San José State University
Spring 2020 Student Success Survey
Satisfaction with Aspects of Remote Learning

- Instructor Communication: 63% Satisfied, 23% Dissatisfied
- Assignment Instructions: 59% Satisfied, 25% Dissatisfied
- Access to Course Materials: 60% Satisfied, 23% Dissatisfied
- Instructor Availability: 63% Satisfied, 20% Dissatisfied
- Assignment Feedback: 52% Satisfied, 28% Dissatisfied
- Grading Clarity: 53% Satisfied, 28% Dissatisfied
- Interactions with Classmates: 44% Satisfied, 33% Dissatisfied
- Overall Quality of Instruction: 47% Satisfied, 30% Dissatisfied
What did your instructors do to help make your experience with remote learning a positive experience?

“Posting the recorded lecture videos really helped me because I could go back and study from them, and I could pause/fast forward the lecture at my own pace. I had an instructor record herself going over practice problems for different types of calculations. This improved my understanding tremendously! I even had an instructor reach out to me personally after a zoom bombing. Overall everyone’s understanding of the hard times was very helpful and inclusive to a virtual learning environment.”

“One instructor provided video lectures and during class decided to meet with teams on their group projects. I really liked this approach. Another instructor planned for group exercises in class and group projects, which helped me stay in contact with people in class, which I found very helpful for my well-being.”

“The instructors that expressed genuine concern for their students during this rapid change helped with stress. Instructors that adjusted their learning styles helped make things more positive.”
What could your instructors have done differently to make your experience with remote learning more positive?

“A lot of my professors wanted to give the same amount of work even though it was difficult to do because I don’t have access to the same resources I did in school.”

“For certain classes, instead of us having to be on zoom at certain time, I think if they could just record video and send out, that would be much more convenient, because I have lost connection to live classes so many times that I felt completely lost in class. Though I try to ask them as well as my classmates again, they didn’t really answer everything (and I did not find out until when I saw others’ works).”

“Some professors need to learn how to use Canvas more. One would upload assignments/projects to files where no one could find it and there were no announcements. Next thing we knew, an entire project was due and no one was aware it even existed. Another professor used only Google drive and didn’t use Canvas at all which made navigating the class difficult. We couldn’t track grades, find where to submit homework, or easily contact the professor.”
How well-prepared were you for transitioning to remote learning?

- Not at all, 29%
- A little, 23%
- Moderately, 26%
- Very/Fully, 22%
## Computer Equipment/Internet Access

<table>
<thead>
<tr>
<th>Device (check all that apply)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop</td>
<td>20%</td>
</tr>
<tr>
<td>Laptop</td>
<td>93%</td>
</tr>
<tr>
<td>Tablet</td>
<td>19%</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>53%</td>
</tr>
<tr>
<td>Other/No access</td>
<td>3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Internet (check all that apply)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi in residence</td>
<td>95%</td>
</tr>
<tr>
<td>Public Wi-Fi</td>
<td>7%</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>25%</td>
</tr>
<tr>
<td>Hotspot</td>
<td>21%</td>
</tr>
<tr>
<td>Other/No access</td>
<td>3%</td>
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</tbody>
</table>
Do you have regular access to an appropriate space for studying and completing coursework?

- Yes: 69% Undergrads, 79% Grad Students
- No: 30% Undergrads, 20% Grad Students

SJSU SAN JOSÉ STATE UNIVERSITY
Did you use any of the following after the switch to remote learning?

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>Did Not Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Loan Program</td>
<td>16%</td>
<td>4%</td>
</tr>
<tr>
<td>On Campus Computer Labs</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Online Faculty Office Hours</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>Online Tutoring</td>
<td>38%</td>
<td>5%</td>
</tr>
<tr>
<td>Online Advising</td>
<td>35%</td>
<td>7%</td>
</tr>
<tr>
<td>Spartan Food Pantry</td>
<td>34%</td>
<td>6%</td>
</tr>
<tr>
<td>Online CAPS</td>
<td>12%</td>
<td>12%</td>
</tr>
<tr>
<td>Library Services</td>
<td>9%</td>
<td>12%</td>
</tr>
<tr>
<td>Career Center</td>
<td>12%</td>
<td>12%</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>12%</td>
<td>14%</td>
</tr>
<tr>
<td>Student Organizations</td>
<td>14%</td>
<td>9%</td>
</tr>
<tr>
<td>Campus Events</td>
<td>16%</td>
<td>9%</td>
</tr>
</tbody>
</table>
To what degree did the following impact your academic success in Spring 2020?

