



Online Learning Survey

How the Survey was sent out

Goodbye Spring! Hello Summer!  

Hey, Mounties: We're Mt. SAC Canvasadors, student ambassadors in Canvas. Spring was an especially tough semester, but we made it through! Congratulations to those transferring and graduating! We're excited to welcome new students starting Mt. SAC this summer too!

- o Tell us how we can support you in Canvas. Take our [Online Learning Survey](#)  by Sunday, June 28, and enter for a chance to win a \$10 gift card.
- o Visit our [Canvas Student Support Center](#) in Canvas and join for weekly announcements. Contact us if you have any Canvas questions or even general questions about being a Mt. SAC student.
- o If you haven't checked out the [Mountie Student Hub](#), it has tons of resources for new and continuing students. Click on the backpack icon in the left, gray menu.
- o Access to your spring Canvas courses will vary depending on your professor's settings. Check with your professor about what kind of access you will or won't have after the semester. We recommend [saving your](#)  [assignments](#)  just in case.

All the best,
Canvasadors
> Email: canvasadors@mtsac.edu
> Support Form: [Ask a Canvasador!](#)
> Social Media: [Facebook](#) | [Instagram](#) | [Twitter](#)
> Live Support: Summer Hours TBA. Check our social media channels for updates.

This is a message for Mt. San Antonio College

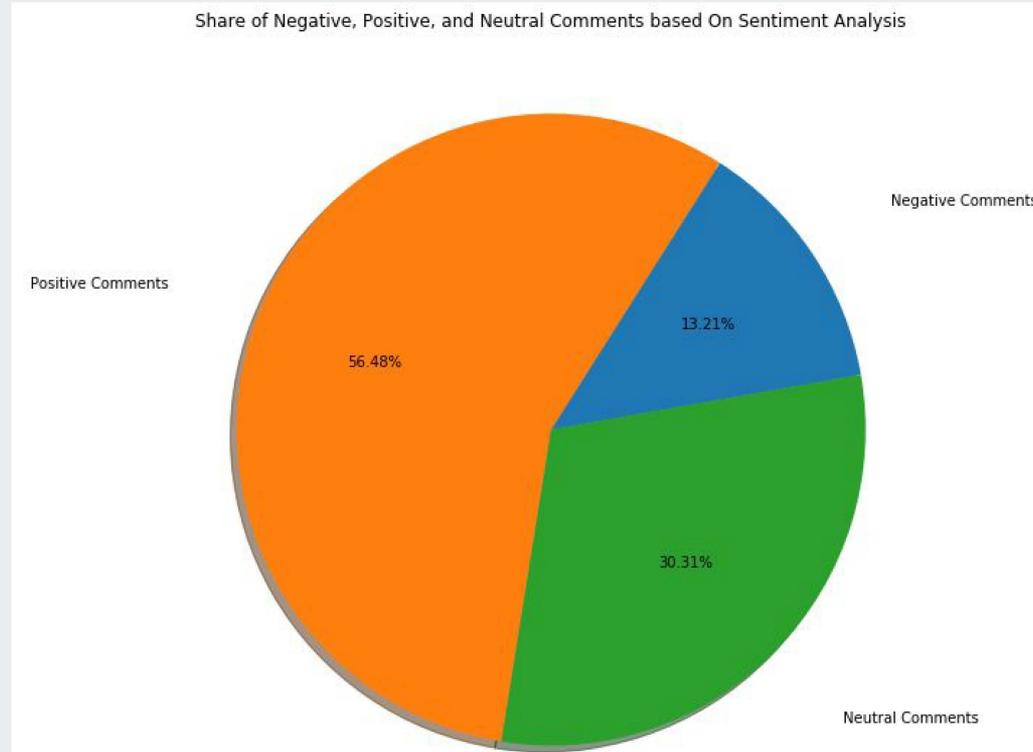
from Jun 15 at 12am to Jun 29 at 12am Eva Figueroa (She/Her)

Send only to the following types of users: (If none are selected, show to everyone in the entire account)

- o Student

The Survey was distributed through a timed Canvas Global Announcements. Students would have received a copy to their associated email address if they enabled notification settings for global announcements. The message above was what students received in their announcement

