

De Anza College Office of Institutional Research and Planning

To: Senior Staff

From: Lisa Ly, Senior Research Analyst

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Subject: Return-to-Campus Survey for Fall 2022: Open-Ended Response

Overview:

This report provides information on the two open-ended responses asked in the *Student Return-to-Campus Survey for Fall 2022*.

Methodology:

Open-ended responses were examined and some common themes surfaced. Responses that touched on more than one theme were coded to those themes accordingly. For example, if a response mentioned desire for in-person social interaction and concern about COVID-19, then the response was coded to both themes. The following themes were identified:

- Desire for flexibility, convenience; time-saving option; access to education/class
- Desire for self-paced learning, more study time; ability to focus or better organize schedule
- Desire for social interaction/human connection; easier access instructors
- Desire for having choices for in person and/or online learning
- Desire to access on-campus resources (e.g., auto tech, studios, labs, pool, adaptive PE)
- Recognize some classes are better suited for in-person learning and others online
- Concerns for health/safety of household; not yet comfortable attending in person
- Vaccine/booster mandates are restrictive
- Family/Child care, Job, Other Commitments
- Distance to campus (do not live nearby); desire to avoid commute/traffic, concern about gas prices; transportation challenges

Survey Question: Would you like to tell us a little about why option one is your preferred way to take classes?

The first open-ended question in the survey was a follow up to the question: *If you had only one option, what kind of class would you most prefer to take this fall quarter?* Student respondents had the option of selecting online only, on campus only, hybrid (a class that is held partly online and partly on campus) or some classes online and some on campus. Overall, the top five themes from respondents who elaborated on their preferred class modality included the following:

1. Distance to campus (do not live nearby); desire to avoid commute/traffic, concern about gas prices; transportation challenges (N=247)
2. Desire for flexibility, convenience; time-saving option; access to education/class (N=226)
3. Family/Child care, Job, Other Commitments (N=200)

4. Concerns for health/safety of household; not yet comfortable attending in person (N=120)
5. Desire for social interaction/human connection; easier access instructors (N=76)

Many of the respondents' explanations were not mutually exclusive to one theme. For example, some explanations touched on multiple themes, such as preference for in-person learning but life circumstances allows for education/classes to be more accessible from online or preference for online learning due to its convenience but desire the social interaction of in-person learning. The appeal for a particular instructional modality touched on individual learning styles and situational circumstances; and therefore, desire flexibility and choice surfaced, particularly amongst student respondents who have family and/or work obligations and those who recognize some courses are better suited for in-person learning and others are sufficient online.

The top three themes from respondents who preferred **online only**:

1. Distance to campus (do not live nearby); desire to avoid commute/traffic, concern about gas prices; transportation challenges (N=215)
2. Desire for flexibility, convenience; time-saving option; access to education/class (N=185)
3. Family/Child care, Job, Other Commitments (N=170)

The top three themes from respondents who preferred **on campus only**:

1. Desire for social interaction/human connection; easier access instructors (N=50)
2. Desire for self-paced learning, more study time; ability to focus or better organize schedule (N=12)
3. Desire to access on-campus resources (e.g., auto tech, studios, labs, pool, adaptive PE) (N=10)

The top three themes from respondents who preferred **hybrid learning**:

1. Desire for flexibility, convenience; time-saving option; access to education/class (N=12)
2. Desire for having choices for in person and/or online learning (N=10)
3. Desire for social interaction/human connection; easier access instructors (N=9) and Family/Child care, Job, Other Commitments (N=9)

The top three themes from respondents who preferred **some classes online and some on campus**:

1. Desire for having choices for in person and/or online learning (N=31)
2. Recognize some classes are better suited for in-person learning and others online (N=24) and Desire for flexibility, convenience; time-saving option; access to education/class (N=24)
3. Distance to campus (do not live nearby); desire to avoid commute/traffic, concern about gas prices; transportation challenges (N=14)

Preference for Online Only (sample student narrative)

