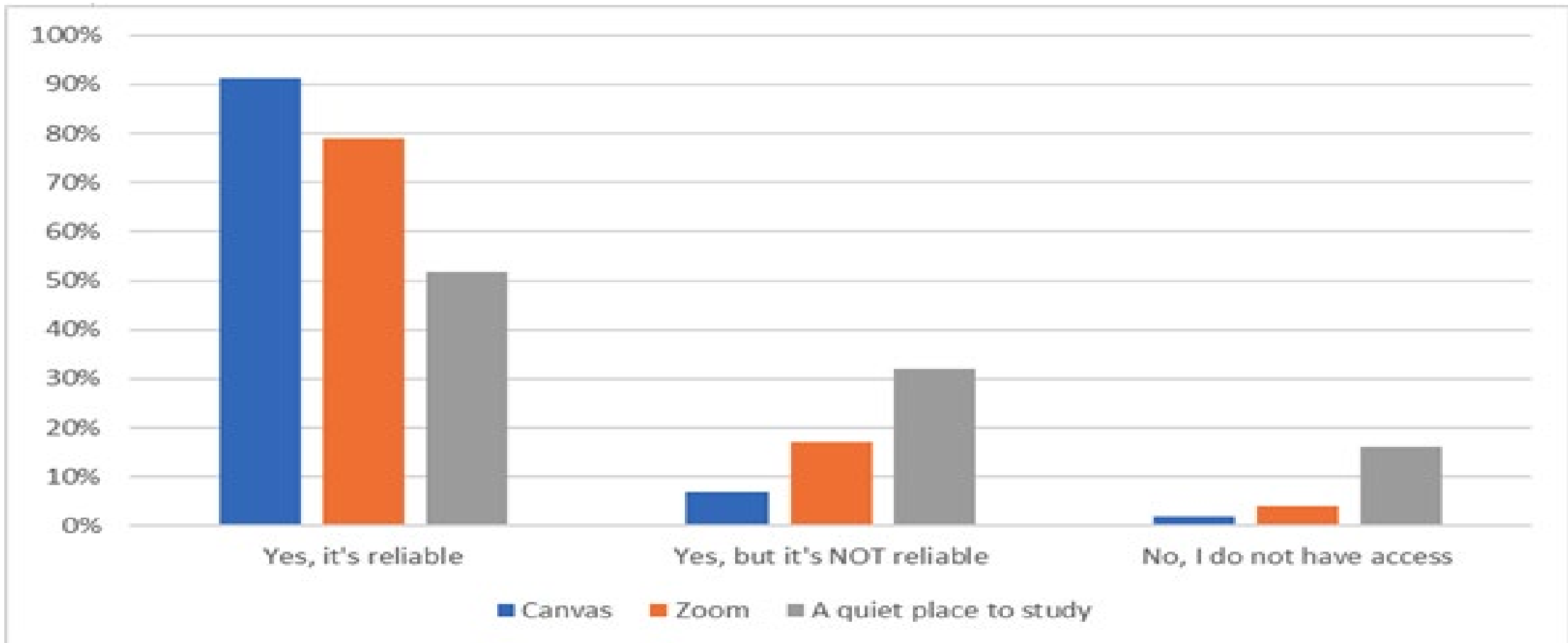
IN ADDITION TO YOUR PROFESSORS, ARE YOU IN TOUCH WITH OTHER COLLEGE STAFF? (N=1183)



