

**Glendale Community College  
Spring 2020 Feedback Survey - Credit Students**

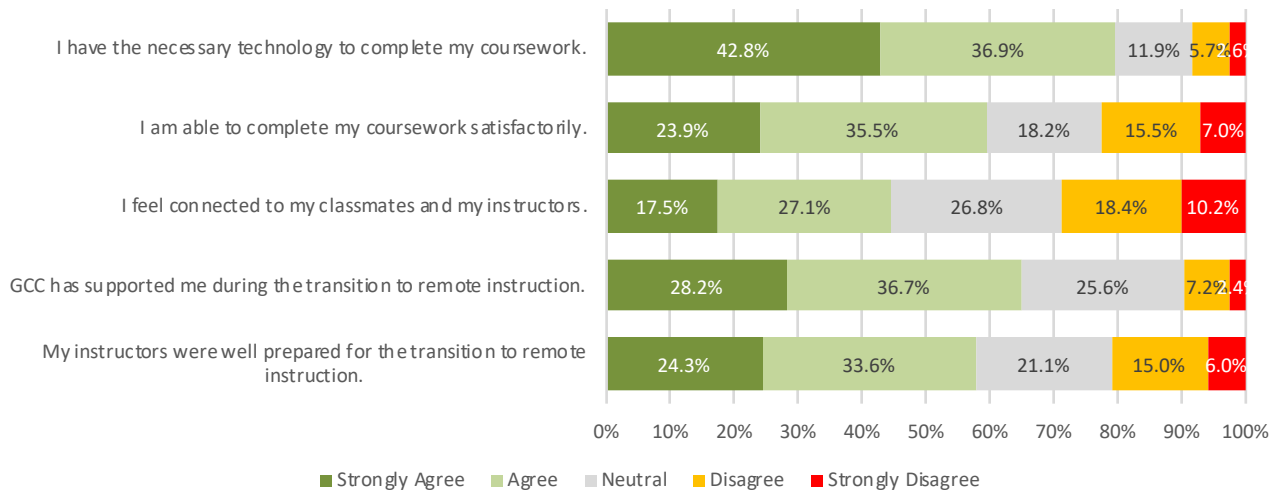
Total Respondents: 1,610

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

	Number	Percent
Very well	376	25.5%
Well	557	37.7%
Neither satisfied nor dissatisfied	256	17.3%
Not well	204	13.8%
Very badly	84	5.7%
"Well" or "Very Well"	933	63.2%

**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.	1,607	24.3%	33.6%	21.1%	15.0%	6.0%
GCC has supported me during the transition to remote instruction.	1,490	28.2%	36.7%	25.6%	7.2%	2.4%
I feel connected to my classmates and my instructors.	1,592	17.5%	27.1%	26.8%	18.4%	10.2%
I am able to complete my coursework satisfactorily.	1,587	23.9%	35.5%	18.2%	15.5%	7.0%
I have the necessary technology to complete my coursework.	1,592	42.8%	36.9%	11.9%	5.7%	2.6%



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

	Number	Percent
No	773	48.0%
Yes, I have taken online classes at GCC	708	44.0%
Yes, I have taken online classes at another college or university	128	8.0%

### 4. How familiar are you with Canvas?

	Number	Percent
Very familiar	1,207	75.2%
Somewhat familiar	362	22.6%
Not familiar	36	2.2%

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

	Number	Percent
Technology support	254	21.1%
Technology devices (checking out laptops, Chromebooks and internet	268	22.2%
Tutoring	507	42.0%
Counseling	685	56.8%
Food (mobile food pantry)	227	18.8%
Housing	113	9.4%
Access to community resources (housing, counseling, legal support)	162	13.4%
Other (please specify)	157	13.0%

### 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	675	42.3%
Emails from GCC's Superintendent / President	1,050	65.8%
My student email	1,197	75.0%
Emails from faculty and programs (e.g., Student Equity, ASGCC, etc.)	640	40.1%
Instructor announcements in class	885	55.5%
Counselors	165	10.3%
Social media (e.g., Facebook, Instagram, Twitter)	420	26.3%