- *“I have a busy life with a FT job and a child. I also do not support the mandated vaccine proof in order to visit on campus.”*
- *“Having the convenience of on-line classes has helped enable me to return to school while eliminating my commuting & parking expenses, reducing traffic and pollution, and making more efficient use of my time.”*
- *“I am a dual-enrolled student here at De Anza College. I've been attending De Anza for several quarters now (studying as a chemistry student transfer). I have to balance my high school and college curriculum, which at times can be a lot. Online classes are great for me as I can easily fit them into my schedule, and I don't have to worry about commuting to the campus. I'll eventually prefer to be on campus for classes targeted toward my degree, but until then having my GE classes online is best for me.”*
- *“I am currently working and am far away from campus. For me, online classes are better since I don't have to go and move to San Jose to attend. This makes it easier for people that are working/don't live in the area. This also helps the school since there can be more people from around the state attending campus thus more money. This can cause classes to become impacted for people that are local to the area so there should be more courses for the same class taught. Give the option to students to choose is they would prefer an in class course or an online course. That way people that are local can still attend their classes without being pushed by out of town folk and out of town folk can still attend classes, specifically online if they so choose to not move to the area.”*
- *“I learn significantly better with online courses. I have more resources and so much more time. I am more financially stable without the commute (car maintenance and gas costs), am less stressed knowing I have double or plus the study time, and so much more time to take care of the other responsibilities in my life.”*
- *“I prefer lectures online so that I can rewatch/listen or pause while I take notes. I also have no problem with a real-time lecture online as I can ask questions or ask the teacher to repeat if needed. Driving to campus, finding parking, and getting to class is time I'd rather be studying or completing assignments.”*
- *“I work, my ability to attend in person classes is limited but I love them when I am able to attend and I value the interaction with an instructor. I realize this means that I want to have my cake AND eat it. One option for classes with many sections that are similar may be to make lectures shared between sections so that students can have several choices for the same content.”*
- *“Grades are very important in college. Online courses free up the 2 hours (1 hour each way) needed to take the bus to and from campus daily. At home, I have access to resources like a large monitor and a quiet environment to aid in my studies. I cannot have/guarantee these perks on the bus or campus.”*
- *“I am not allowed on campus unless I am vaccinated, it seems against my constitutional rights to be forced to get vaccinated. I don't know why I can't just wear a mask on campus like every other public place.”*

Preference for On Campus Only (sample student narrative)

- *“Well I love De Anza and I think more people should come back to do in person classes and to also have more in person classes in the fall 2022 then we had in fall 2021 witch was super small and it needs to get back up there in good time and I think the fall of 2022 shall be a good time for that. Plus De Anza is amazing and why do online then go to a beautiful campus to hang out and socialize and everything good.”*
- *“I, and many others, have been robbed of the college experience. I have been taking online classes for 2 years now, and while it has its benefits, I think it is enough. I want to grow my social skills and meet new people. Furthermore, I will be taking mostly science classes with a lab in the fall. I believe that lab classes have no business being online. The lab needs hands-on experience.”*
- *“I plan on taking more science classes this fall, and I believe I learn best with a physical classroom and teacher in front of me, especially when the material is more complicated. It’s easier to ask them questions and to have a structure.”*
- *“Perhaps a single day Thursday would be nice where extra credit was offered for all classes to attend a special event in person. I have never seen how the campus looks alive with lots of students. I went first time last week and the campus looked mostly dead and depressing with little amount of foot traffic. I choose Thursday for an on campus day since some students do work in tech Monday-Wednesday with Thursdays work remote option. But I suppose Monday would be fine also since some students can also have a remote tech job and have on campus days. Also coming from myself living in a car and having autism/past special education background wasn't the best combo for online when exams were submitted with only a 10 min interval to answer & submit questions.”*
- *“Overall distanced learning/virtual school has been a terrible experience. It provides zero community, lacks meaningful engagements, eradicates the idea of individualized learning, and has encouraged what can only be described as a cheating epidemic among stem courses resulting in sub-par learning outcomes and results in subsequent classes based upon that material.”*
- *“On campus classes guarantee for me to pay attention instead of multitasking while taking classes online at home where I have a lot of distractions.”*

Preference for Hybrid (sample student narrative)

- *“For me, lecture and homework is easier to complete online without the distraction of other students, but time in person is helpful for clarifying understanding and asking questions.”*
- *“I like to have the flexibility to take a class online, but also be able to go to campus and ask the professor for help. When I have questions, I prefer to ask in person, for me it's just easier than asking questions online. Online has too many technical issues, or variables that can go wrong like sound (mic), video (camera), wifi, etc. We should have the ability to choose the best of both options and therefore hybrid makes the most sense.”*
- *“Online means I save time and money from traveling and allows a flexible schedule. In person means I exercise social skills and have direct contact with TA’s and professors.”*
- *“I'm a working person who attends a class at De Anza to get a break from my screen.”*

