School of Continuing Education
Temporary Remote Instruction (TRI) Student Survey
Spring 2020 Results

Aggregated Results (ABE, EOA/AWD, ESL, & STV)

1. This Spring 2020 term, I am taking:

	Dropped	Enrolled	Total	%
1 online course at Mt. SAC	69	819	888	52%
2 online courses at Mt. SAC	9	376	385	22%
3 online courses at Mt. SAC	6	254	260	15%
4 or more online courses at Mt. SAC	3	179	182	11%
		N=	1715	

2. I access my online class with a:

(Please check all that apply to you.)	Dropped	Enrolled	Total	%
Laptop/Chromebook	41	827	868	50%
Desktop computer	18	301	319	18%
Tablet/iPad	22	392	414	24%
Smartphone	34	558	592	34%
Other:	9	50	59	3%
		N=	1737	

3. I have the following at home:

(Please check all that apply to you.)	Dropped	Enrolled	Total	%
Internet	92	1529	1621	93%
Webcam for video conferencing/class	26	694	720	41%
Software needed for my online class	23	648	671	39%
Smartphone with camera	60	1046	1106	64%
Printer	35	761	796	46%
Other:	2	43	45	3%
		N=	1738	

4. At home, my Internet works well for me to access my online class.

	Dropped	Enrolled	Total	%
Yes	61	1199	1260	72%
It's fine but I wish it were better	27	362	389	22%
No	11	41	52	3%
I don't have Internet access at home	9	33	42	2%
		N=	1743	

5. The software I have used for my online class are:

(Please check all that apply to you.)	Dropped	Enrolled	Total	%
AZTEC GED/HiSET Preparation Software	9	179	188	11%
Cambridge LMS	1	139	140	8%
Canvas	25	591	616	37%
Edmentum	11	269	280	17%
Facebook	32	592	624	37%
Flipgrid	3	168	171	10%
Google Docs	52	989	1041	62%
Google Hangouts Meet	9	132	141	8%
Kahn Academy	0	19	19	1%
Kahoot	6	224	230	14%
Microsoft Office	22	384	406	24%
Newsela	0	63	63	4%
Quizizz	3	125	128	8%
Quizlet	11	265	276	16%
Remind	33	475	508	30%
Socrative	0	11	11	1%
Zoom/ConferZoom	51	1310	1361	81%
Other:	11	105	116	7%

N= 1675

6. Please check all that apply to you:

	Dropped	Enrolled	Total	%
I was taught how to take an online course.	19	549	568	34%
I took my first online course in Spring 2020 term.	40	976	1016	61%
I used Canvas for the first time in the Spring 2020 term.	12	426	438	26%
I used Zoom for the first time in the Spring 2020 term.	43	1257	1300	78%
I need more technical support with my online course.	23	249	272	16%
I am mentally ready to take my online course.	15	527	542	32%
None of the above apply to me.	20	48	68	4%

N= 1671

7. It is NOT hard to:

(Please check all that apply to you.)	Dropped	Enrolled	Total	%
Access my course online.	37	1041	1078	65%
Use Canvas.	17	496	513	31%
Use Zoom.	40	1283	1323	80%
Attend class online.	32	1019	1051	64%
I find all of these hard.	26	98	124	8%

N= 1650

8. Please check all that apply to you:

	Dropped	Enrolled	Total	%
I like taking an online course.	17	810	827	50%
I like taking an online class more than taking an in-person class.	5	261	266	16%
I like taking an in-person class more than taking an online class.	68	810	878	54%
I like taking an online class just as much as an in-person class.	7	442	449	27%
I plan to take another online course in the future.	14	644	658	40%

N= 1641

9. The type of online classes that work best for me are:

(Please choose only one.)

	Dropped	Enrolled	Total	%
Online classes with a **strict** schedule.	18	549	567	35%
Online classes with "**my**" schedule.	28	275	303	19%
Online classes with **both** a strict and "my" schedule.	20	415	435	27%
Any of the above.	21	311	332	20%

N= 1637

10. When I have technical problems with my online course, I ask:

	Dropped	Enrolled	Total	%
My instructor for help	23	544	567	35%
A counselor for help	2	24	26	2%
A classmate for help	8	136	144	9%
A friend for help	8	108	116	7%
A family member for help	15	401	416	25%
Other:	12	77	89	5%
I don't have technical problems with my online course.	20	256	276	17%

N= 1634

11. I have:

(Please check all that apply to you.)