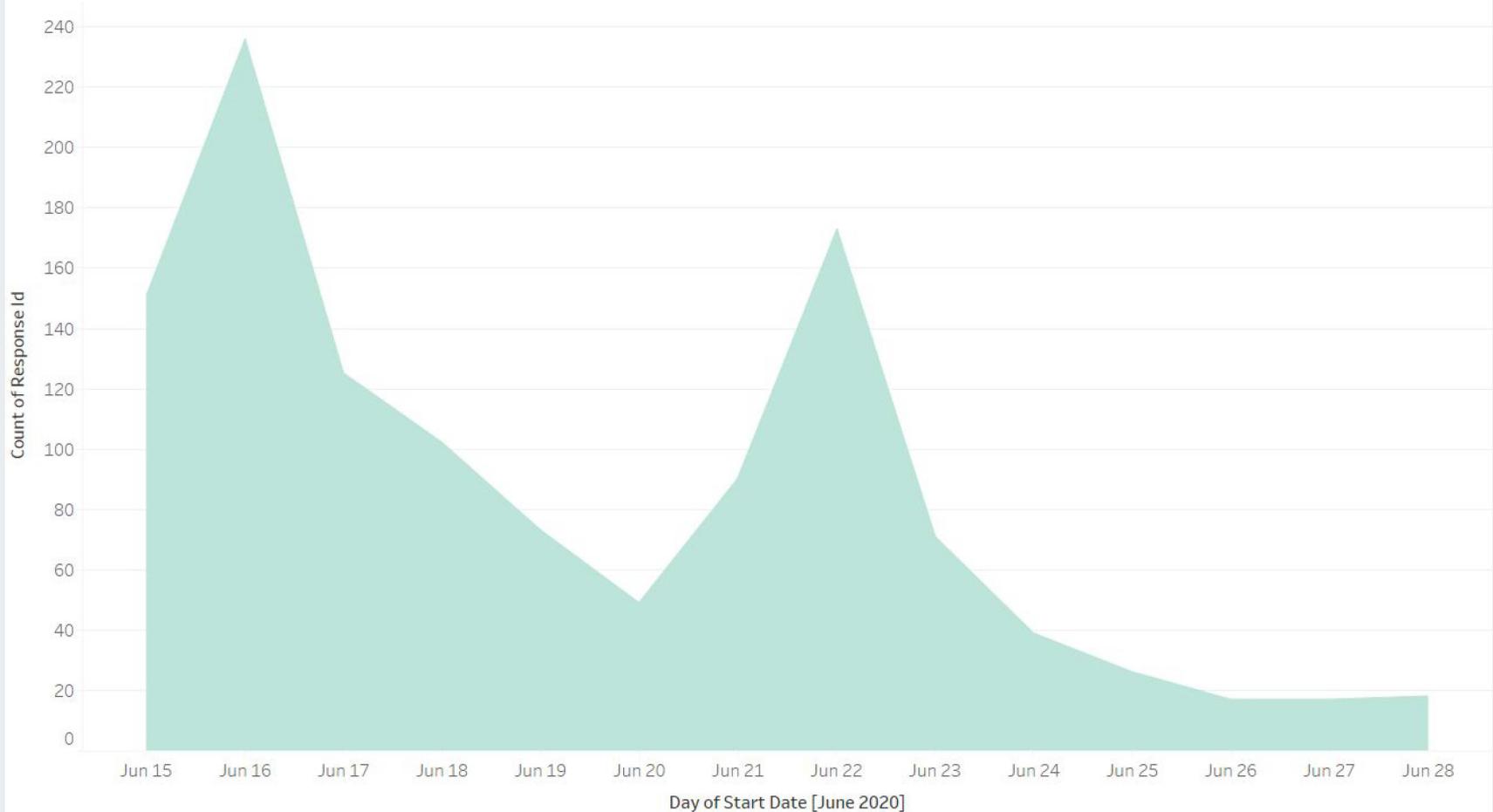
General Sentiment



Using various Python Libraries a sentiment analysis was conducted to see the general opinions of students. The majority of student sentiment analyzed in the data (through opt in questions) was mostly positive. [View Source: Unfiltered Sentiment Analysis Sheet](#)

Dates respondents took the survey

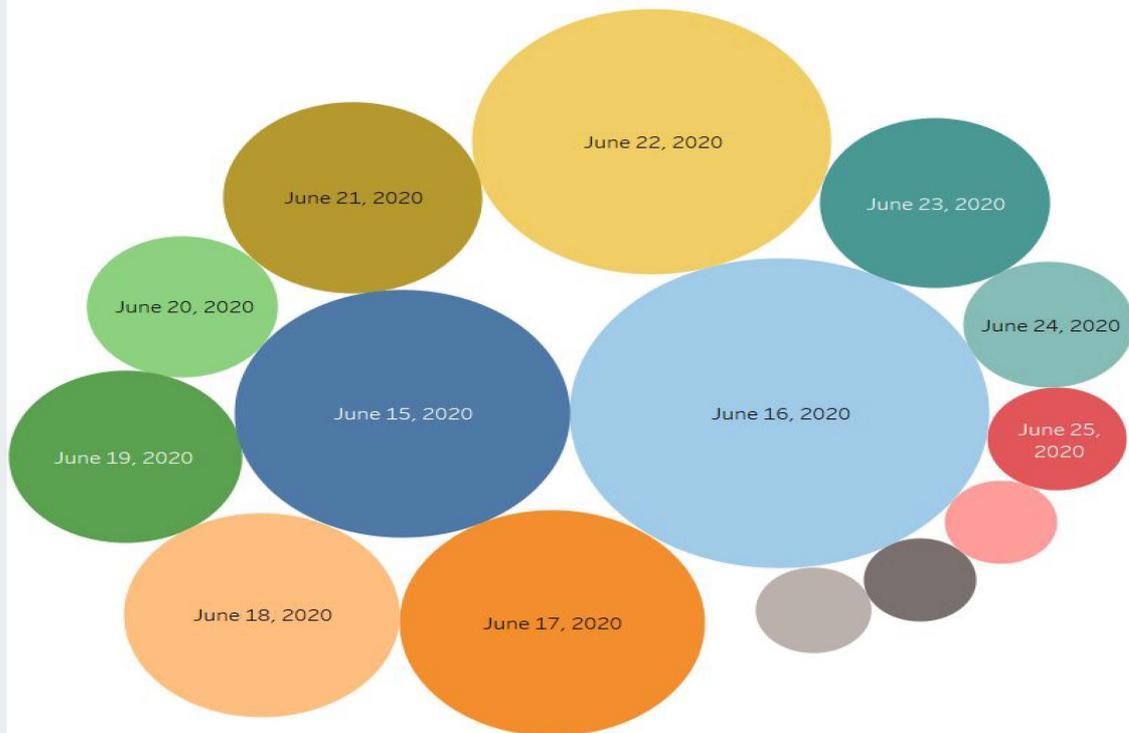
(end date was not included since almost all completed same day)



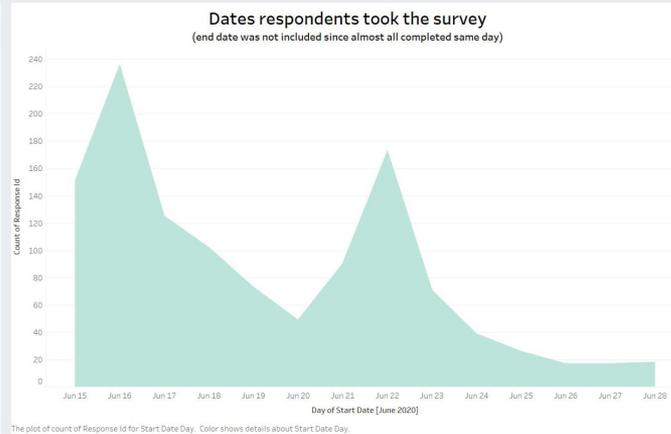
The plot of count of Response Id for Start Date Day. Color shows details about Start Date Day.

Date Respondents took the Survey (continued)

Dates respondents took the survey (bubble graph)
(end date was not included since almost all completed same day)



Start Date Day. Color shows details about Start Date Day. Size shows count of Response Id. The marks are labeled by Start Date Day.

