



# One College's Research Response Efforts to COVID-19

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# Learning Outcomes

- Participants will learn helpful practices to make student survey data readily accessible to the campus community.
- Participants will learn helpful strategies in engaging colleagues on campus to turn student survey data into action.
- Participants will be informed of lessons learned and challenges experienced by the Mt. SAC COVID-19 Research Team with the hope this will contribute to improved effectiveness and efficiency for other colleges.

# Transition Timeline

- **March 13:** Research Office creates and disseminates a quick 6 question anonymous survey to all students in order to identify device ownership levels, internet access, and online learning experience.
- **March 17:** Results are shared with administration
- **March 19:** Stay-at-home order issued, and Mt. SAC cancels all classes through March 28th
- **March 29:** Majority of classes resume in online format

#### IMPORTANT! ATTENTION ALL EMPLOYEES

Do NOT come to work beginning Friday, March 20, 2020. California Governor Gavin Newsom's announcement tonight is requiring that every Californian stay home except for essential needs, like going to the grocery store, pharmacy, bank, or to get gasoline. Learn more at <https://covid19.ca.gov/>.

Mt. SAC is going to Level 3 of its plan and will close its campus except for critical functions. College leadership will continue to develop plans to bring the college online as well as provide work from home options. More instructions will be provided at a later time. Employees are encouraged to continue checking their emails and the Health webpage for updates.

Stay safe.



**Bill Scroggins**  
President & CEO  
President's Office



The screenshot shows the top navigation bar of the Office of Governor Gavin Newsom website. It includes the CA.gov logo, social media icons for home, Facebook, Twitter, and Instagram, and the text 'Office of Governor GAVIN NEWSOM'. On the right side, there are icons for Home, About, and Newsroom. Below the navigation bar, the main heading of the article is 'Governor Gavin Newsom Issues Stay at Home Order', with a sub-heading 'Published: Mar 19, 2020'. The article text begins with 'SACRAMENTO – Today, Governor Gavin Newsom issued a stay at home order to protect the health and well-being of all Californians and to establish consistency across the state in order to slow the spread of COVID-19.' It includes three hyperlinks: 'Click here to read a copy of the Governor's executive order.', 'Click here to learn more about the order.', and 'Click here to see the Governor's address to Californians this evening.'

# Process for Survey Creation

- VP of Instruction requests a comprehensive student survey to identify student learning and basic resources needs.
- Discussions throughout April 2020, which included input from Instruction, Student Services, Academic Senate and Faculty Association.
- Research office drew from several other entities to identify additional valuable topics and questions. These entities included the Hope Center, the Higher Education Data Sharing Consortium (HED), EDUCAUSE, and the Community College Equity Assessment Lab (CCEAL), among others.



# Overview of COVID-19 Student Survey

- Online survey launched on April 23, 2020 and closed on May 18, 2020.
- 42 total items, including multiple-choice and open-ended questions. Use of question logic minimized the number of question each respondent answered.
- The survey asked students for feedback on issues related to technology, online learning experience, mental and emotional health, issues related to financial, food and housing insecurity, and awareness of Mt. SAC resources.
- A total of 27,763 students received an invitation to complete the survey and 2,828 students responded which is a response rate of 10.2%.

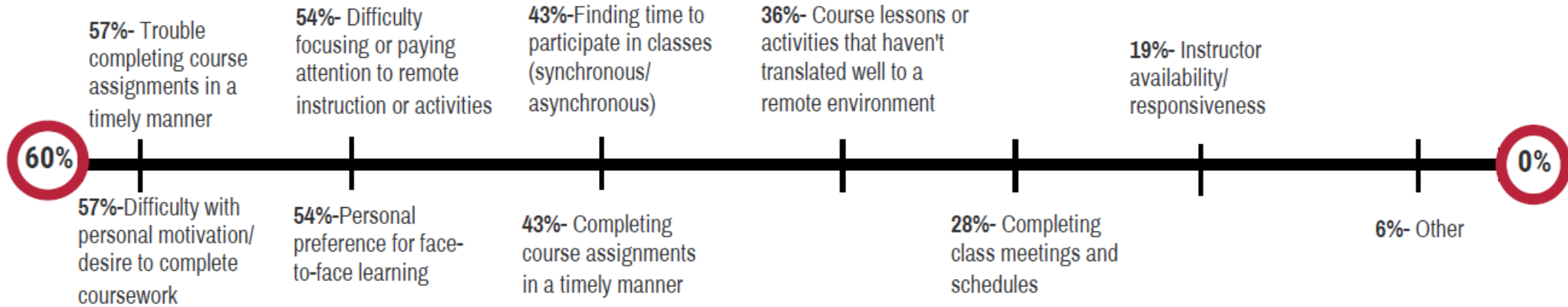
# Limitations

- The most relevant limitation with online surveys is respondents' access to technology to complete the survey.
- The survey was only administered to students enrolled in credit courses. As such, the results do not include the perspective of Mt. SAC's large noncredit population.