- *“Classes in person help me keep a daily/weekly schedule that makes my quarter more organized and smooth. Meanwhile, I also like having the option to have classes online for safety reasons, as well as for a smoother transition from online classes to on campus classes.”*
- *“As a mother of three children I prefer online lessons to be home, but as a ESL student for me very important to communicate in person with other students and teacher.”*

Preference for Some Classes Online and Some on Campus (sample student narrative)

- *“I think it is easier for me to take online classes because I have a full time job working 7 AM to 4 PM so I don't have a lot of options on taking an in person class. I chose the mix option because I would at least like to take one in person class maybe in the evening so I actually get a chance to experience school on campus.”*
- *“I use the GI Bill and it was a prior requirement to have at least 1 class taken in person to receive 100% of the benefits. I would otherwise prefer to take all of my classes online, but I need those benefits to pay for my bills and attend school.”*
- *“Having some classes online gives me more flexibility for my everyday responsibilities, but I also enjoy in person class because it gives me some structure.”*
- *“I think that photography classes that require dark rooms, life drawing classes that require models, ceramics, and sculpture classes must actually be implemented in the studio to completely master the class. However, it was more effective to take classes online for liberal arts classes that only have leisure classes. Rather, classes are conducted more actively because everyone can participate in discussions online. And international students, who are not native speakers of English, were easier to understand classes and assignments because online lectures were available for replay.”*
- *“In person class is much more preferable but having online options could increase the number of available teachers and number of available classes, as well as the flexibility.”*
- *“I think being in person helps me out as a student to feel more obligated to do my work and reduce procrastination at the same time there are some classes in which I am able to feel more comfortable learning at home because it can be more “on my own pace” learning.”*
- *“In person is preferable, but the risk of falling behind on other in-person classes if one gets put on quarantine after an exposure is too great for me to risk.”*
- *“I prefer online classes and in person. I like online classes because that way I have more freedom in pacing myself for coursework. It also allows me more freedom for my work schedule and other engagements. At the same time I also crave face to face human interaction so I like taking at least one class in person and the rest online. Currently I'm taking 3 online classes and 1 in person and it's a perfect mix for me.”*

Survey Question: Is there anything else you would like to tell us as we plan for fall quarter?

The second open-ended question in the survey resulted in additional themes that appeared, such as respondents reiterating their preferred instructional modality and commenting on registration, scheduling, communication, support services and/or instruction and materials. The top five themes from respondents who responded to this open-ended question included the following:

1. Preference for online learning (N=55)
2. Feedback pertaining to registration, course offering/scheduling, events, communication, support services, instruction/course materials (N=50)
3. Family/Child care, Job, Other Commitments (N=19)
4. Distance to campus (do not live nearby); desire to avoid commute/traffic, concern about gas prices; transportation challenges (N=14)
5. Preference for in-person learning (N=12)

Respondents who Prefer Online Courses and/or Mentioned Priorities Other than School (sample student narrative)

- *“Providing more self-paced online courses with no meeting time really have such a huge effect on my ability to work to make enough money to pay my bills and expenses, while also being able to continue school. This is a great help!! Please provide more of this.”*
- *“As a stay at home parent and having anxiety issues having online classes is the best option for me to be able to continue my education. I hope you have online options indefinitely so I could hopefully be a college graduate at some point.*
- *“My first year at De Anza has worked well for me online. If I had to go “in person” I would not be able to finish school, as I would have to work “full-time” to cover additional cost of travel and gas. Now I am able to work part- time because my expenses are low.”*
- *“Please consider that not all students can focus all of their time on school. A lot of us have other responsibilities that need to come before our education. Going to school is a privilege for some of us and we are just grateful to be able to attend at all (:”*

Respondents who Mentioned Health/Safety Concerns (sample student narrative)

- *“Pandemic stress continues to impact more than anyone talks about. It has been at least a two-year period of chronic and prolonged collective stress, trauma, loss, grief. Please have extended registration period or other accommodation for students still adapting to “post-COVID”. ”*
- *“For in person classes please still make masks and covid precautions mandatory because we need to protect those that are vulnerable to the virus.”*

Respondents who Mentioned the Vaccine/Booster Mandates are Restrictive (sample student narrative)

- *“Please allow unvaccinated people on campus. I prefer to take classes in person but I'm not allowed to be on campus so I'm forced to take them online.”*
- *“Mask and vaccine requirements are impediment for everyone. Communication through masks has proven to be difficult. Since De Anza College is a PUBLIC community college, it should approach masks and vaccines in a way that does not discriminate those who cannot wear masks, and cannot or will not vaccinate themselves against a disease that has proven not to be as lethal as the lying media has portrayed it to be. The vaccination requirements and testing requirements make it difficult for students to take in-person classes, especially those in hands-on fields such as automotive technology, to name*

one. I feel that this is discriminatory towards people with a bona fide objection to being vaccinated, irrespective of religious grounds or medical reasons, especially since this is a matter of personal decision and not one that should be forced upon any individual.”