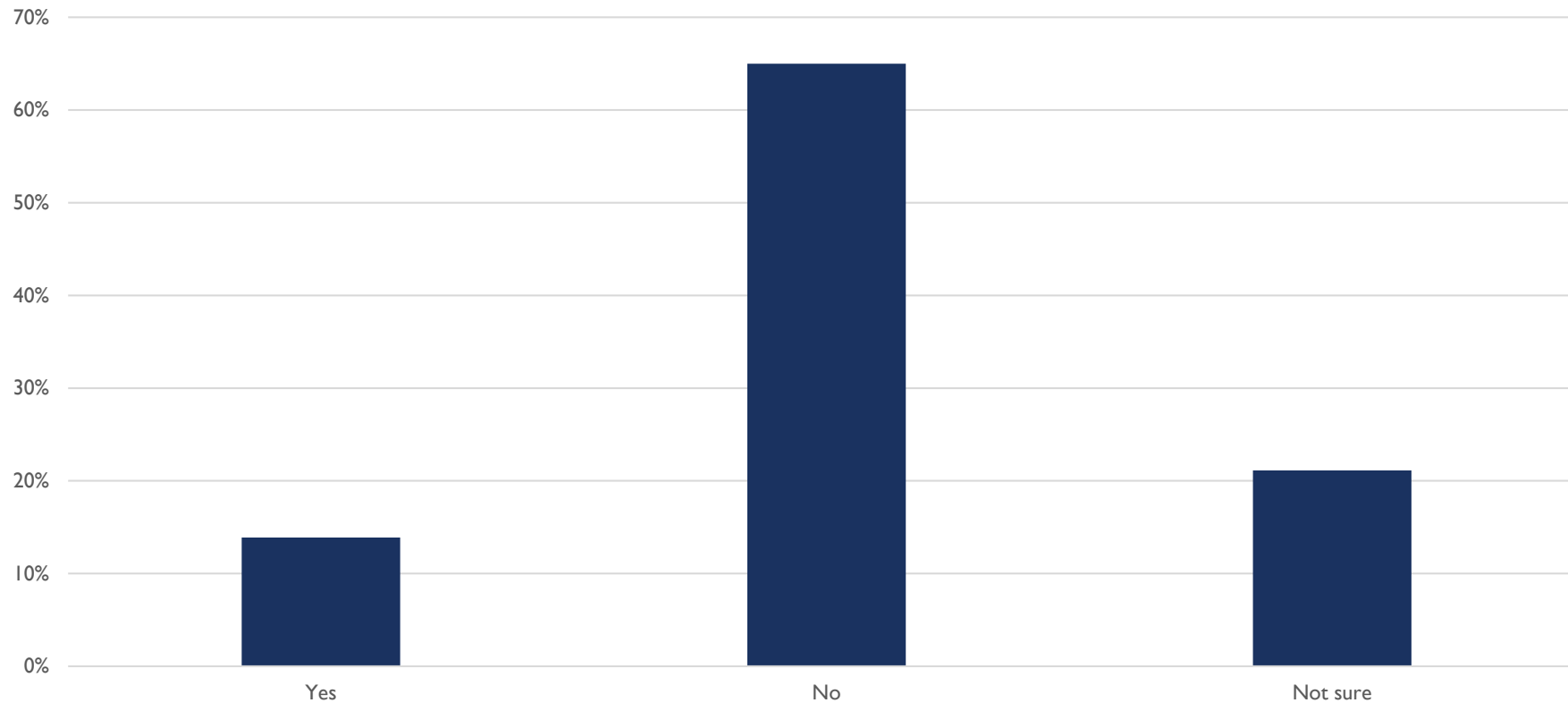
EXPERIENCE TRANSITIONING TO ONLINE INSTRUCTION (N=1174)



