

## ***Student Voices***

### ***During Fully Online and Campus Closure***

**4.15.20**

All Student Services offices were asked to share concerns they are hearing from students as well as common questions. Responses reflect on the common questions in our FAQs on the web ([link](#)). This summary gives insight into what the students are feeling and experiencing. Student Services offices are also implementing many interventions for students – workshops, check-in meetings, group discussions.

#### **Positives**

- Students really appreciated the phone calls.
- Professors have communicated and are accessible.
- Students are relieved about the EW grade and refund if withdrawing is necessary.
- Many faculty provide structure and are understanding.
- Students recognized the opportunity to learn new strategies.
- They are thankful for still being paid as a student worker during this time.

#### **Academics/Classes/Instructional Issues**

- Students were scared to take classes online.
- Older students are concerned about online instruction, lack of computer proficiency and being able to navigate classes remotely.
- Students are frustrated with professors who are holding the same expectations as in person.
- Emailed professors through regular email and Canvas and not hearing back from professors.
- Some professors are not well versed in online education. Students in those classes are just going with the flow and waiting for teachers to upload items to Canvas
- “My online courses are doable but as a science major, I am concerned that I will not get the same experiences that I would get in person.” This articulates a common student feeling that they will be ill-prepared at the 4-year university level.
- Students were concerned about success in science lab classes now that they are online/remote.
- “Although I understand, I hate being forced to learn online.”
- “I received a back-log of make-up work from instructors due to the transition time to distance learning.”
- Some students are experiencing an overwhelming amount of assignments/information at the same time.
- Some faculty are not responsive to emails; classmates are dropping from the class.
- Biology lab feels more challenging online.
- “I had MyMathLab access (had the book) but now I am having to use Pearson online “trial” version.
- “We were given assignments and exams during no class week.” (3 students from one department)
- Expectation versus reality of engagement – “it doesn’t feel like I am in class.”
- Some instructors are not answering emails or responding on Canvas.
- Some students have issues with their internet connections. A student was penalized for submitting an assignment 5 minutes late.
- Students report a steep learning curve to take online courses.
- Student reported being afraid of failing courses due to new adjustments.
- “My math instructor required me to have a printer. I don’t have one so I dropped the class.”

- “Online is not my thing.”
- “I am a hands-on individual. This transition has me worried I am not complying completely.”
- “I believe I won’t be able to understand the material.”

### **Tutoring**

- Students are concerned about not having math tutors.
- They re anxious about doing online tutoring

### **Technology Issues**

- Stuentns experience a ack of available technology.
- “I on’t know how to get a laptop being given out.”
- Students are doing homework from a phone.
- “I was unable to pick up hotspot that was requested.”
- *“If we do not have access to a laptop/wifi and food, what makes you think that we have access to a car to wait in line to come get it?”*
- “I have difficulty utilizing software and technology remotely without high speed internet access.”
- Digital copies are not being sent to Alternate Media to fulfill accessibility requests.
- Certain processes, like cut-and-scan, tactile graphics, and embossing,are difficult to replicate remotely.
- More complex student-related technical issues take longer to troubleshoot without a one-on-one consultation (Alternate Media).
- Not all students will have the same remote access.
- Some students ae having to use multiple platforms (Canvas and Pearson).
- “I would rather do hands on learning than online.”
- Software needed for class was unable to be installed on loaner laptop due to needing administrator credentials.
- Internet is slow on college wifi.
- “I was too afraid (risky) to come to campus to get technology.”
- Zoom is hard to use on the phone.
- *“I rely on campus support to do my courses, internet, scanning, printing, etc., resources I cannot afford to have at home.”*

### **Other Student Issues**

- Students are experiencing email overload.
- “Email overload. It seems like everyone is sending information – a good and a bad thing
- “I want to drop classes.”
- “I lost my student ID. Why can’t we just show our current class schedules on our cell phones?”
- “I am confused by so many emails and updates.”
- “I am concerned about all of the changes. Do I need to know about all of them? Are there more coming? will I find out in time to do anything about it before it’s too late?
- “I have no place to study at home.”
- “I have competing “new roles” with siblings/family at home.”

### **Family**

- “My parents having to go to work.”

- “My parents not able to work – no money coming in.”
- “I am balancing roles as a student, teacher, parent, caregiver at the same time; stressed to find balance.”
- Distractions at home – hard to balance doing school work
- “I am learning educational platforms for myself and for my own children.”
- “I am balancing assignments while watching over younger cousins also doing classes online.”
- “I have a need for time management to assist children with their online coursework, having zoom meetings, trying to complete coursework.”