- “I, like many others, am a hands on learner. Being in that classroom environment is essential for my success. However, I strongly disagree and think it is unfair that you are requiring students to be fully vaccinated and boosted AND need to wear a mask when elementary, middle, high schools aren’t. As a GI Bill student, I must abide by whatever their rules are, that being I have to attend at least one class on campus starting fall quarter. Your rules and “recommendations” are unfair to students like myself who choose to not be vaccinated and boosted. Due to this, I cannot receive my full GI Bill benefits. After everything I have done for this country, I would like to think I could take full advantage of this benefit, and not be discriminated against, but because of you I cannot. If you truly cared about ALL your student’s success, this wouldn’t be an issue.”

Respondents who Provided Feedback Related to Registration, Course Offering/Scheduling, Events, Communication, Support Services and/or Instruction/Course Materials (all narratives)

Registration

- “I’d like to see more available seats for the classes of professors who are popular or the classes that get filled up really fast. According to the registration procedure, the students who get to enroll even 30 minutes later are at the disadvantage of losing their chance to enroll in the classes they want.”
- “I wish the registration priority didn’t put me in such a low category as an older adult who is taking 4-6 credits each quarter, which makes it harder to get into the classes I’m looking for.

Course Offering/Scheduling

- “Please continue offering non-credit real estate courses.”
- “More evening classes online or in general.”
- “Please keep online asynchronous classes (or online classes start after 6pm) so working student can take classes. Please don’t stop them after the pandemic.”
- “Please, please, please offer online courses for the sciences. I am learning so much more, and am able to continue to progress in my life because of this setup.”
- “See if more classes, particularly required courses, can be offered more than once a year; provide more classes which are presented sequentially (A section one quarter, the B section in the next quarter; and prerequisites one quarter and higher level course the next quarter.) Class availability has a huge impact in completing degree requirements in a timely manner.”
- “It has been quite difficult to have access to Paralegal courses as the same classes are not offered consecutively. Some primary PARA classes are prerequisites for other PARA classes and they cannot be taken out of order. This has been quite stressful to deal with since all of the classes are not offered consecutively each quarter.”
- “To offer htec 101D and htec 68.”

- *"I'm interested in finishing the Mandarin series. I would take MAND 4 next quarter. Since I work I would really only be able to take it in the evening."*
- *"Would really like to take Korean 4."*
- *"Need more Linguistics or Speech Pathology related courses."*
- *"Please open up more Russian classes online. Professor is great! I enjoy the course format. Thank you."*
- *"More options for child development classes online and have zoom meeting."*
- *"I like the options we had for Spring 2022. Would be great if Fall 2022 has similar options."*
- *"It is unfair to ask F1 student to pay full time tuition for online course (especially asynchronous ones). I am aiming for one certificate that has most of its mandatory classes online or even proposed only as asynchronous. For an asynchronous class for 4 credit I paid over a thousand for actually reading articles that are linked on my Canvas page ?????? - We can access thousands of MOOC on same topic for free, I think asynchronous classes shouldn't be priced as in person or online."*
- *"I like to take a class starting over 6 30pm online. I couldn't find it in spring. I hope fall quarter will be finding easier."*
- *"Provide online option for impacted classes."*
- *"There currently are not enough evening online classes for working students. Would like no matter if back or not that there be more evening classes."*
- *"More Tuesday Thursday classes please."*
- *"Please increase your offering in the German department. A conversation class would be helpful."*
- *"Please offer similar schedule as that of Spring 2022 for fall 2022."*
- *"One of my barriers since I started has been finding classes that I need due to my schedule. I feel like De Anza doesn't have too much variety for those who work a M-F 9-5 job unfortunately so I've been having to take less classes and has interfered with my financial aid & EOPS program."*