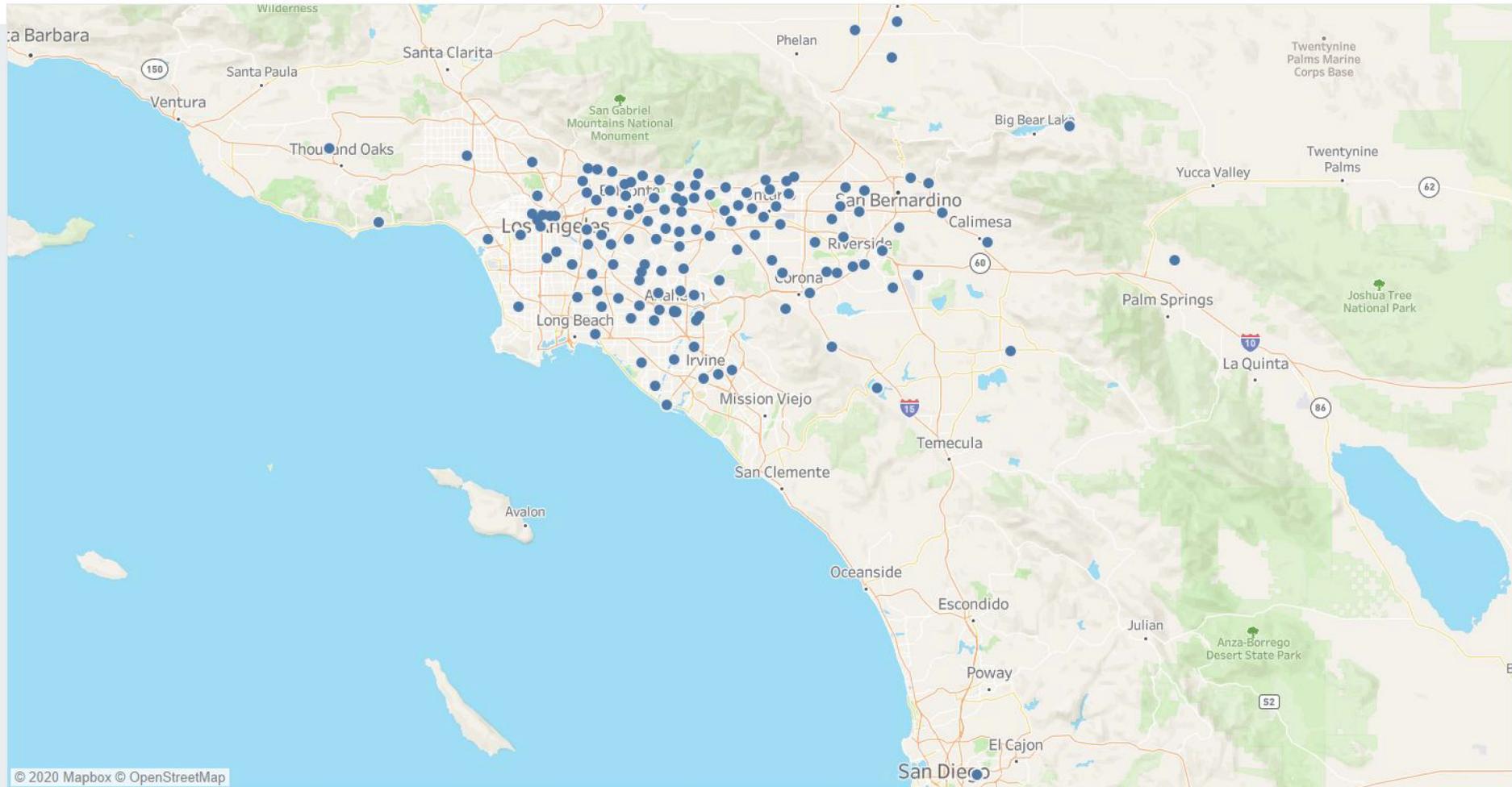


The same day the Global Announcement was distributed the survey saw an immediate uptick and peaked the next day. The second week we saw a second peak (June 22nd - Monday) before the stream of survey takers stayed in the 20s and 10s until no open survey takers remained. **View Source: [CSV export of Online Learning Survey Data](#) (Graphs data provided from source and generated on Tableau)**

Where Respondents took the survey (Global)



Where Respondents took the survey (Southern California)



Map based on Location Longitude and Location Latitude.

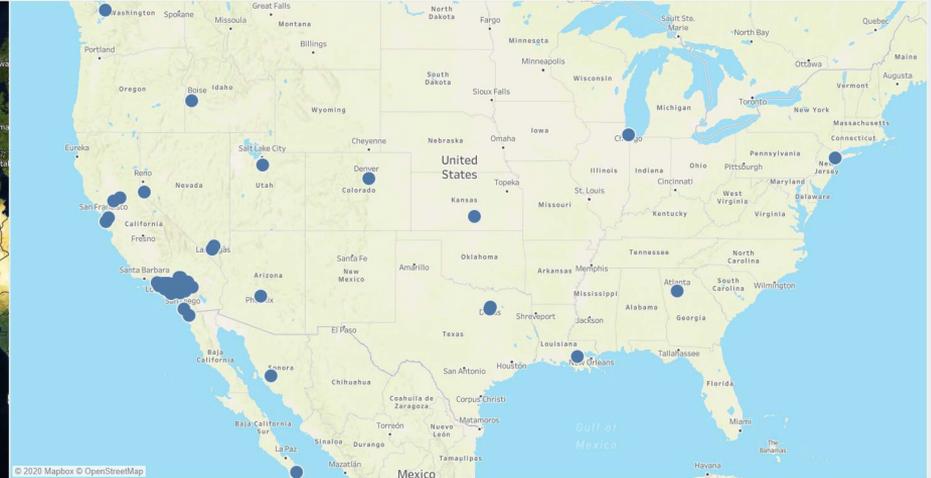
Where Respondents took the Survey (continued)

Where Respondents took the survey (Global)



Map based on Location Longitude and Location Latitude.

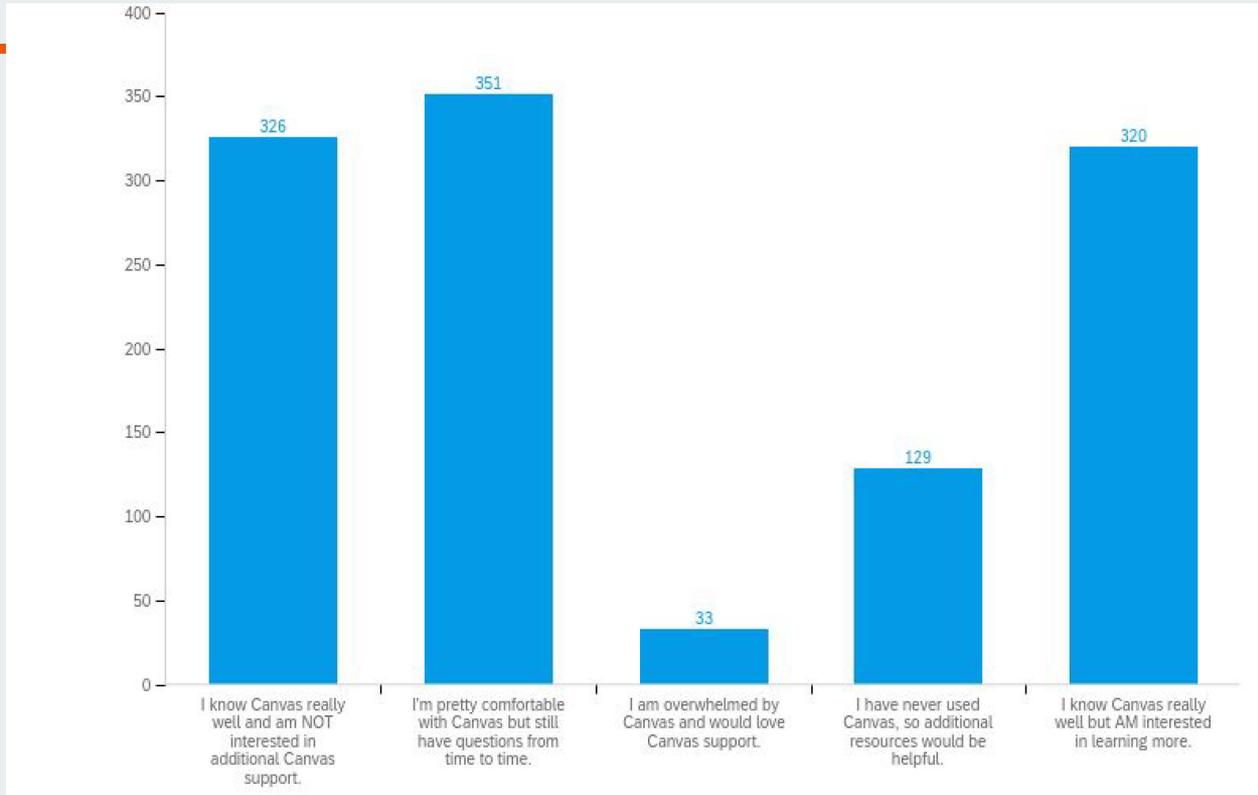
Where Respondents took the survey (North America)