<table>
<thead>
<tr>
<th>Category</th>
<th>A lot</th>
<th>Somewhat</th>
<th>Very Little/Not at All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Responsibilities</td>
<td>36%</td>
<td>37%</td>
<td>26%</td>
</tr>
<tr>
<td>Work Responsibilities</td>
<td>25%</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Physical Health</td>
<td>18%</td>
<td>26%</td>
<td>56%</td>
</tr>
<tr>
<td>Stress/Anxiety</td>
<td>15%</td>
<td>28%</td>
<td>57%</td>
</tr>
<tr>
<td>Other</td>
<td>18%</td>
<td>42%</td>
<td>41%</td>
</tr>
</tbody>
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Caring and Communication

SJSU cares about my well-being during this crisis.

Communication from SJSU about the transition was sufficient.
Sense of Belonging and Connection to SJSU Community
Before/After Transition to Remote Learning

<table>
<thead>
<tr>
<th>Perception</th>
<th>Before</th>
<th>After</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very/Somewhat Strong</td>
<td>54%</td>
<td>55%</td>
</tr>
<tr>
<td>Neither Strong Nor Weak</td>
<td>31%</td>
<td>28%</td>
</tr>
<tr>
<td>Very/Somewhat Weak</td>
<td>17%</td>
<td>15%</td>
</tr>
</tbody>
</table>
What helped you feel a sense of belonging and connection to the SJSU community this semester?

“I always liked walking around campus, seeing students, I loved the Student Union and Wellness Center events, and I loved the gym. I felt disconnected from the SJSU community after the change to online because I couldn't see that and I didn't see students anymore.”

“I had a safe space to study on campus, support from classmates and staff members in person before the change. Now with the change what makes me feel a sense of belonging is having classmates that I have known since I first started SJSU and instructors checking in on the students prior to starting lectures.”

“I really appreciated the consistent communication, and the strong sense that SJSU was trying to help us succeed during an uncertain time.”

“Help from all my professors in my major speaking on the current situation, providing tips for coping, and stressing the significant time we were all going through by providing a sense of urgency/support.”
What could SJSU do to help strengthen your sense of belonging and connection to the campus community in the future?

“Continue to provide networking opportunities with peers/organizations for both new freshmen and transfer students. Increasing student awareness of different meetup and university activities available for any and all students for every discipline. Making the student organizations list easier to find and look through from the website.”

“It would be nice if there were online art exhibitions of current students' projects and performing arts shows. That would make me feel like SJSU is still thriving and I wouldn't associate my connection with just getting course work done.”

“I miss watching the new science building being built next to Duncan Hall - I would love a live camera feed on that to watch from time to time. It would make me feel more connected to campus.”

“Lower tuition, more support groups for stress and anxiety, and provide webcam for students who don’t have them.”

“Virtual events, chat rooms for SJSU students, virtual hangout spots, being able to watch school sports online.”
In the future, what type of remote learning classes would you prefer?
Take Aways: What do our Students Need?

Empathy
Flexibility
Understanding
Full Survey Summary Report Available on SJSU Institutional Research website:

iea.sjsu.edu > Surveys

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Fall 2020 Mid-Semester Check-In Survey

Online survey sent to all first-semester Frosh and Transfers via Spartan Ready Canvas course on September 30th by Peer Connections

Frosh respondents N=389 (ongoing)
Transfer respondents N=295 (ongoing)
How satisfied are you with your online learning experiences so far this semester?

**Frosh**
- Very satisfied: 13%
- Somewhat satisfied: 40%
- Neither satisfied nor dissatisfied: 25%
- Somewhat dissatisfied: 17%
- Very dissatisfied: 5%

**Transfers**
- Very satisfied: 14%
- Somewhat satisfied: 28%
- Neither satisfied nor dissatisfied: 21%
- Somewhat dissatisfied: 17%
- Very dissatisfied: 10%
How would you describe your sense of belonging and connection to the SJSU campus community?

