RP Group's COVID-19 Survey Results

Spring/Summer 2020

- Mesa Students
- Faculty
- Classified Professionals

This report is a summary of survey responses on **"The Impact of COVID-19"** on the **Employees** of the San Diego Community College District and the **Students** at Mesa College.

The survey was commissioned by the **California Community Colleges Chancellor's Office Research, Planning and Implementation Unit. The Research and Planning (RP) Group for California Community Colleges,** conducted the survey.

This report was compiled by the **Office of Institutional Effectiveness** at San Diego Mesa College.

Challenges Faced | How Can Mesa Can Help

Impact of COVID-19 on Mesa Students Survey Summary

1585 San Diego Mesa College students responded to this survey.

Challenges

- Adapting to Distance Education
- Providing Emotional Support
- Technological Challenges

How Mesa Can Help

- Provide Financial Assistance
- Provide Technical Support
- Improving course design

Challenges

Top 6 Challenges Faced by Students in Adapting to Distance Education

Difficulty Concentrating on schoolwork at home.

Struggle balancing life, work, family and school responsibilities

Insufficient/reliable internet access.

Lack of adequate technological devices such as PCs, Laptops, etc.

Don't have time for school right now.

Unfamiliar with required technology or software needed for learning such as Canvas, Zoom, etc.

Challenges

Impact of COVID-19 on Student's Finances

5% of Students reported **no** financial impact

4% of Students reported **increased** income

1% of Students reported **increased** income

The 2 most common tech challenges among:

Employees

Students "out of reach to provide technical support, digital literacy, and digital access."

Student disability services unfamiliarity with Canvas and other software.

Students

Instructor's (this week's) unfamiliarity with Canvas and other software.

Inadequate digital literacy training and support for students.

How Mesa Can Help

Students reported:

48% Having a preference for face-to-face learning

40% Feeling isolated due to lack of interaction and connection with other students

27% Having difficulty with courses that cannot be completed online (e.g. performing arts, and science labs)

"I feel prefer face to face lessons instructors learning from the classroom than online."

"Each class I enter in the morning center on the Canvas website. Any other classes I have stopped trying."

"Music classes are very difficult to do online especially. Face to face is vital for learning music and for music instructors."

Impact of COVID-19 on Faculty

175 San Diego Mesa College Faculty responded to this survey. Mesa's full-time and AF each depicts.

Challenges

- Adapting to Distance Education
- Providing Emotional Support
- Impacted by Work Remotely
- Providing technical support and Equipment

How Mesa Can Help

- Providing Training for online Education
- Providing Financial Assistance and Resources
- Providing technical support and Equipment

Challenges

Top 6 Challenges for Faculty in Adapting to Distance Education

1 **Decreased student engagement.**

2 **I prefer face-to-face instruction.**

3 **A diminished sense of community in online classes.**

4 **Difficulty translating courses and lesson plans to online learning.**

5 **Uncertain about how to best assess student learning in this online environment.**

6 **I need more support to help my students adapt to distance education.**

Challenges

COVID-19's Financial Impact on Faculty

6.3% of faculty reported seeking Unemployment Insurance.

To effectively work remotely, Faculty need:

Software

- Access to zoom meetings and other video/audio conferencing software
- Meeting applications
- Remote proctoring software

Hardware

- Computer/laptop equipment
- Laptop/Computer
- Video/audio software

"[I would need] some sort of digital whiteboard, like an iPad and a stylus to use with Zoom.

How Mesa Can Help

Faculty reported:

88% Need necessary adjustments to workload and expectations.

73% Need compensation and updates on COVID-19 expenses need to be regular.

62% Need the ability to work remotely

"Revising my office hours helping students with Zoom and Canvas, and other technical issues."

"Class conversation when in the classroom, and when in person class meetings."

"Flexibility and time to plan and prepare for the transition to online classes. Time to learn the new technology and time to adapt to the "in-person" class."

Impact of COVID-19 on Classified Professionals

85 Classified Professionals responded to this survey.

Challenges

- Working Remotely
- Technological Access
- Environment

How Mesa Can Help

- Working Remotely
- Technological Access
- Mental Health

Challenges

Working Remotely

76.5% Had no **prior experience** working remotely before COVID-19

"Not like my work commute outside which is virtual world. If that is the new norm, I will be forced to retire. I am grateful for being paid for work from home when other venues closed."

When working remotely, classified's report:

Issues in accessing:

- **37%** Reliable Internet
- **48%** Devices (laptop/desktop/software)
- **45%** Electronic Database

45% Reported feeling afraid or it something awful might happen.

Challenges

Top 6 Concerns Classified Professionals Worry About Now More Than Before COVID-19

1 The health and well-being of friends and family

2 What the future holds for my college

3 Student's Health and Well-being

4 Working effectively despite changes in the work environment

5 My personal health and well-being

6 The health and well-being of your colleagues

39% Reported having difficulty managing work life balance.

How Mesa Can Help

To effectively work remotely, Classified Professionals need:

Adjustment

- Mentorship/Support
- Additional supervisor/manager
- Flexible Work schedule
- Mesa accommodations for the health of others

Communication

- Regular contact updates on status and plans regarding COVID 19

"I did not have access to a working computer to work remotely. I had to purchase a computer and printer. I also did not have an equipped space to work from home. I borrowed a desk from a family member and have made things work on my own account.

How Mesa Can Help

Classified Professionals reported:

48% Need tools for remote work such as computers, desktop, additional monitors, and software.

33% Need access to electronic files and databases resources to do my job

28% Access to a Meeting or Conference application

"It would ease collaboration."

"Good ergonomic desk is a must. Mesa I'm so sorry but my back hurts."

"I would like an office and phone provided to me so I can do my teaching despite the distance than I can."

Resources

Mesa urges faculty to reporting: Go to my.sdmesa.edu/Help-Desk-Tickets to access to the resources listed below or call 619-388-3400.

Financial	Mental	Food
Faculty and Staff	Public Health	
Technology	Additional	Housing

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