Map based on Location Longitude and Location Latitude.

It's unsurprising that most Surveyees were located in Southern California. While still beneficial note where those respondents resided locally, the national and international scale provides a glimpse into the Community College's reach. Mt. San Antonio College provides services to national and international students alike, and due to the stay at home order many may have taken the opportunity to study from a residence outside the United States. **[View Source: CSV export of Online Learning Survey Data \(Maps data based on geolocation provided from source and generated on Tableau\)](#)**

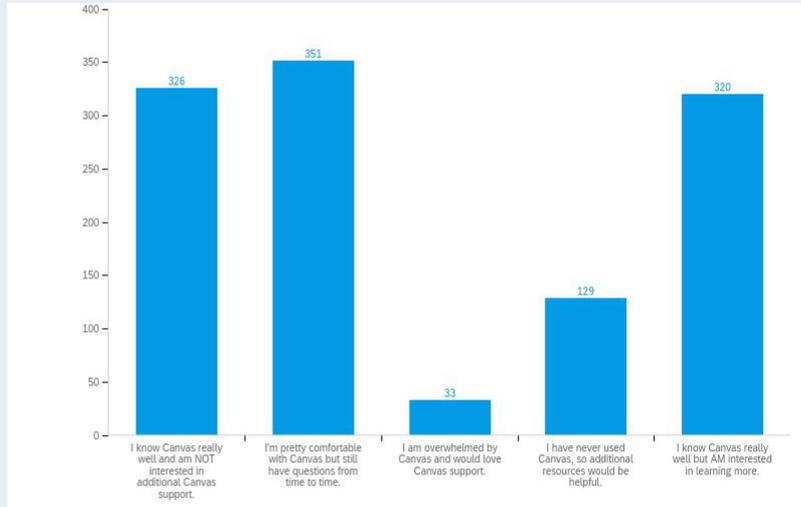
Q1 - In regards to Canvas, choose the statement that best describes you.



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#	Answer	%	Count
1 	I know Canvas really well and am NOT interested in additional Canvas support.	28.13%	326
2	I'm pretty comfortable with Canvas but still have questions from time to time.	. 8%	351
3	I am overwhelmed by Canvas and would love Canvas support.	2.85%	33
4	I have never used Canvas, so additional resources would be helpful.	11.13%	129
5	I know Canvas really well but AM interested in learning more.	. 1%	320
	Total	100%	1159

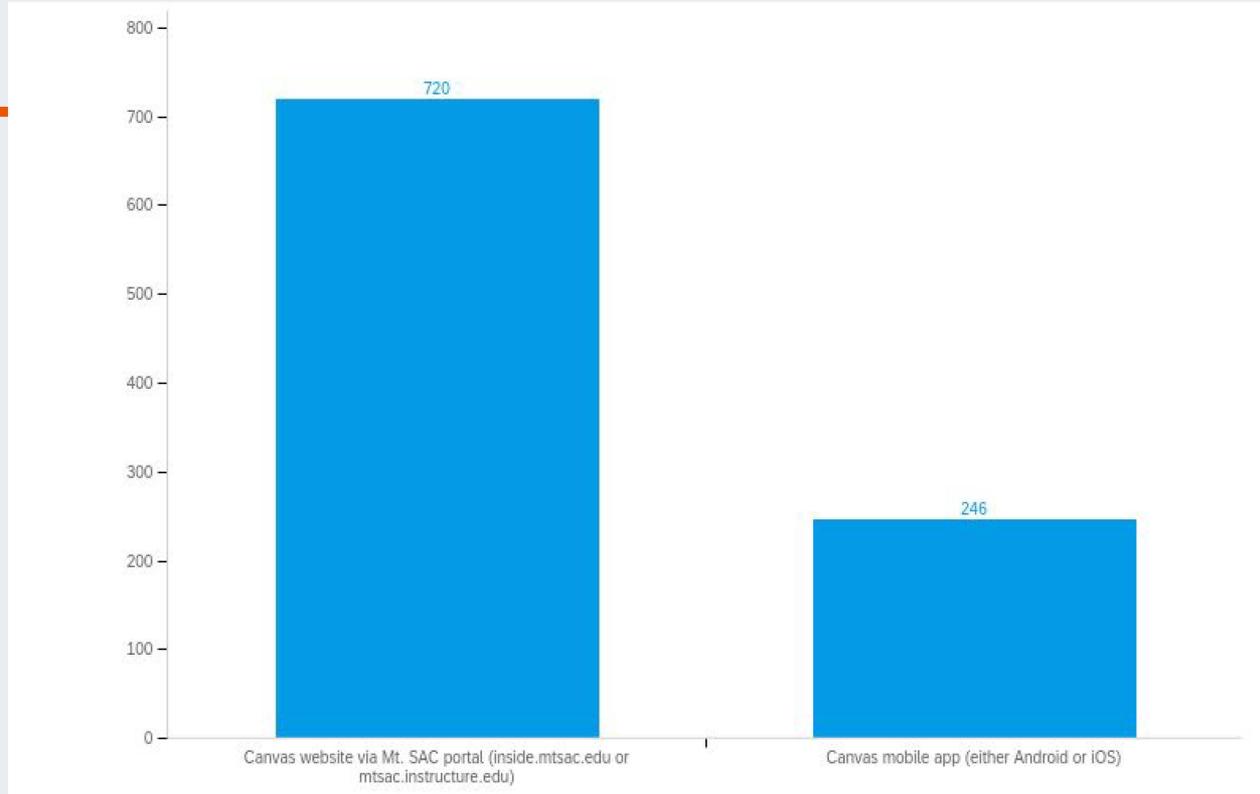
Q1 - In regards to Canvas, choose the statement that best describes you (continued).



