

Results from the Student Experience Survey Fall 2021: An Executive Summary

Office of Institutional Research, Planning, and Effectiveness

On November 1, 2021, a joint email was sent on behalf of the vice president of Academic Affairs and the vice president of Student Services to all students enrolled in credit courses at Citrus College in the Fall 2021 semester inviting them to complete a student experience survey. The intent of the survey is for the college to better understand student preferences for learning modality regarding on-campus and online courses. With multiple friendly reminders, a total of **1,074** students responded to the survey from November 1 to November 19, 2021. During the three-week period, the survey was also promoted via notifications in Canvas, the Citrus College mobile App, and social media postings, reminding students to check their emails and complete the survey.

For a college with a headcount of 10,193 students, the survey would need 966 respondents to reach a confidence level of 95% and a margin of error of 3%, which is a commonly accepted standard in survey design and analysis. This goal was achieved by receiving over 1,000 responses. As such, the survey results are considered valid, and it can be inferred that they reflect the opinions of the general student population at Citrus College.

Questions in the survey instrument were grouped in ten categories:

- 1) Current Fall 2021 Enrollment,
- 2) Enrolling in Spring 2022,
- 3) On-campus Instruction,
- 4) Online Instruction,
- 5) Academic Support,
- 6) Communication,
- 7) COVID-19 Section,
- 8) Experience at Citrus,
- 9) Demographics, and
- 10) Support Services.

The survey also collected the student's major by the Career and Academic Pathways (CAPs), academic goals, and hours worked per week to gain a better understanding of the respondents. Toward the end, the survey included three open-ended questions to give students an opportunity to provide their positive or negative experiences while enrolled at the college, and ways the college can support their learning.

1. Demographics

Towards the end of the survey students were asked to provide their demographic information. A total of **916** students answered the questions while 158 students did not. The table below on the following page shows the ethnicity distribution:

Respondent Ethnicity	Count	Percent
Hispanic, Latino/a, Latinx	453	49%
Non-Hispanic White	126	14%
Asian	109	12%
Multi-ethnicity	73	8%
Decline to state	65	7%
Black or African American	32	3%
Middle Eastern or North African	16	2%
Other	21	2%
American Indian or Alaska Native	12	1%
Native Hawaiian or Other Pacific Islander	9	1%
Total	916	100%

[Collegewide Fall 2021 stats: Latino 65%; White 16%; Asian 11%; Black or African American 3%; other 5%]

Sixty percent (60%) of the respondents are first-generation college students (n=551). Furthermore, females comprise 62% of respondents, and 34% are male (the remaining 5% are non-binary or decline to state). For age, 55% of respondents are between 18-24 years old, the second largest groups are 30-39 years old (15%), and 25-29 years old (15%). The remaining age groups (17 or younger, 40 or older, and decline to state) account for 14% of the respondents.

2. **Current Fall 2021 enrollment and future enrollment:** Students were asked to provide the number of units they are enrolled in and their course modality for the Fall 2021 semester, and the next semester they plan to enroll at Citrus:
 - Unit-load Status
 - 53% are taking 12 or more units (n=567);
 - 22% are taking 7-11 units (n=233);
 - 25% are taking 6 or less units (n=265);
 - Fall 2021 stats: 37% students are full-time, 24% are enrolled in 7-11 units, and 40% are enrolled in 6 or less units.
 - Course modality of Fall 2021 courses (check all that apply)
 - 72% (n=768) are enrolled in online courses (with real-time class meetings)
 - 50% (n=535) are enrolled in online courses (no scheduled meetings)
 - 31% of the respondents are enrolled in on-campus courses (n=329)
 - Next planned semester of enrollment at Citrus College (check all that apply)
 - Winter 2022: 59% (n=634)
 - Spring 2022: 72% (n=775)
 - Summer 2022: 22% (n=239)
 - 78% of respondents are very likely to return for the Spring 2022 (n=841)
 - Of the students who may not enroll in the Spring 2022 (N=206), 29% indicated they are transferring to a 4-year university (n=60), and 28% indicated COVID-19 (n=57) as the main reason.

3. Enrollment preference in Spring 2022: Students were asked to choose one modality that they are most likely to enroll in for Spring 2022.

Thirty-two percent (32%) of respondents prefer a combination of online/on-campus classes (n= 337). Twenty-two percent (22%) prefer online classes with no scheduled video conference meetings (such as Zoom) (n=235), and 22% prefer online classes with real-time/scheduled video conference meetings (such as Zoom) (n=234). Meanwhile, 18% prefer on-campus classes solely (n= 191).

Students were asked to choose applicable reasons as to why they prefer to take classes on-campus. The main reason is labs or in-person activities are required for their courses (67%, n= 535), followed by the reason of learning better in-person (53%, n= 424). Thirty-six percent (36%) indicated they find it challenging to take online courses at home (n=286). Students were given the option to choose multiple choices for this question.

4. On-campus Instruction: Students were asked to provide the likelihood of their enrollment in on-campus classes during the morning, afternoon, evening, or weekend, and give reasons that make it difficult to enroll in evening courses on campus:

Thirty-seven percent (37%) are very likely to enroll in morning classes (n=374) and 35% are very likely to enroll in afternoon classes (n=352). Meanwhile, only 9% are very likely to enroll in weekend classes (n=86) and 22% indicated an interest in enrolling in evening classes (n=222).

Twenty-one percent (21%) of respondents (154 of 737 answered) indicated that increasing class offerings would increase their likelihood of enrolling in on-campus classes during the evening. Also, 115 respondents (16%) mentioned an increase of evening student support services would also increase evening enrollment. The top three reasons that limit enrollment in evening courses on campus:

- Work schedule: 45% (n=324)
- Not interested: 36% (n=262)
- Transportation: 26% (n=188)

5. Online Instruction: Students were asked to provide their reasons for preferring online courses. Respondents were given the option to select multiple reasons; 863 students responded to this question.

