

Promoting Teaching Excellence and Student Success

Creating Accessible, Equitable, and Inclusive Learning Environments

Accessible, equitable, and inclusive learning environments are essential to student success, regardless of modality. This document highlights the needs of San José State University students based on the Fall 2020 Student Success Survey.



1 Empathy, Flexibility, and Understanding

Students Report:

39% of students reported that stress/anxiety; mental health and well-being impacted their academic success.

Student Quote:

“Some instructors were understanding that our schedules for our daily lives are less consistent than before. I preferred being in classes where there wasn't a set time to attend.”

Tips to Support Student Success:

- Create [multiple pathways for students to connect](#) with you:
 - Virtual office hours
 - Email
 - Allot time at the start of class (7-10 minutes)
 - Google Chat during specified times
- Conduct [class-wide](#) and individual check-ins with students throughout the [semester](#).

2 Access to Spaces for Studying and Attending Online Classes

Students Report:

48% of students reported having access to a quiet environment to attend classes and study.

Student Quote:

“A pattern of attempting to curb cheating at the cost of learning was pretty typical of classes this semester. Several classes required taking pictures of myself and photo IDs, and creating recordings of my surroundings for 5-minute quizzes! The process of setting up for the quiz took longer than the quiz itself. It was invasive and uncomfortable because I had to keep asking family members to move, for a 5-minute pop quiz, since we were not allowed to take it with anyone present in the room.”

Tips to Support Student Success:

- Use [authentic assessments](#) that test for discipline specific skill, rather than traditional forms of assessment like multiple choice.
- Consider removing timed submissions for assignments.
- [Video record](#) your lectures to be viewed at a later date. Be sure to [caption](#) each video.

3 Opportunities for Social Interaction

Students Report:

55% of students reported their sense of belonging and connectedness to the SJSU community was weak.

Student Quote:

“I don't really feel connected. I tried making connections with students in my class but it seemed as if it was really difficult for anyone to connect through online so being at home and with no friends support made it feel terrible and made the “college experience” just miserable and a burden of never ending work.”

Tips to Support Student Success:

- Use the [Community of Inquiry Framework](#) to build new opportunities for connection in your courses:
 - **Social Presence**
 - Use [Flipgrid](#) to create welcome videos at the beginning of class.
 - Provide [audio or video feedback](#) on assignments when appropriate.
 - **Cognitive Presence**
 - Use [active learning strategies](#), like fish bowls and debates to increase student-to-student interaction.
 - Provide students an opportunity to give [feedback](#) on their peers' assignments.
 - **Teaching Presence**
 - Create 7-9 minute [instructional videos](#) to support course content
 - Use classroom response systems like [iClicker](#) or [Zoom polls](#).