#	Answer	%	Count
1	I know Canvas really well and am NOT interested in additional Canvas support.	28.13%	326
2	I'm pretty comfortable with Canvas but still have questions from time to time.	30.28%	351
3	I am overwhelmed by Canvas and would love Canvas support.	2.85%	33
4	I have never used Canvas, so additional resources would be helpful.	11.13%	129
5	I know Canvas really well but AM interested in learning more.	27.61%	320
	Total	100%	1159

Out of the 1159 respondents, 830 (71.87%) stated they would want Canvas resources, or support in some Capacity. With our sample size, we could state that these responses are representative of the general student body with basic statistical analysis. Given the choice between having or not having the resources, most students would err on the side of caution and in the case of our survey showed interest for many reasons. **View Source: [CSV export of Online Learning Survey Data \(Graph and table data based on data provided from source and generated in Qualtrics\)](#)**

Q2 - How do you usually access Canvas?



Q2 - How do you usually access Canvas? (Continued)

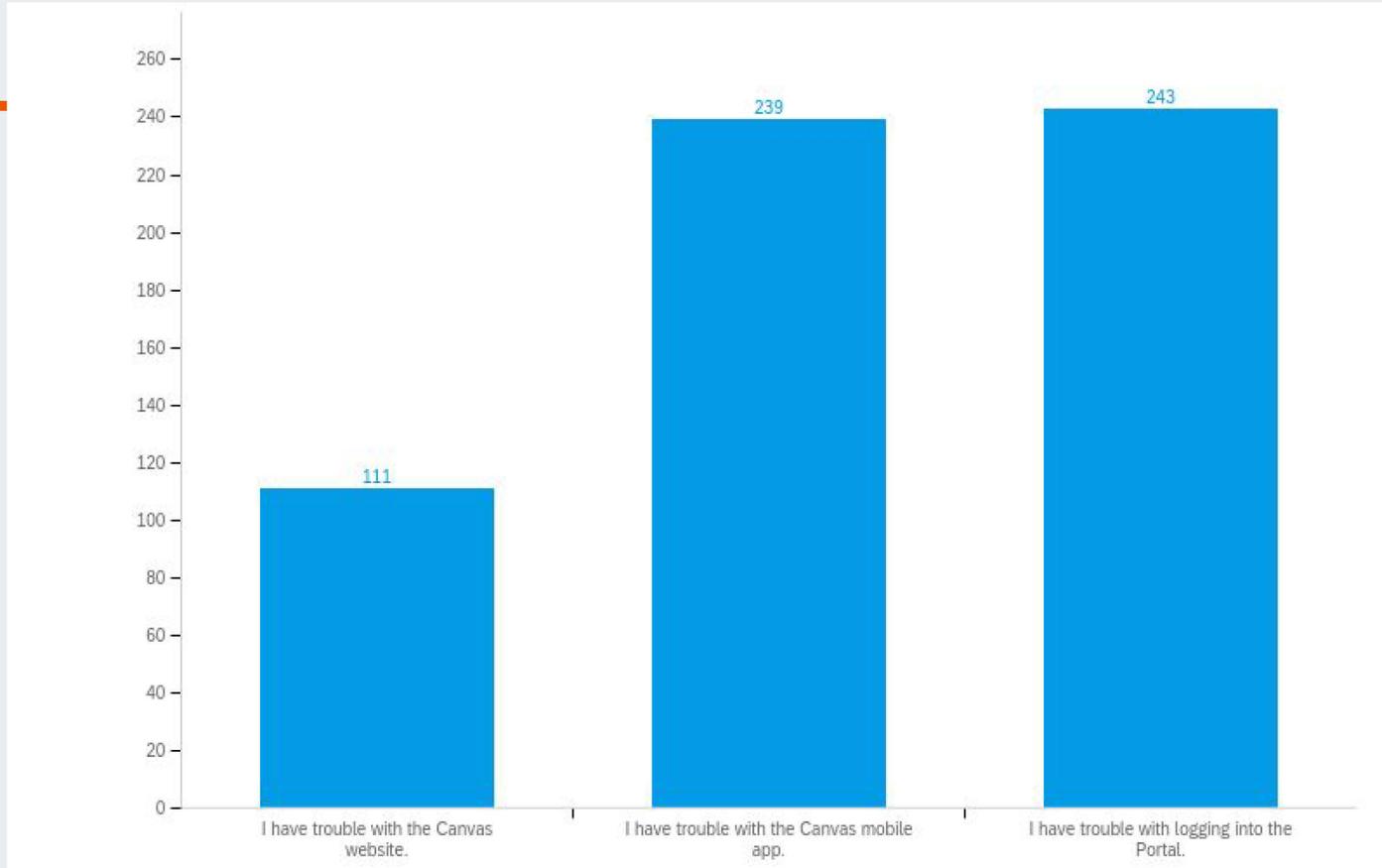
#	Answer	%	Count
1	Canvas website via Mt. SAC portal (inside.mtsac.edu or mtsac.instructure.edu)	74.53%	720
2	Canvas mobile app (either Android or iOS)	25.47%	246
	Total	100%	966

Out of the 966 respondents, 720 (74.53%) used the Canvas web application, as opposed to 246 (25.47%) who preferred the mobile application. There are two quick ways we can interpret this...

1. Our efforts should primarily focus on improving the website's experience.
2. We need to promote content that shows users how to use existing mobile applications.

While we have less control over the mobile experience, the Canvas mobile application provides the student with a more consistent and utilitarian experience (reminders, messages, calendars all appearing on their phone. A good follow up question to this would have been something along the lines of inquiring as to why they did not utilize the mobile application as much). [View Source: CSV export of Online Learning Survey Data](#) (Graph and table data based on data provided from source and generated in Qualtrics)

Q3 - Do you have difficulty with any of the following? Check all that apply.



Q3 - Do you have difficulty with any of the following? Check all that apply (continued).