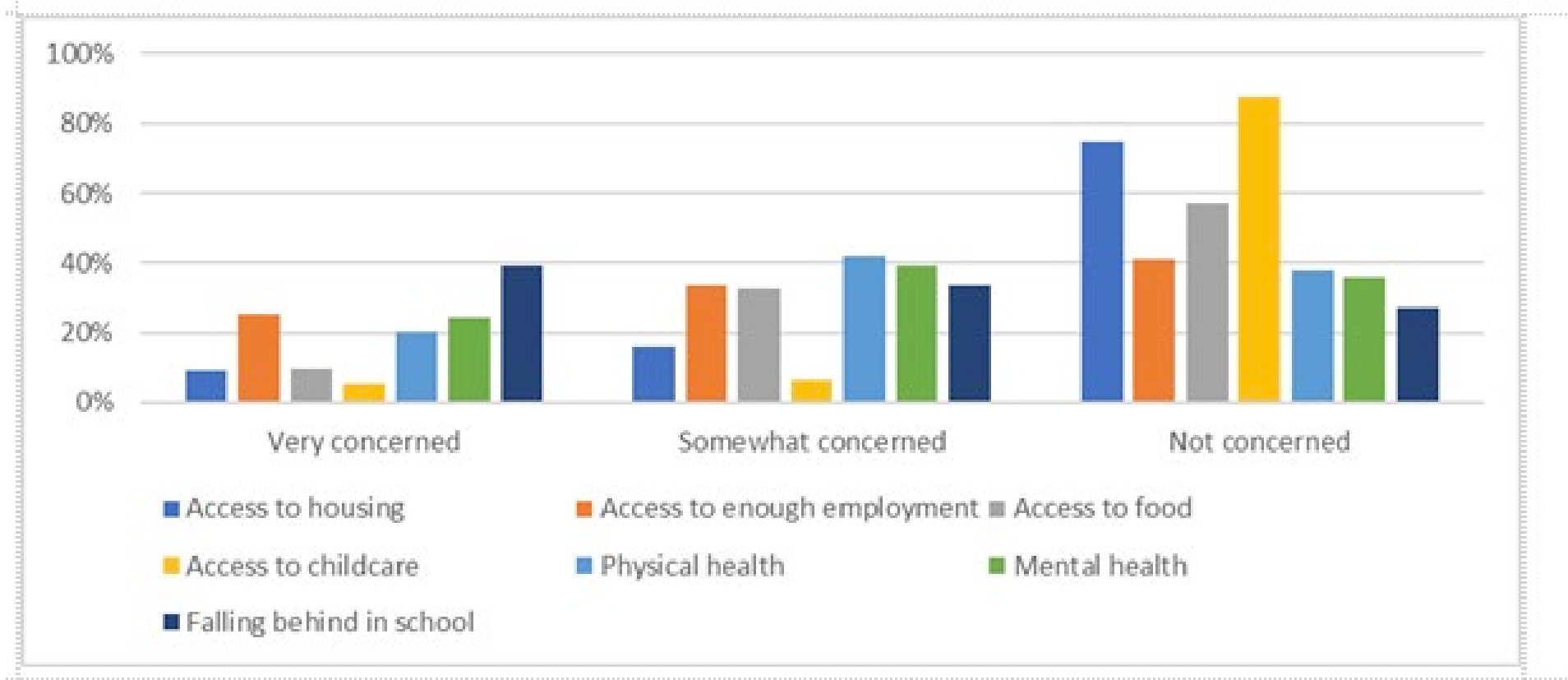
DO YOU HAVE ACCESS TO CANVAS, ZOOM, AND A QUIET PLACE TO STUDY? (N=1143)



ARE YOU CONSIDERING WITHDRAWING FROM ANY OF YOUR CLASSES THIS SEMESTER? (N=1174)



WITH THE SHELTER IN PLACE ORDER, WHICH OF THE BELOW CONCERNS YOU THE MOST IN TERMS OF YOUR BEING ABLE TO COMPLETE THE SEMESTER? (N=1154)



OPEN ENDED COMMENT CATEGORIES

- Mental Health
 - Anxiety, fear, and anticipatory grief
- Basic Needs
 - Food, housing, and employment are of concern
- Study at home
 - Students find study at home challenging with family members/young children present
- Instruction
 - Students see great variation in online instruction/use of technology and find it challenging
 - Students request and appreciate understanding from faculty as they navigate online courses
 - Need for compassion and empathy
 - Questions about how lab courses will or won't be delivered
- Adjustment to DE
 - Students that were already online adjusted easily
 - Students new to DE are challenged
- Counseling
 - Need to redefine futures based on the unknown
- Technology
 - Challenges with Zoom are frustrating and make it hard to follow
 - Many are challenged to find reliable internet
- Appreciation for CSM
 - Many thanks for our efforts from appreciative students!



THANK YOU

- Questions?