### **Personal Circumstances/Situational Challenges**

Students are experiencing these challenges:

- Time management
- Sustaining focus
- Having to work more hours
- Losing their job, worried about income
- Having to share the laptop at home
- Having no medical care
- Having a place to study

### **Feelings/Personal Issues**

- Depression
- Anxiety
- Feeling alone
- Afraid; fear
- “I have checked out because I can’t come to campus.”
- “I am having a hard time keeping myself motivated. EW sounds nice right now.”
- “The Coronavirus would happen the year that I am transferring!”
- “I am upset that this would happen the last year, and I won’t have closure because I will be transferring.”
- “I have fear about the virus.”
- “I have a fear of failing and not meeting personal timelines and having to adjust ed plan
- Worried about income.”
- Hope for leniency from professors (online not a strength)
- Worried about staying motivated, getting lazy
- Sleep schedule messed up
- Trying to stay ahead but things are harder this way
- Need to establish a personal schedule/routine
- Death of grandparent – sadness, depression – unable to go to hospital; no funeral or ability to travel to be with family
- Not self-motivated to take online courses

### **Student Services**

#### **Financial Aid**

- Glad the scholarship deadline was pushed out; thank you for extending the deadline!
- Concerned about timeclock for financial aid
- Concerned about having to pay back money

- Dropped a class; afraid of losing GI benefits
- "I need more money but I am being told by Financial Aid it will take 4-6 weeks, very difficult for me ... my cal grant already approved ... too long during this time."

### Counseling

- Concern over transferring to CSU/UC
- Concern over getting letter of recommendation and other materials for HBCU and Common Application
- Concern that transfer experience will be online instead of in person
- Worried about not passing the classes needed to transfer in the fall
- Worried about transfer
- Should I drop with an EW or wait until the professor does it?
- *"Will I be able to graduate if I'm missing only 1 or 2 classes that I couldn't complete because of COVID-19?"*
- Need Common App filled out for transfer
- How classes being canceled will impact progress and academic status
- Just got in to Cal Poly Pomona but not sure I can attend this fall due to COVID-19
- "I understand the response to the virus, but with this being my final semester hopefully at mt. sac before transferring in the fall. This has thrown a monkey wrench into my plans; I am currently enrolled in my last 3 classes in order to be able to transfer. I've already received acceptance from Cal Poly ONLY if I pass my current classes. I have issues with information retention and a lack of focus already, so this remote learning does cause a bit of concern."

### ACCESS

- DHH students are isolated and want to return to DHH Center (limited ability to communicate at home)

### Basic Needs

- Concern whether food pantry will be available
- Living in motels with unreliable internet
- Living in car -- where to plug in to charge phone; laptop

## **Instagram Posts**

### **March 18**

**Question: "Hi Mounties. How are you feeling?"**

-Optimistic

-Hopeful

-Anxious

-My sister is a transfer student, and all of this is hitting her hard. I remain hopeful

-Resilient

-Overwhelmed

### **March 30**

**Question: "Hello Mounties. How is your first week back online going? How are you feeling so far? Do you have any questions for us?"**

- Fantastic:) Excited to be back in session
- Well I failed my first test:/ so not so great...math isn't meant for online
- Motivated and inspired to do great things
- Overwhelmed
- Will we be online for the rest of the semester?
- How do we register for the summer without the catalogue?
- Are we still going to be able to graduate?

#### **April 7**

Question: "Hey party people. Let's check in! How are you feeling? How is the 2nd week online going? Any questions?"

- I don't like online classes:(
- Going awesome! Enjoying online courses and Zoom lectures :)"
- love online classes but it has its negatives because people will most likely cheat on tests
- I'm having difficulty accessing my xoom stuff. And it doesn't tell me if something is scheduled for a class.
- Overwhelmed
- I'm sculpting a sphinx, I can't wait to see it finished. Thus far I have the two front legs done. Body next.
- Will we get a refund for our parking pass?

#### **April 8**

Question: "What is helping you get through these times right now?"

- Calmness
- Music
- Definitely family and knowing there'll be better days
- At home daily yoga, creative cooking, and spending time with my kitties!
- Meditation
- Just being home with family
- Kdrama (Korean drama)
- Me, Myself, and I

#### **April 13**

Question: "Hi Mounties. How are you feeling? What questions do you have for us?"

- Do you know when we will be notified by, if we have won a scholarship?"