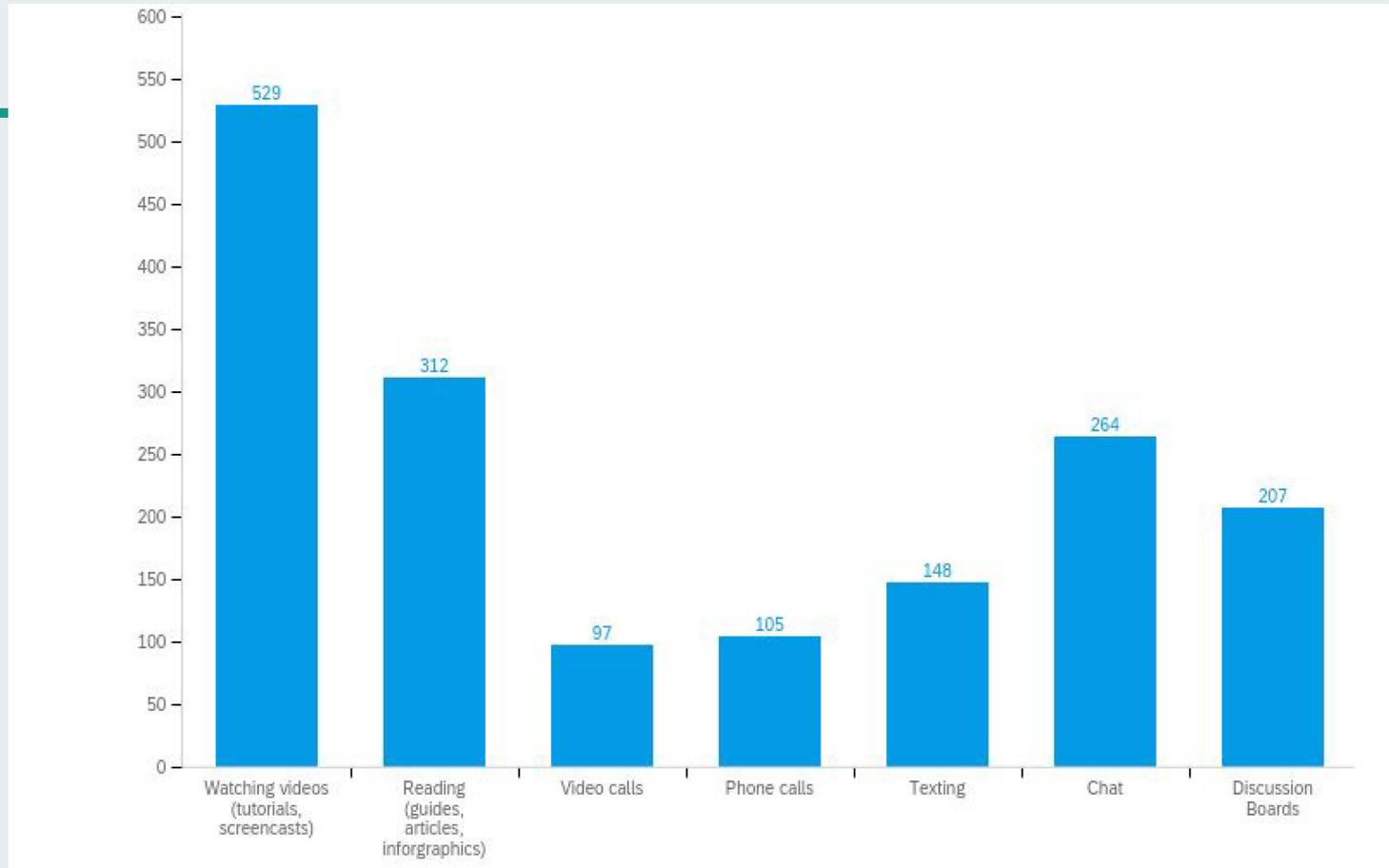
#	Answer	%	Count
1	I have trouble with the Canvas website.	18.72%	111
2	I have trouble with the Canvas mobile app.	40.30%	239
3	I have trouble with logging into the Portal.	40.98%	243
	Total	100%	593

Out of the 593 respondents, 243 (40.98% have trouble logging into the Portal, 239 (40.30% have trouble with the Canvas mobile Application, and 111 (18.72%) have trouble with the Website.

Display logic follow up questions should have been utilized to provide further insight into why the student was having difficulty with their choice. For example, if a student states that they have trouble logging in to the portal we don't know specifically where they are having this issue. The Canvas Web and Mobile application both use the Mt. SAC portal, both can have authentication issues, but the solution in either case is not necessarily the same.

View Source: [CSV export of Online Learning Survey Data](#) (Graph and table data based on data provided from source and generated in Qualtrics)

Q4 - What's your preferred way of getting Canvas support? Check all that apply.



Q4 - What's your preferred way of getting Canvas support? Check all that apply (cont).



#	Answer	%	Count
1	Watching videos (tutorials, screencasts)	31.3%	529
2	Reading (guides, articles, infographics)	18.77%	312
3	Video calls	5.84%	97
4	Phone calls	6.32%	105
5	Texting	8.90%	148
6	Chat	15.8%	264
7	Discussion Boards	12.45%	207
	Total	100%	1662

Q4 - What's your preferred way of getting Canvas support? Check all that apply (cont).

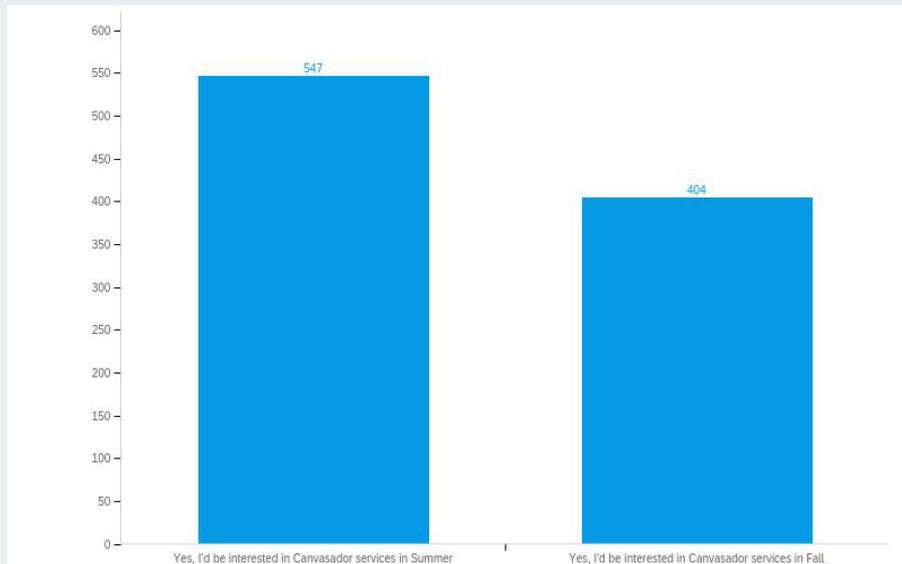


Out of the 1662 respondents, 529 (31.83%) wanted to watch videos (tutorials, screencasts), 312 (18.77%) wanted to read guides, articles and infographics, 264 (15.88%) wanted interaction through chat, 207 (12.45%) wanted discussion boards, 148 (8.90%) wanted the ability to text (SMS), 105 (6.32%) wanted the ability to call, and lastly 97 (5.84%) of respondents wanted visual interaction (video calls).