Sixty-five percent (65%) of respondents indicated that they are able to work at their own pace (n=557). Another 60% of respondents said that online courses without the real-time video conferencing provides the greatest flexibility (n=518), and 53% of respondents stated that real-time video conferencing provides enough interaction without going to campus (n=461). Forty-eight percent (48%) of the respondents indicated they have circumstances that make it hard to go to campus (n=411), and 46% feel safer not being on campus due to the pandemic (n=399).

- 6. Academic Support:** Respondents were asked to provide the likelihood of them using support services, and count of total responses to each item varied. This question received 961 responses. The table below provides the count of “very likely” for each of the services.

Service	Very Likely to Use	Total Responses	Percent
Financial Aid	659	944	70%
Academic Counselor	607	951	64%
Admissions and Records	468	946	49%
Transfer Applications and Information	452	934	48%
Library	432	942	46%
Career Exploration	258	928	28%
Tutoring Center	243	929	26%
Writing Center	222	929	24%
Study Groups	218	930	23%
STEM Tutoring	205	928	22%
EOP&S	203	919	22%
Health Center	179	921	19%
Basic Needs	140	924	15%
DSPS	133	924	14%

- 7. Communications from Citrus College** (N=957 responses): Respondents provided their preferred method of communication/interaction with the instructor. Overall, 91% prefer email (n=867), 51% prefer live video conferences on Zoom (n=487), and 29% prefer in-person office hours (n=281). Twenty-four (24%) prefer text messages (n=233). When asked about preferences for receiving updates, notifications, and information from the college, 84% affirmed email updates work best (n=779), 62% prefer Canvas (n=596), and 29% would like mobile app notifications (n=473). Finally, 83% of respondents strongly agree or agree that Citrus College provides sufficient updates (n=795).

- 8. COVID-19 Section.** Students were asked if they are fully vaccinated against COVID-19, and their opinion should Citrus implement a vaccine mandate. There were 953 responses to the first question.

	Count	Rate
Yes	686	72%
No	155	16%
Decline to State	112	12%
Total	953	100%

The table below shows, for students who responded “no” or “decline to state” to the previous question, whether a vaccine mandate at Citrus College would affect them getting the vaccine (N=267 responses):

	Count	Percent
No	146	55%
Yes	29	11%
Not Sure	50	19%
Decline to state	42	16%
Total	267	100%

Students were also asked if a mandate would affect enrolling for Spring 2022 (N=946 responses):

	Count	Percent
Positively affect	339	36%
Negatively affect	207	22%
No effect	293	31%
Not sure	107	11%
Total	946	100%

In addition, students provided the type of courses they would enroll in should the school mandate the COVID-19 vaccine. Forty-four percent (44%) of respondents would enroll in a combination of online and on-campus courses (n= 414). Thirty-six percent (36%) would enroll exclusively in online courses (n=338), and 11% would enroll in on-campus courses only (n=108).

- 9. Experience at Citrus College:** Respondents were asked about their overall educational experience at the college, and 85% indicated their experience has been excellent or good (n=787).

Positive Experience/Kudos: As a follow up, respondents were asked to share a positive experience while attending Citrus. There were 681 comments received.

- Most respondents wrote about the benefits of passionate faculty who have been dedicated and flexible during the pandemic and have communicated well with students.
- Secondly, students enjoy the benefits that online courses offer, especially in terms of flexibility considering the respondents’ commitments outside of school and going at their own pace.
- Lastly, students mention that learning has been their favorite aspect of being enrolled at Citrus College.
- Respondents also mentioned that taking courses on-campus has been the most positive aspect while being enrolled at the college.
- The bulk of the remaining comments from respondents mentioned helpful counselors, resources, and services that the school offers, and connecting with classmates and making friends with other students.

Negative Experience/Areas for Improvement: Students were asked to share a negative experience while attending Citrus College. The following themes from the responses are noted below:

- Most of the negative experiences expressed pertained to their classroom experience and students' desire for an increase in flexibility, communication, and quality of learning especially in an online format.
- Another prominent theme focused on the students' difficulty with grasping the material and navigating the learning process remotely. Some of them experienced a sense of disconnect from the college.

Goals for attending Citrus College: Students were asked about their goals for attending Citrus College. The following represents the top 3 goals for respondents:

- Transfer: 69%
- Obtain an Associate's degree: 57%
- Complete a certificate program: 25%

CAPs Pathway: Respondents were also given an opportunity to state their current CAP:

- Business and Information Technology: 11%
- Career and Technical Education: 11%
- Communication, Literature & Languages: 3%
- Exercise & Health Sciences: 18%
- Social & Behavioral Sciences: 13%
- STEM: 23%
- Visual Arts, Performing Arts & Design: 10%
- Other: 11%

Work and Life Balance: Respondents stated the number of hours worked per week, and their main non-school responsibilities:

Forty-four percent (44%) of respondents work part-time, 25% work full-time, and 31% do not work. Meanwhile, 41% say caring for family (n=336), and 26% say childcare (n=209) are their non-school demands.

10. Support Services: Finally, students were asked how they believe the college can better support their studies, and 513 students responded. The responses mirrored students' positive and negative experiences at the college and include:

- Some students would like more online sections to be offered.
- Some students would like more resources made available such as financial aid, help with childcare, and other services.
- Some students expressed their views that the college should not mandate COVID-19 testing or the vaccine.
- Other comments focused on the students' desire for additional tutoring, as well as more classes to be offered on-campus.