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

	Number	Percent
Academic Counseling	331	27.8%
EOPS	288	24.2%
DSPS	81	6.8%
Student Activities Office	38	3.2%
Library - Computer or Hotspot Checkout	86	7.2%
Library - Remote Reference Service	58	4.9%
Learning Center - Remote Tutoring	54	4.5%
Canvas Support (Help Line)	136	11.4%
Welcome Center	86	7.2%
ASGCC	116	9.7%
Athletics Department (CASA)	31	2.6%
CalWORKs	68	5.7%
Student Equity	99	8.3%
Admissions & Records	196	16.4%
Financial Aid	320	26.8%
GCC Promise Zoom Help	35	2.9%
Multicultural and Community Engagement Center (MCEC)	18	1.5%
Veterans Recourse Center	18	1.5%
International Students Office	35	2.9%
Scholarship Office	45	3.8%
Office of Student Affairs	18	1.5%
GCC Bookstore	100	8.4%
Other	92	7.7%

**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)	518	38.6%
Workshops (e.g., counseling, financial planning, time management)	615	45.8%
Presentations by GCC departments/programs	258	19.2%
Motivational speakers	372	27.7%
Online workouts/Healthy Living	469	34.9%
Study sessions with peers on Zoom	476	35.4%
Student club meetings	257	19.1%
Other	70	5.2%

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

	Number	Percent
Besides from having to adapt to online learning, I am doing well overall	768	49.9%
Unstable home/living situation	164	10.6%
Loss of shelter	12	0.8%
Unable to pay mortgage, rent, or utilities	230	14.9%
Caring for someone who is ill	84	5.5%
I am ill	32	2.1%
Not enough food	95	6.2%
Caring for a dependent	80	5.2%
Inadequate healthcare	58	3.8%
Loss of healthcare	34	2.2%
Children homeschooling	195	12.7%
Lack of reliable access to a computer, laptop, smartphone, or other devices to complete online coursework	101	6.6%
Lack of reliable internet access	217	14.1%
Income loss	574	37.3%
Higher levels of anxiety, stress, depression, and/or any other mental distress than usual	683	44.4%
Having to drop one or more courses due to financial or other reasons	193	12.5%
Other	99	6.4%

## 11. How old are you?

	Number	Percent
Under 18	48	3.0%
18 to 21	643	40.5%
22 to 25	260	16.4%
26 to 30	203	12.8%
31 to 40	230	14.5%
41 to 50	113	7.1%
Over 50	90	5.7%

## 12. Are you a current high school student?

	Number	Percent
No	1,515	95.2%
Yes - I will graduate in 2020	38	2.4%
Yes - I will graduated after 2020	39	2.4%

**13. Are you a student athlete at GCC?**

	Number	Percent
Yes	64	4.0%
No	1,524	96.0%

**14. Have you ever been in foster care?**

	Number	Percent
Yes	30	1.9%
No	1,560	98.1%

**15. Have you been on academic or progress probation at GCC in the last year?**

	Number	Percent
Yes	151	9.5%
No	1,435	90.5%

## RESULTS BY STUDENT GROUPS

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

	All	High School Students	Student Athletes	Foster Youth	Probation Students
Very well	25.5%	30.6%	22.6%	25.0%	22.5%
Well	37.7%	44.4%	46.8%	25.0%	27.5%
Neither satisfied nor dissatisfied	17.3%	11.1%	17.7%	4.2%	17.4%
Not well	13.8%	9.7%	8.1%	37.5%	21.7%
Very badly	5.7%	4.2%	4.8%	8.3%	10.9%
"Well" or "Very Well"	63.2%	75.0%	69.4%	50.0%	50.0%

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

	All	High School Students	Student Athletes	Foster Youth	Probation Students
Technology support	21.1%	15.6%	7.8%	16.7%	20.5%
Technology devices (checking out laptops, Chromebooks and internet hotspots)	22.2%	18.2%	12.5%	30.0%	21.9%
Tutoring	42.0%	26.0%	35.9%	30.0%	40.4%
Counseling	56.8%	40.3%	32.8%	46.7%	51.0%
Food (mobile food pantry)	18.8%	10.4%	10.9%	30.0%	22.5%
Housing	9.4%	3.9%	4.7%	20.0%	16.6%
Access to community resources (housing, counseling, legal support)	13.4%	3.9%	9.4%	20.0%	19.2%