In terms of interactive options, Canvasadors have responded to students through almost all of these mediums (chat/text through Pronto and Google Voice, zoom meetings during orientations and office hours, responding on discussion boards, and emails) The most desired options, video content, reading content and infographics, is a work in progress. Assets, tools, and other raw materials are available to create such content, but time plays a factor in our ability to produce it in a timely manner.

View Source: [CSV export of Online Learning Survey Data](#) (Graph and table data based on data provided from source and generated in Qualtrics)

Q5-Would you be interested in using Services during Summer/Fall?Check All that apply.

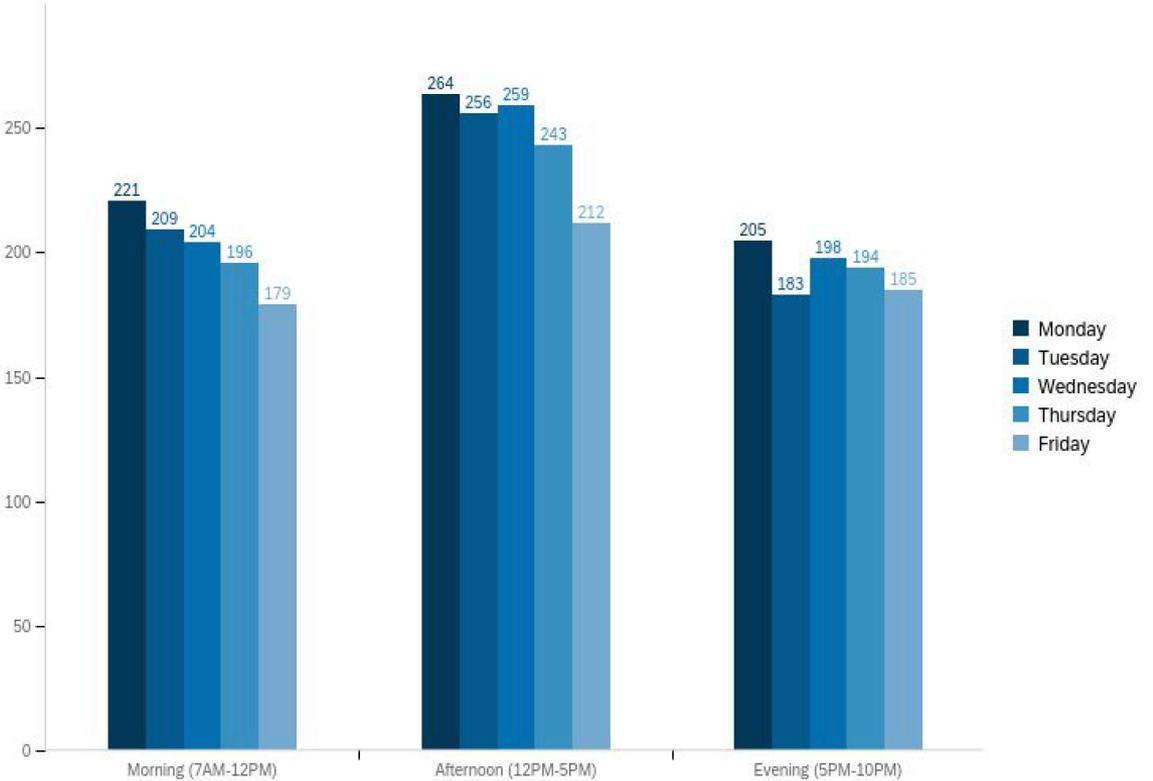


#	Answer	%	Count
1	Yes, I'd be interested in Canvasador services in Summer	57.52%	547
2	Yes, I'd be interested in Canvasador services in Fall	42.48%	404
	Total	100%	951

Out of the 951 respondents, 547 (57.42%) wanted support in Summer, and 404 (42.48%) wanted support in Fall. Considering that the majority of respondents were in Summer courses, the lean towards wanting immediate help would make sense. Future questions with overlapping options should use exclusivity (radio buttons) with a “both” options so that we easily know which students wanted assistance both terms.

View Source: [CSV export of Online Learning Survey Data](#) (Graph and table data based on data provided from source and generated in Qualtrics)

Q6 - If you attend Canvasador support (Zoom), what time do you Prefer? Check all that apply



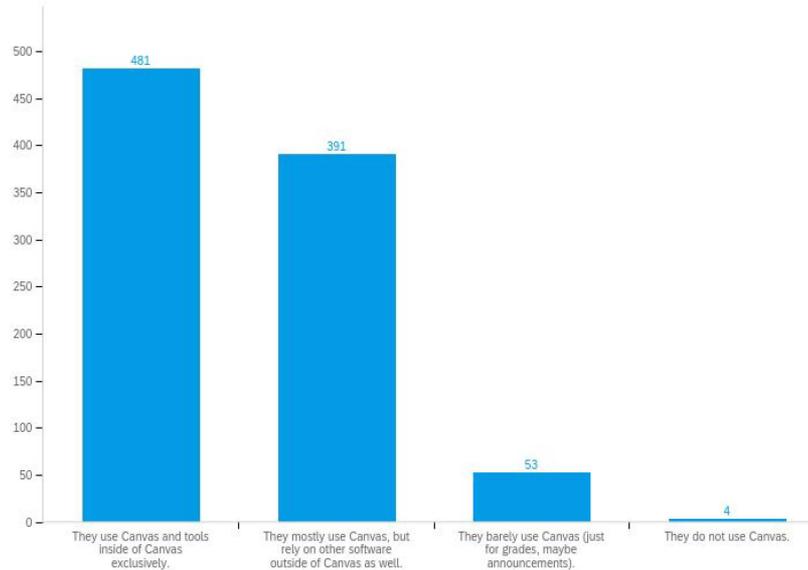
Q6 - If you attend Canvasador support (Zoom), what time do you Prefer? Check all that apply

#	Question	Morning 7AM-12PM		Afternoon 12PM-5PM		Evening 5PM-10PM	
1	Monday	21.90%	221	21.39%	264	21.24%	205
2	Tuesday	20.71%	209	20.75%	256	18.96%	183
3	Wednesday	20.22%	204	20.99%	259	20.52%	198
4	Thursday	19.43%	196	19.69%	243	20.10%	194
5	Friday	17.74%	179	17.18%	212	19.17%	185
		Total	1009	Total	1234	Total	965

#	Frequency By Day	Total
2	Tuesday	648
3	Wednesday	661
4	Thursday	633
1	Monday	690
5	Friday	576

Out of all respondents. The majority prefer Afternoon, with Monday, Tuesday, and Wednesday receiving the most responses. Afternoons (12-5PM) were the most preferred, followed by Morning (7AM-12PM) and then Evenings (5-10PM). [View Source: CSV export of Online Learning Survey Data](#) (Graph and table data based on data provided from source and generated in Qualtrics)