Communication

- *"I'm not sure if this is an issue, but personally for me, there is a big issue with communication with campus and such. I also have great difficulty in making a suitable time for an appointment with a counselor, but I think I really need one to reevaluate my plans for my future college career. But I think that can also be chalked up to more effective communication from campus as to what options there are."*
- *"It was confused signing up for online courses for the Spring Quarter, I did not know that most of the courses I chose were asynchronous. I am not sure if I missed reading something or if the class did not specify that it was asynchronous, but more clarity around that would be amazing. Also more classes with \$0 or low cost text books are very important. Thank you for asking for feedback :)"*
- *"When publishing courses, add a note that says "This course is only taught in Fall and Spring quarters" or some variation of that."*
- *"Make the emailing lists state preferred names please."*
- *"When I signed up for classes for Spring, I enrolled in a class for a certain professor. A few weeks prior to Spring quarter starting, the professor was changed and I wasn't notified. I only knew because I*

checked MyPortal. For any changes for a student's class (including changes in professors) can De Anza please notify their students?"

- *"I think it's very important that all students know the resources they can get from De Anza so they or their family is not suffering alone or isolated because of the pandemic and a language barrier."*

Events

- *"More of on campus events must be set up. Also, fun activities or trips must be held."*
- *"I hope that tours can be given to incoming and new students. Those who might have been at De Anza for a while, or new students who are new to De Anza."*
- *"Since I got into De Anza College, I've never been to campus. As an international student, it seems it would be hard to become familiar with the new environment in the middle of the year. So it would be nice if there are more enjoyable activities on campus to help to get along in campus life for students who are in similar situations to me. (Some continuing international students are coming to the US for the first time.)"*

Support Services/Resources

- *"Bike program please be active back."*
- *"Availability of the latest edition books (recommended for the course) in the library."*
- *"If possible I would be really grateful for some sort of hybrid or in-person mental health services. I'm very glad to have access to any mental health services at all, I know that telehealth is great for some people, but in my case it's very hard to find a private space to do video or phone therapy. I don't live alone, and I don't have a car, so often I have no other option than to go to the park for therapy sessions, which isn't really ideal either. Even if in-person services are not possible, if there is some way to have private rooms or spaces for teletherapy for people who don't have privacy at home, that would be really helpful for me."*
- *"Please provide more on-campus support."*
- *"It would help if the counselors can be available more than just one appointment."*
- *"The college supplies enough tutors of about the difficult courses."*
- *"Please increase support for homeless students, and students who cannot afford food. The economy has hurt a lot of students financially."*
- *"It's difficult to communicate with student resources (financial office, etc.). There's a language barrier and I don't understand them/they don't understand me."*
- *"Please keep DA emergency funding."*
- *"Spring of 22', was slow getting my books and the rhythm of the class etc. I had purchased a book a few quarters ago that came with both 1st and 2nd series of the required courses. Because the same teacher was not allowed to teach the 2nd series, I had purchased a book for nothing; since the 2 book series worked with the 4th edition and this Spring of 22 demanded we purchase the 5th edition. I didn't get my book for two and half weeks into the quarter, etc. I do not want to report the rest of the issues that delayed my start of Spring of 22. I could not drop with a refund because the book etc., came after the cut*

off, which should have been the following Wednesday. Thus since we started on Wednesday the sixth. We should have had two full weeks to add / drop our classes. NOT just a week and half! etc., etc., etc.”

Instruction and Course Materials

- *“Make prerecorded (asynchronous) courses from the best professors available all year long.”*
- *“Make sure your online classes are standardized and that professors make full use of canvas.”*
- *“Encouraging in-person lectures to have some form of recording would be fantastic for those who have to miss them due to quarantine.”*
- *“There has been classes which tell the students that the class will be online only with no scheduled meetings and they only allow to take tests on certain days between certain time periods which counts as a scheduled meeting. Would be nice if professors for online classes with no scheduled meeting didn't do that because what would be the point.”*
- *“I also prefer the online classes that do not require us to purchase a book. I appreciate the classes that offer free online reading material for the course.”*
- *“Affordable materials since I don't qualify for FAFSA.”*
- *“When I took a few courses at SJSU, they offered science courses (lecture and lab) with hybrid Zoom meetings and provided a McGraw-Hill program to use for lab and lecture assignments. It helped a lot while studying bc after I came home from work. Is there a possibility that DAC's science-related (Bio & Chem) and nursing courses could provide a similar format that would give a real-feel of what would need to be done in a lab via ZOOM where students could go into breakout rooms? That would help so much while going to school and working full-time. If not, I understand. Thank you for your time!”*