

Summary of Key Findings

Response Rate:

A total of 1,276 of 8,714¹ students enrolled in Spring 2020 classes responded to the survey for a response rate of 14.6%. The following list provides a high-level summary of the results of the survey.

Key Findings:

- 75.3% of student respondents say it's been easy or not bad adapting to online-only classes in Spring 2020; 24.7% of student respondents have found it difficult to adapt to online-only classes in Spring 2020 (Q1).
- Overall, respondents are satisfied with the supports provided by Hartnell with satisfaction rates² ranging from 74.9% to 82.3% (Q3).
- 75.7% of respondents said that the switch to online-only courses has not affected their communications/interactions with other students/classmates (Q4).
- Respondents have split opinions about their communication with their instructors since we've switched to online-only classes (Q5):
 - Easier: 26.1%
 - About the same : 43.3%
 - More difficult: 25.7%
 - Other: 5.0%
- Most support needed by respondents is Instructional Support (e.g. teaching methods, course requirements) (40.4%), followed by Financial Support Service, (35.2%), Counseling Support Services (33.6%), Technical Support Services (e.g. IT, help desk) (23.2%), and Other Supports (12.5%) (Q6).
- A large majority of respondents have not had any issues accessing course materials (78.0%), accessing essential services (87.0%), and accessing/completing course assessments (80.7%) (Q12, Q13 & Q14).
- A little over one-third of respondents (36.2%) indicated that their home internet is not reliable (Q15).
- 7% of respondents indicated that they need special software for their class, and 30.5% are not sure (Q16).
- 26.4% of respondents sometimes or always have technical difficulties with the Canvas learning management system (Q17).
- A large majority of respondents (90.3%) have either a laptop or a desktop (Q18).

¹ 8736 invitations were sent by email; 16 were bounced back and 5 opted out.