	Dropped	Enrolled	Total	%
A good place in my home where I can take my online course.	53	1287	1340	82%
A good place in my home where I can study outside of class time.	26	717	743	45%
The technology I need at home to take my online course.	37	919	956	58%
The computer skills needed to take an online course.	21	634	655	40%
None of the above apply to me.	19	88	107	7%

N= 1635

12. The following make it hard to learn online:

(Please check all that apply to you.)

	Dropped	Enrolled	Total	%
No childcare	10	109	119	8%
Health issues	4	48	52	3%
Time	18	178	196	13%
I don't have a computer/Internet	13	54	67	4%
I don't have a quiet place to study at home	10	105	115	7%
I share a computer with others at home	7	137	144	9%
I prefer an in-person class	41	485	526	34%
Other:	14	93	107	7%
I don't find it hard to learn online	13	692	705	46%

N= 1539

13. I wrote or spoke to a counselor this Spring 2020 term by:

	Dropped	Enrolled	Total	%
Email	13	350	363	22%
Phone	6	100	106	7%
Online meeting (Cranium Café, Zoom, or other)	10	236	246	15%
I did not write or speak to a counselor this Spring 2020 term	64	851	915	56%

N= 1630

14. I plan to write or speak to a counselor this Spring 2020 term by:

	Dropped	Enrolled	Total	%
Email	26	468	494	31%
Phone	14	133	147	9%
Online meeting (Cranium Café, Zoom, or other)	5	253	258	16%
I don't plan to write or speak to a counselor this Spring 2020	44	671	715	44%

N= 1614

15. I am a student in:

	Dropped	Enrolled	Total	%
ABE	21	214	235	13%
AWD	0	40	40	2%
EOA	25	719	744	42%
ESL	40	506	546	31%
STV	8	49	57	3%
No department selected	20	118	138	8%

N= 1760

16. I am:

	Dropped	Enrolled	Total	%
Male	28	322	350	21%
Female	69	1223	1292	79%
Non-binary	0	1	1	0%
			N=	1643

17. I take care of the following in my home:

(Please check all that apply to you.)

	Dropped	Enrolled	Total	%
A child/children	22	375	397	25%
An older parent(s)	7	111	118	7%
A disabled spouse	2	51	53	3%
Only myself	59	819	878	55%
Other:	13	300	313	20%
			N=	1604

18. The age of the child(ren) who live with me are:

(Please check all that apply to you.)

	Dropped	Enrolled	Total	%
Less than 1 year old	2	23	25	2%
Between 1 to 4 years old	8	108	116	7%
Between 5 to 10 years old	16	182	198	12%
Between 11 to 13 years old	13	120	133	8%
Between 14 to 18 years old	11	197	208	13%
There are no children in my home	59	1030	1089	69%
			N=	1585

19. The biggest problem I have taking an online course is:

	Dropped	Enrolled	Total
None/no problem	4	324	328
Time / Timing	5	81	86
Internet issues	4	85	89
Computer/Technical problems	3	69	72
Computer skills	5	62	67
Lack of social interaction	0	58	58
Tech equipment (need camera, need mic,	3	41	44
Caring for family	3	38	41
Prefer in-person class	4	37	41
Zoom	0	20	20

20. What I like the most about taking an online course is:

	Dropped	Enrolled	Total
Convenience / flexibility	18	626	644
Commute	7	253	260
Instructors	2	108	110
Continue with class/Can take class	3	98	101
Access to class recordings (continuous)/screenshot of material	0	43	43
Prefer in-person class	*1*	*26*	27
Nothing/not much/Don't like it	*2*	*26*	28
Learning/group learning	0	23	23
Nothing/not much	6	21	27
Safe	1	22	23
Social interaction	0	17	17