



Online Readiness Survey

Executive Summary

March 27, 2020

Methodology

Surveys were emailed to 5856 students taking in person and hybrid courses at Scottsdale Community College. The survey was sent out on Monday afternoon, March 23. Reminders were sent on March 24 and 25 and the survey was closed on the afternoon of March 25. There were **1647** responses with an overall response rate of **28%**.

Survey Responses

Internet Access

Ninety-six percent (**96%**) of students reported that they had internet access; **3%** (50 students) reported that they did NOT have internet access. Another **1%** (16 students) were unsure.

Availability of a Computer

Ninety-six percent (96%) of respondents stated that they had access to a computer; **4%** did not have access to a computer.

Available Devices – Webcams, Microphones, and Speakers

As seen in the table below, **86%** of students have **speakers**. A smaller percentage (**78%**) have a **microphone**. An even smaller number (**73%**) have a **webcam**.

Device	N	% of respondents
Webcam	1196	73.0%
Microphone	1282	78.3%
Speakers	1403	85.7%

Smartphones and Tablets

Nearly all (97%) of survey respondents have a smartphone; about 37% have a tablet with WiFi access. Fewer have cellphones without WiFi or tablets with cellular access.

Device	N	% of respondents
Smartphone	1591	97.2%
Cellphone without WiFi connectivity	228	13.9%
Tablet with cellular access	184	11.2%
Tablet with WiFi access	602	36.8%
Other	61	3.7%

Have you ever taken an online class?

Among our respondents, just over three quarters (**75.4%**) have taken an online course.

Feelings about taking a remote class

As seen in the table below, there were a wide range of feelings about taking an online class. About **38%** of students felt **very or somewhat positive** while **34%** felt **very or somewhat negative**. Twenty-seven percent had neutral feelings.

How do you feel about taking a remote class?

	Very positive	Somewhat positive	Neutral	Somewhat negative	Very negative
%	16.4%	21.9%	27.4%	23.1%	11.2%
N	267	357	446	377	182

What is the #1 concern you have about completing your courses this semester

Students expressed a wide range of concerns about taking an online or remote class. A summary of the types of concerns expressed is below.

Learning

The most common concerns expressed by students dealt with whether they could learn and succeed as effectively in an online environment as in the classroom. Many indicated that they took an in-person class because they learn better in a face-to-face class than in an online one. They shared questions and concerns related to communication and the timeliness of responses to questions as well as concerns regarding their own focus, motivation, or time management skills needed to complete the class.

Classes that require hands on learning, group activities, or special equipment

There are several classes that students believe would be very difficult, if not impossible, to transition to online. Those include music, dance, culinary, physical fitness/yoga, film,

photography, science labs, and some art classes. Several nursing students wondered how they could complete clinicals and do the work required to complete a nursing program remotely.

Psychological Concerns

Some students indicated that they are currently feeling anxious, depressed, scared, or stressed about the spread of COVID-19 and about their lives during this time.

Software or Hardware Needs

There were concerns expressing lack of the necessary technology needed to complete their courses, including not having computers or internet access. Others had older computers without the speed or memory to run the software needed for their projects. A lack of webcams and printers was also reported by some respondents.

Access to Services – Tutoring, Library, DRS, etc.

Some respondents indicated concerns about lacking access to tutoring, library services or to accommodations needed by the Disability Resources Services Office.

Extending the Semester

A number of respondents stated that they would have difficulty finishing out their course if it was extended another two weeks due to other commitments during that time frame.

Ability to work from home

A few respondents stated that their homes might not be good environments for studying due to childcare issues and limited space.

Costs

Another concern expressed was about costs that might be incurred by taking on online class. Examples included one student citing the need to cancel internet at home due to the expense; another (culinary) student was unsure of expenses incurred due to the cost of ingredients should the class require cooking at home.

Graduating on time/Walking at Graduation

Some students were concerned about whether changes made would result in a delay in their being able to graduate. Others were upset that they would not get to attend the graduation ceremony.

How are we using the results of this survey?

Providing the Information to our SCC Community

Results will be shared with our college community. This allows faculty and staff to work together and collaborate in an effort to address what we can locally.

Providing Results to Faculty Members

Because student needs may vary by type of class, we are providing each faculty member with the survey responses of students in their classes. An individual faculty member will get a class-by-class breakdown of results as well as a data file containing each individual student response. Faculty members are also being provided recommendations related to students' readiness for remote/online instruction as well as referral information for students.

Providing Support

Survey results are being examined to identify needs and connect students with resources. This will be done two ways: (1) Communication to students directing them and connecting them to needed services and (2) Provision of a list of students (students' contact information) who expressed a desire to access their services to the appropriate service area. For example, students who inquired about tutoring or library services will be contacted and provided information about how to access those services, and the service area staff will also get a list of students to whom they need to outreach who are seeking assistance. The Counseling Office will assist students who expressed psychological needs and make referrals to outside agencies. Many students also expressed concerns about their time management skills, motivation, and technology skills. The college will communicate the availability of any resources that address those areas with students who indicated a need.