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

	All	High School Students	Student Athletes	Foster Youth	Probation Students
Academic Counseling	27.8%	26.0%	31.3%	23.3%	18.5%
EOPS	24.2%	18.2%	34.4%	33.3%	16.6%
DSPS	6.8%	0.0%	3.1%	16.7%	9.3%
Student Activities Office	3.2%	2.6%	3.1%	6.7%	2.6%
Library - Computer or Hotspot Checkout	7.2%	6.5%	0.0%	13.3%	2.6%
Library - Remote Reference Service	4.9%	6.5%	0.0%	0.0%	0.0%
Learning Center - Remote Tutoring	4.5%	5.2%	4.7%	6.7%	3.3%
Canvas Support (Help Line)	11.4%	13.0%	15.6%	6.7%	4.0%
Welcome Center	7.2%	14.3%	4.7%	10.0%	4.0%
ASGCC	9.7%	10.4%	7.8%	20.0%	6.0%
Athletics Department (CASA)	2.6%	1.3%	39.1%	0.0%	2.0%
CalWORKs	5.7%	2.6%	9.4%	13.3%	4.0%
Student Equity	8.3%	7.8%	9.4%	33.3%	11.9%
Admissions & Records	16.4%	19.5%	7.8%	20.0%	7.9%
Financial Aid	26.8%	19.5%	12.5%	50.0%	20.5%
GCC Promise Zoom Help	2.9%	7.8%	4.7%	3.3%	1.3%
Multicultural and Community Engagement	1.5%	0.0%	1.6%	3.3%	0.7%
Veterans Recourse Center	1.5%	0.0%	0.0%	0.0%	0.0%
International Students Office	2.9%	1.3%	3.1%	0.0%	2.0%
Scholarship Office	3.8%	3.9%	4.7%	13.3%	2.6%
Office of Student Affairs	1.5%	0.0%	1.6%	6.7%	1.3%
GCC Bookstore	8.4%	7.8%	4.7%	6.7%	3.3%

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

	All	High School Students	Student Athletes	Foster Youth	Probation Students
Social activities (e.g., Zoom hangouts with other students, movie nights)	38.6%	35.1%	48.4%	23.3%	35.1%
Workshops (e.g., counseling, financial planning, time management)	45.8%	42.9%	29.7%	30.0%	43.0%
Presentations by GCC departments/programs	19.2%	18.2%	4.7%	30.0%	12.6%
Motivational speakers	27.7%	19.5%	17.2%	23.3%	23.2%
Online workouts/Healthy Living	34.9%	29.9%	32.8%	30.0%	31.1%
Study sessions with peers on Zoom	35.4%	40.3%	39.1%	36.7%	35.8%
Student club meetings	19.1%	18.2%	10.9%	16.7%	18.5%

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

	All	High School Students	Student Athletes	Foster Youth	Probation Students
Besides from having to adapt to online learning, I am doing well overall.	49.9%	62.3%	50.0%	33.3%	39.1%
Unstable home/living situation	10.6%	10.4%	10.9%	26.7%	21.2%
Loss of shelter	0.8%	1.3%	1.6%	3.3%	1.3%
Unable to pay mortgage, rent, or utilities	14.9%	11.7%	14.1%	46.7%	23.2%
Caring for someone who is ill	5.5%	1.3%	3.1%	13.3%	4.6%
I am ill	2.1%	0.0%	0.0%	10.0%	4.6%
Not enough food	6.2%	1.3%	1.6%	26.7%	13.2%
Caring for a dependent	5.2%	2.6%	0.0%	23.3%	7.3%
Inadequate healthcare	3.8%	0.0%	0.0%	10.0%	6.0%
Loss of healthcare	2.2%	0.0%	1.6%	0.0%	2.0%
Children homeschooling	12.7%	10.4%	9.4%	23.3%	13.9%
Lack of reliable access to a computer, laptop, smartphone, or other devices to complete	6.6%	5.2%	3.1%	20.0%	10.6%
Lack of reliable internet access	14.1%	9.1%	6.3%	10.0%	20.5%
Income loss	37.3%	23.4%	25.0%	50.0%	45.7%
Higher levels of anxiety, stress, depression, and/or any other mental distress than usual	44.4%	35.1%	23.4%	60.0%	53.6%
Having to drop one or more courses due to financial or other reasons	12.5%	1.3%	6.3%	6.7%	27.2%