Glendale Community College
Spring 2020 Feedback Survey - Noncredit Students

Total Respondents: 329

1. How well is remote instruction working for you this semester?

	Number	Percent
Very well	97	37.3%
Well	102	39.2%
Neither satisfied nor dissatisfied	48	18.5%
Not well	11	4.2%
Very badly	2	0.8%
"Well" or "Very Well"	199	76.5%

2. Do you agree or disagree with the following statements?

	Total	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My instructors were well prepared for the transition to remote instruction.	272	55.5%	31.3%	9.6%	3.3%	0.4%
GCC has supported me during the transition to remote instruction.	264	38.3%	39.8%	17.8%	3.4%	0.8%
I feel connected to my classmates and my instructors.	271	38.7%	36.5%	17.3%	5.5%	1.8%
I am able to complete my coursework satisfactorily.	267	30.7%	44.2%	16.5%	6.4%	2.2%
I have the necessary technology to complete my coursework.	269	36.1%	42.0%	13.4%	7.1%	1.5%
I feel comfortable using the technology to access my courses.	267	37.1%	41.9%	14.6%	5.6%	0.7%
My internet access is sufficient to take my classes.	272	32.7%	46.0%	14.3%	5.9%	1.1%
I have sufficient space to take my classes by remote instruction.	270	34.8%	40.0%	15.9%	7.4%	1.9%
My teacher's tests work well in remote instruction.	268	40.7%	41.4%	16.0%	1.9%	0.0%

3. Have you taken any online college classes before Spring 2020?

	Number	Percent
No	234	85.7%
Yes, I have taken online classes at GCC	13	4.8%
Yes, I have taken online classes at another college or university	26	9.5%

4. How familiar are you with Canvas?

	Number	Percent
Very familiar	65	23.6%
Somewhat familiar	150	54.3%
Not familiar	61	22.1%

5A. Please check any of the following that GCC can help you with.

	Number	Percent
Technology support (help using Canvas, Zoom, etc.)	66	24.8%
Technology devices (checking out laptops, Chromebooks and internet hotspots)	68	25.6%
Tutoring	41	15.4%
Academic Counseling	43	16.2%
Mental Health Counseling	20	7.5%
Food (mobile food pantry)	42	15.8%
Textbooks	74	27.8%
Registration for Summer Classes	83	31.2%
Housing	20	7.5%
Access to community resources (housing, counseling, legal support)	28	10.5%

6. Would you like someone from GCC to contact you to help you transition to remote instruction and support?

	Number	Percent
Yes	70	4.5%
No	1,470	95.5%

7. How have you stayed up to date on changes that are happening on campus during COVID-19?

	Number	Percent
GCC Website	95	30.0%
Garfield Campus Website	49	15.5%
My student email	97	30.6%
Emails from faculty and programs	72	22.7%
Instructor announcements in class	150	47.3%
Faculty	49	15.5%
Counselors	9	2.8%
Social media (e.g., Facebook, Instagram, Twitter)	33	10.4%
Phone calls from GCC employees	19	6.0%
Friends or family members	45	14.2%
Emails from GCC's Superintendent/President	46	14.5%

8. What student support services have you connected with since the move to remote instruction?

	Number	Percent
Academic Counseling	31	15.3%
Disabled Students Programs and Services	3	1.5%
Computer Borrowing	30	14.9%
Computer Lab	24	11.9%
Canvas Support (Help Line)	49	24.3%
ESL Learning Café	19	9.4%
Welcome Center	11	5.4%
CalWORKs	12	5.9%
GCC Bookstore	13	6.4%

9. What kinds of online activities would interest you while classes are being held remotely?

	Number	Percent
Social activities (e.g., Zoom hangouts with other students, movie nights)	77	28.0%
Workshops (e.g., counseling, financial planning, time management)	71	25.8%
Presentations by GCC departments/programs	57	20.7%
Motivational speakers	53	19.3%
Online workouts/Healthy Living	73	26.5%
Study sessions with peers on Zoom	87	31.6%

10. What challenges are you currently facing as a result of the COVID-19 pandemic?

	Number	Percent
I am doing all right overall.	147	45.1%
Unstable home/living situation	50	15.3%
Loss of shelter	7	2.1%
Unable to pay mortgage, rent, or utilities	49	15.0%
Caring for someone who is ill	9	2.8%
I am ill	8	2.5%
Not enough food	19	5.8%
Caring for a dependent	18	5.5%
Inadequate healthcare	12	3.7%
Loss of healthcare	12	3.7%
Children homeschooling	58	17.8%
Lack of reliable access to a computer, laptop, smartphone, or other devices to complete online coursework	31	9.5%
Lack of reliable internet access	27	8.3%
Income loss	91	27.9%
Higher levels of anxiety, stress, depression, and/or any other mental distress than usual	54	16.6%
Having to drop one or more courses due to financial or other reasons	18	5.5%
Difficulty in using technology (Canvas, Zoom)	29	8.9%
Other (please specify)	22	6.7%

11. How old are you?

	Number	Percent
Under 18	0	0.0%
18 to 21	8	3.6%
22 to 25	8	3.6%
26 to 30	30	13.6%
31 to 40	76	34.5%
41 to 50	76	34.5%
51 to 60	22	10.0%
Over 60	51	23.2%

12. What is your gender?

	Number	Percent
Female	219	81.1%
Male	52	19.3%

14. Have you ever been in foster care?

	Number	Percent
Yes	9	3.3%
No	261	96.7%