**Frosh**
- Very strong: 6%
- Somewhat strong: 19%
- Neither strong nor weak: 35%
- Somewhat weak: 24%
- Very weak: 16%

**Transfers**
- Very strong: 3%
- Somewhat strong: 12%
- Neither strong nor weak: 29%
- Somewhat weak: 27%
- Very weak: 30%
Learn Anywhere site use (sjsu.edu/learnanywhere)

Online Co-Curricular Events Participation

- Frosh, 19%
- Transfers, 16%
- Frosh, 58%
- Transfers, 57%
- Frosh, 40%
- Transfers, 40%

VISITED LEARN ANYWHERE SITE
DID NOT KNOW LA SITE
ATTENDED EVENT, CLUB, MEETING
Resources for Students: Please Share

Learn Anywhere website: sjsu.edu/learnanywhere

Discover SJSU website: sjsu.edu/discover
Spring 2020 Advisor Survey
Spring 2020 Advisor Survey

Online survey of undergraduate academic advisors, May 2020 (N=134)

- Faculty Advisors, 56%
- Professional Advisors, 37%
- Other, 7%
Q1: How are you doing?

- Doing great, enjoy working from home: 26%
- Sometimes good, sometimes not: 34%
- A bit overwhelmed: 21%
- Struggling working from home: 9%
- Other: 10%
Q2: Which of the following mechanisms have you used to advise students since the shelter-in-place started? (check all that apply)

- Individual Zoom meeting 30%
- Group Zoom meeting 11%
- Drop in hours via Zoom 11%
- Phone call 14%
- Email 30%
- Other 4%

“Other” responses: DocuSign, Spartan Connect, Google Meet, WhatsApp,
Q3: Which of the following equipment have you used in advising students? (check all that apply)
Q4: Do you have the equipment you need at home to be successful?

- Yes: 67%
- No: 20%
- Not sure: 13%
Q5: Do you have an environment conducive to work during your business hours to be successful?
Q6: How would you describe the amount of time you are spending advising individual students?

- Same amount of time as before SIP: 31%
- More time than before SIP: 66%
- Less time than before SIP: 3%
Q7: Are you having to work different hours than your usual schedule to advise individual students (due to your schedule and/or student schedules)?

Yes 54%
No 42%
Not sure 4%
Q8: What are you enjoying about remote advising?

- No commute!
- Seeing students in their home environment, more informal interactions
- Scheduling flexibility
- DocuSign forms
- Finding creative new ways to do things
Q9: What are you finding most challenging about remotely advising students?

- Communication via email takes longer
- Increased workload
- Lack of privacy
- Lack of ergonomic home workspace
- Equipment/tech issues
- Learning new tools (e.g., DocuSign)
- Zoom fatigue
- Missing face-to-face connection
Q10: Which campus resources are you using to support you during this time? (check all that apply)

- IT DEPARTMENT: 28%
- WELL BEING WEDNESDAY TIPS FROM UP: 6%
- EMPLOYEE ASSISTANCE PROGRAM: 0%
- VPN: 26%
- CAMPUS TRAINING SESSIONS: 15%
- CSU OR SJSU ONLINE TRAINING: 16%
- OTHER: 9%
Q11: If remote advising continues into the fall semester, what equipment, training, and/or technological solutions do you need to be successful?

- More support for remote working
- More training on advising tools, best practices, clarity on advising roles
- Zoom training
- Home office equipment (desk, chair, laptop, keyboard, mouse, monitors, etc.)
- FAQs to help reduce workload
Q12: What compliments are you hearing from students about their remote learning experience this semester? (check all that apply)

- Quality of instruction: 11%
- Communication from faculty: 20%
- Faculty more accessible: 8%
- Ease of access to course materials: 5%
- Availability of advising: 23%
- Availability of tutoring: 3%
- Other: 26%
Q13: What concerns are you hearing from students about this spring semester? (check all that apply)
Q14: How familiar are you with referring students to resources to support the concerns expressed in Q13?