Skyline College Student Survey on Transition to Online Learning During Covid-19 Pandemic
Student Survey Conducted March 27 –April 8, 2020

• Survey sent to all registered students over age 18 (N=6,492 students)
  • SMCCD email + personal email
  • Text SMS to students who opted into text messaging (~45% of students)

• 1,217 Skyline College students responded to the survey
  • 19% response rate

• Balanced representation across all ethnic groups, international, low income, first generation to college, past online learning experience, etc.
  • Women are overrepresented in survey sample: 57% vs 52% in student pop
  • Degree/Transfer students overrepresented in survey sample: 74% vs 58%
Nearly 60% of our students find the recent transition “somewhat challenging” or “very challenging”
Skyline College students are reporting greater levels of challenges than students at sister colleges.

Percent Reporting Very or Somewhat Challenging Transition to Online Learning

- SKY (n=1217): 59%
- CSM (n=1250): 47%
- CAN (n=936): 45%
How would you rate your recent experience transitioning to online instruction?

- Pacific Islander: Very challenging (44%), Somewhat challenging (31%)
- Filipino: Very challenging (25%), Somewhat challenging (40%)
- Black/African American: Very challenging (24%), Somewhat challenging (41%)
- Multiraces: Very challenging (20%), Somewhat challenging (43%)
- Hispanic/Latinx: Very challenging (30%), Somewhat challenging (33%)
- White: Very challenging (24%), Somewhat challenging (31%)
- Asian: Very challenging (14%), Somewhat challenging (34%)
Challenge: Access to Technology

What is your **primary** way of accessing online instruction?

<table>
<thead>
<tr>
<th>Device</th>
<th>Access Rate</th>
<th>Very Easy</th>
<th>Somewhat Easy</th>
<th>No Different</th>
<th>Somewhat Challenging</th>
<th>Very Challenging</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell phone</td>
<td>12%</td>
<td>8%</td>
<td>7%</td>
<td>6%</td>
<td>12%</td>
<td>21%</td>
</tr>
<tr>
<td>Computer or laptop</td>
<td>78%</td>
<td>86%</td>
<td>86%</td>
<td>85%</td>
<td>79%</td>
<td>65%</td>
</tr>
<tr>
<td>Chromebook</td>
<td>5%</td>
<td>4%</td>
<td>3%</td>
<td>6%</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td>Tablet</td>
<td>5%</td>
<td>3%</td>
<td>4%</td>
<td>2%</td>
<td>3%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Reported having **reliable** access to:

<table>
<thead>
<tr>
<th>Access</th>
<th>Access Rate</th>
<th>Very Easy</th>
<th>Somewhat Easy</th>
<th>No Different</th>
<th>Somewhat Challenging</th>
<th>Very Challenging</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet*</td>
<td>76%</td>
<td>98%</td>
<td>91%</td>
<td>84%</td>
<td>77%</td>
<td>57%</td>
</tr>
<tr>
<td>Canvas</td>
<td>88%</td>
<td>99%</td>
<td>96%</td>
<td>99%</td>
<td>88%</td>
<td>70%</td>
</tr>
<tr>
<td>Zoom</td>
<td>75%</td>
<td>92%</td>
<td>90%</td>
<td>85%</td>
<td>75%</td>
<td>50%</td>
</tr>
</tbody>
</table>

*1% of all respondents reported having no internet access at all; 2% among students with a “very challenging” transition.
Challenge: Pandemic/shelter in place stressors

Q: “With the Shelter in Place order, please let us know your level of concern about the following in terms of your being able to complete the semester?”

All respondents: Percent "Very Concerned"

- Falling behind in school: 47%
- Access to enough employment: 30%
- Mental health: 30%
- Physical health: 24%
- Access to food: 15%
- Access to housing: 10%
- Access to childcare: 6%
Q: “With the Shelter in Place order, please let us know your level of concern about the following in terms of your being able to complete the semester?”

**Percent "Very Concerned" about "falling behind in school"**

- **Pacific Islander**: 64%
- **Filipino**: 54%
- **Multiraces**: 53%
- **Hispanic/Latinx**: 49%
- **Black/African American**: 47%
- **Asian**: 41%
- **White**: 40%
Challenge: Studying while sheltering in place

Q: How would you rate your recent experience transitioning to online instruction?

<table>
<thead>
<tr>
<th>All Respondents</th>
<th>Very easy</th>
<th>Somewhat easy</th>
<th>No different</th>
<th>Somewhat challenging</th>
<th>Very challenging</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, it's reliable</td>
<td>47%</td>
<td>82%</td>
<td>65%</td>
<td>61%</td>
<td>33%</td>
</tr>
<tr>
<td>Yes, but it's NOT reliable</td>
<td>34%</td>
<td>13%</td>
<td>31%</td>
<td>26%</td>
<td>44%</td>
</tr>
<tr>
<td>No, I do not have access</td>
<td>19%</td>
<td>5%</td>
<td>5%</td>
<td>13%</td>
<td>24%</td>
</tr>
</tbody>
</table>

Many students commented about not being able to keep up with the academic workload due to living in close quarters with family members and other pandemic related distractions.