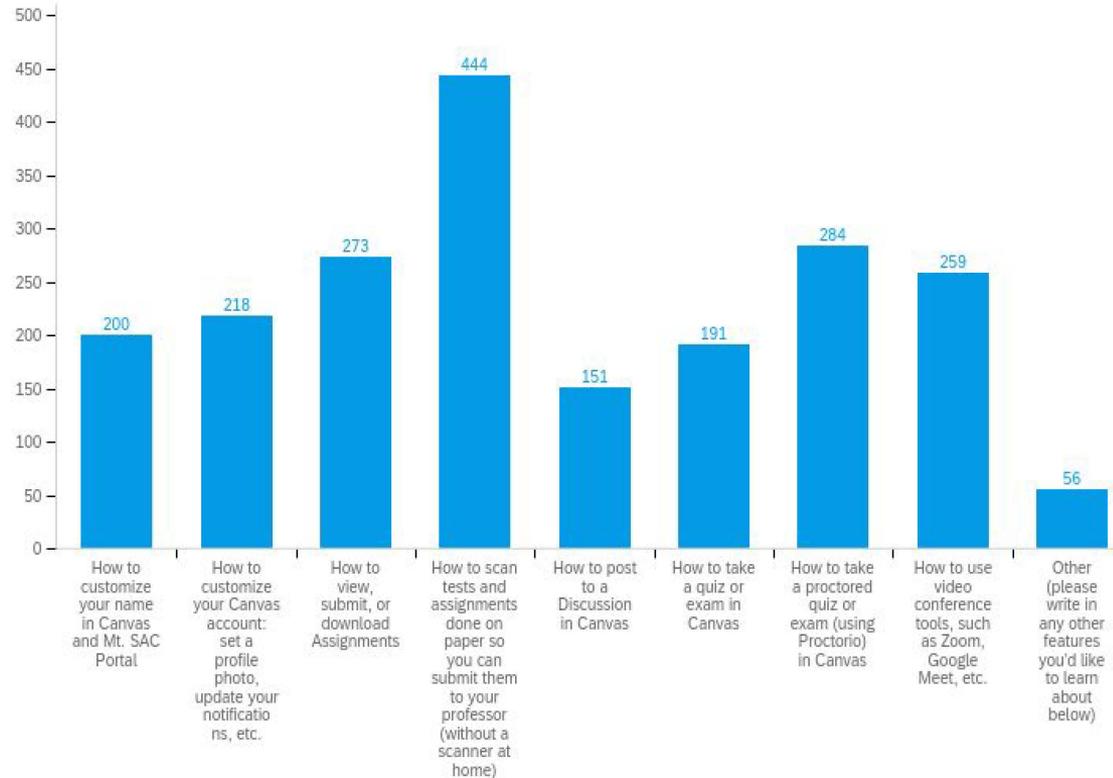
Q7 - In general, which describes how your professors use Canvas?



Out of the 929 respondents, 481 stated their Professors use Canvas (and tools within there) exclusively. 391 respondents stated their professor mostly used Canvas, but utilized other software as well, 53 reported their Professors barely using Canvas, and 4 reported their Professors do not use Canvas.

With the abruptness of the stay at home order Mt. SAC's ability to get professors on board was easier due to the fact that all courses have unpublished Canvas courses. A question that might have been useful to ask was how the student would rate the quality of the course design, and what tools in particular were used by their professor (in their own words). [View Source: CSV export of Online Learning Survey Data \(Graph and table data based on data provided from source and generated in Qualtrics\)](#)

Q8 - Which online learning features are you interested Learning More about? Check all that apply



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#	Answer	%	Count
1	How to customize your name in Canvas and Mt. SAC Portal	9.63%	200
2	How to customize your Canvas account: set a profile photo, update your notifications, etc.	11.0%	218
3	How to view, submit, or download Assignments	13.15%	273
4	How to scan tests and assignments done on paper so you can submit them to your professor (without a scanner at home)	21.9%	444

Q8 - Which online learning features are you interested Learning More about? Check all that apply

#	Answer	%	Count
5	How to post to a Discussion in Canvas	7.27%	151
6	How to take a quiz or exam in Canvas	9.20%	191
7	How to take a proctored Proctorio) in Canvas	11.8%	284
8	How to use video conference tools, such as Zoom, Google Meet, etc.	12.48%	259
9	Other (please write in any other features you'd like to learn about below)	2.70%	56
#	Answer	%	Count
	Total	100%	2076

Q8 - Which online learning features are you interested Learning More about? Check all that apply



#	Answer	%	Count
5	How to post to a Discussion in Canvas	7.27%	151
6	How to take a quiz or exam in Canvas	9.20%	191
7	How to take a proctored quiz or exam (using Proctorio) in Canvas	13.68%	284
8	How to use video conference tools, such as Zoom, Google Meet, etc.	12.48%	259
9	Other (please write in any other features you'd like to learn about below)	2.70%	56
#	Answer	%	Count
	Total	100%	2076

Combining results to summarize: Out of the 2076 respondents, 444 (21.39%) wanted to know how to scan assignments done on paper, 284 (13.68%) wanted to know how to take a proctored exam, 273 (13.15%) wanted to learn how to view/submit/download assignments, 259 (12.48%) wanted to learn how to use video conference tools (zoom, Google Meet, etc.) 218 (10.50%) wanted to learn how to customize their Canvas account, 200 (9.63%) wanted to learn how to customize their name in Canvas & Mt. SAC Portal, 56 (2.70%) chose other. [View Source: CSV export of Online Learning Survey Data \(Graph and table data based on data provided from source and generated in Qualtrics\)](#)

Q12 - Optional: If you would like to be considered for a \$10 gift card, enter your email below.



740 opted in to the raffle. A conversation should be had towards increasing the reward, or number of gift cards for the next raffle should be given some consideration

Conclusion: Engagement

It would be a safe assumption to say the success of the survey (in regards to engagement) was related to

1. **Timing**
2. Higher Canvas engagement due to COVID
3. Access to those students through Global Announcements.
4. Incentivizing students through a raffle
5. **Canvas Global Announcement**

Other factors include careful deliberation of “minimum to maximum question asked” through display logic, and careful consideration into the validity of the questions being asked. Questions were created, revised, deleted, and created several times over. Future surveys should carry on a similar process of timed survey releases and thought out survey logic, while also searching for additional methods of increasing engagement

Conclusion: What we learned

Students provided us with a general sentiment of how they felt about Mt. San Antonio College's transition online. While the survey was mostly positive, concerns around portal login issues, and inconsistencies with individual Canvas course design/set up were common complaints.

In addition, students told us (directly and indirectly) what kind of content they'd prefer going forward. More video content and Q&A (reading articles) should be provided based on the feedback received, while also showing students how to receive more interactive support. Students also mentioned their preferred days and times to receive such support - most opting for Afternoons between Monday and Wednesday.