

End of Year Engagement Survey

Spring 2020

Spring

Overall, has CCC helped you in adjusting to the course changes (e.g., going from in-person to online)?

75% Agree

15% Don't know/unsure

10% Disagree

2020

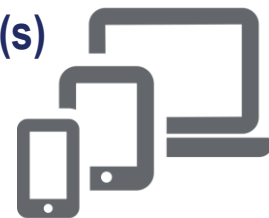
How have you been accessing your course(s) this term?

79% Personal computer/laptop

7% Chromebook

5% Shared computer

*The other 9% divided between phone, tablet, using multiple devices.



How can CCC better support your online learning experience?

37% More communication/guidance from my instructor(s)

17% More technological assistance (Zoom, MS Office, etc.)

15% More information on available resources

15% More opportunities to collaborate with other students

*The other 16% is divided between small percentages of other requests.

Changes

Education

Someone at CCC has helped me to explore...
program options

43% Agree

39% Neutral & 18% Disagree

career options

33% Agree

42% Neutral & 25% Disagree



&

Someone at CCC has helped me to choose a program of study.

32% Agree

43% Neutral & 25% Disagree

Career

An academic and career coach helped me set
academic goals and to create a plan for achieving them.

36% Agree

35% Neutral & 29% Disagree



Planning

CCC provided quality information to help me
with selecting my courses.

55% Agree

30% Neutral & 15% Disagree

Challenges

Most frequently chosen reason for struggling to succeed:

Work outside of college

15% ~ Very much a reason

44% ~ at least slightly/somewhat a reason



experienced

Other top reasons:

Dislike participating in online courses

12% ~ Very much a reason

41% ~ at least slightly/somewhat a reason

during

Household finances (rent, bills, groceries)

12% ~ Very much a reason

40% ~ at least slightly/somewhat a reason

Family responsibilities/ childcare

12% ~ Very much a reason

40% ~ at least slightly/somewhat a reason



spring 2020

Mental health issues

9% ~ Very much a reason

37% ~ at least slightly/somewhat a reason

Difficulty getting the courses needed due to scheduling conflicts

8% ~ Very much a reason

40% ~ at least slightly/somewhat a reason

Future

Plans to return to CCC:

Summer of 2020 ~ 37%

Fall of 2020 ~ 29%

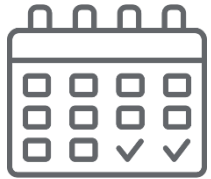
Sometime after fall of 2020 ~ 2%

No, goal has been completed ~ 13%

No, other reasons ~ 2%

Unsure ~ 9%

Did not answer ~ 9%



plans

Do you have any other concerns or information that you would like to share?

23% No additional comments

"No concerns"

17% General positive comments
"I have really enjoyed my time at CCC..."

& additional

16% Issues with instruction

"My contact with instructors has been reduced tenfold. My performance and overall understanding of material has suffered because of this."

11% Prefer in-person courses
"Can't handle online only classes."



comments

- 8% Advising needs (e.g., *knowing what courses to take*)
- 6% General negative comments
- 6% Supports and/or services (e.g., *financial aid help*)
- 5% Platform issues (e.g., *Moodle*)
- 3% Course issues (e.g., *courses cancelled*)
- 2% Better communication in general
- 2% Materials or technological needs (e.g., *PDF textbooks*)
- 2% Prefer online courses