# Key Findings

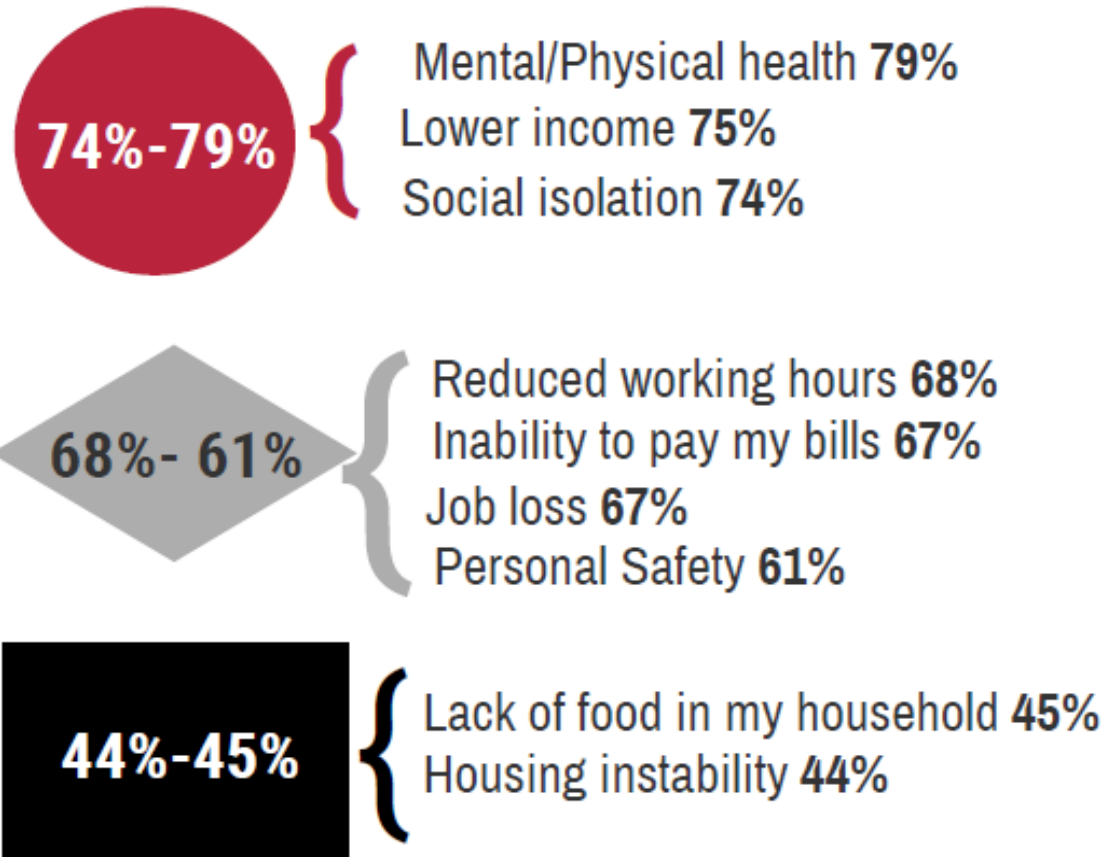


## Students' Learning Issues





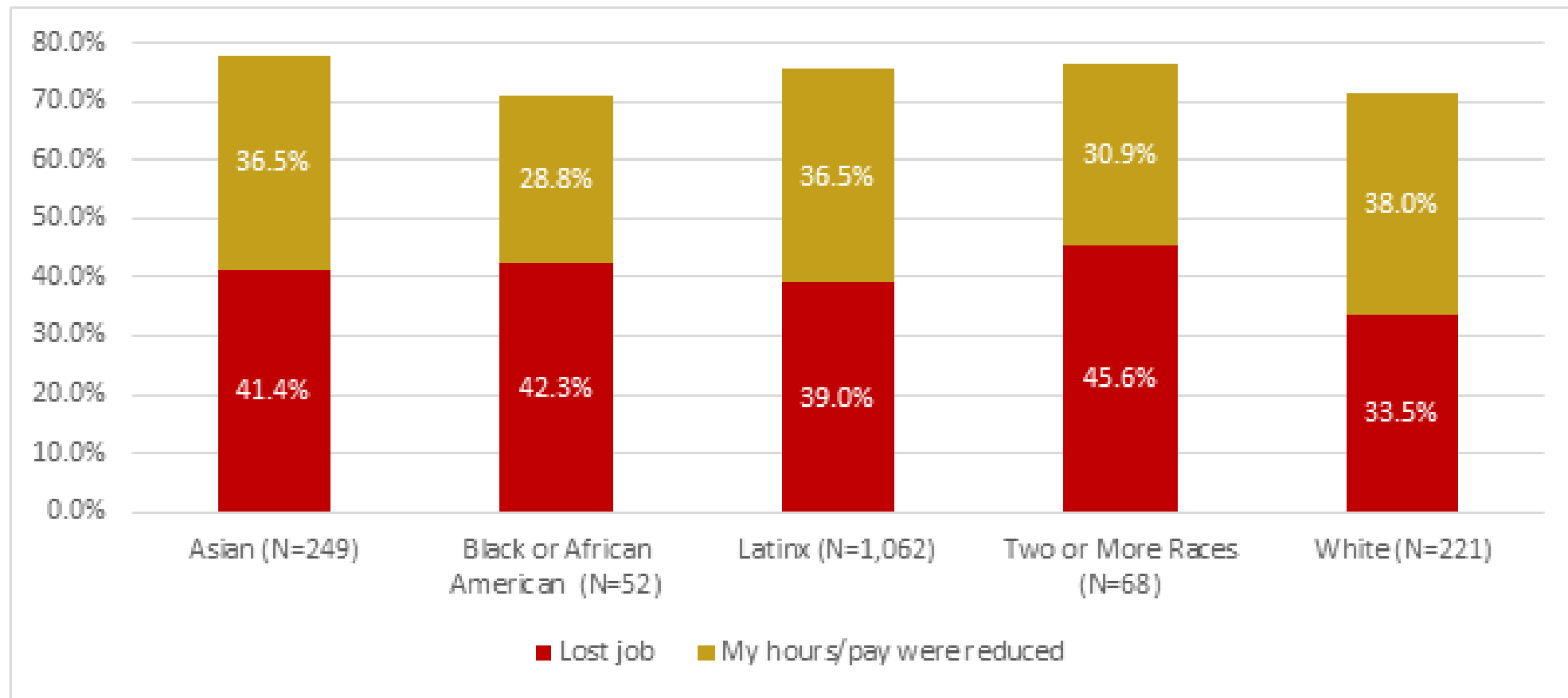
## Concerns Identified By Students



## Food And Housing Insecurities



# Working Students in April/May 2020

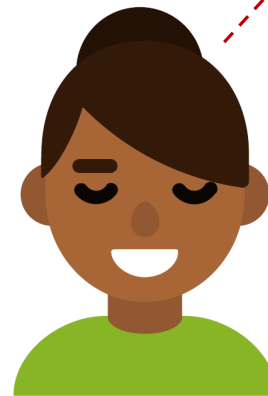
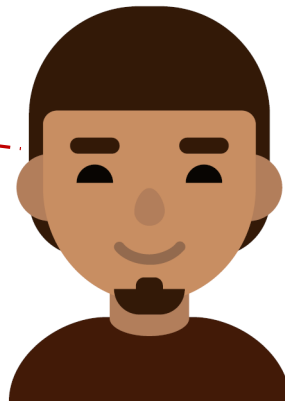


“Life is busier. Trying [to] balance care for [my] child and [my] mental stability with school and work [is] becoming increasingly difficult. Finding it harder and harder to focus [on] school work.”

“The best thing that has happened is that my professors are very conscious of the situation we are in and try their best to help us. I feel more confident using technology and I am not as afraid as I used to be about doing my work online.”

“Not actually learning anything since it is hard to retain information when the lectures are not face-to-face. Instead of learning, I am simply just finishing assignments before their due dates. This concerns me, as I am going to need this information in future classes.”

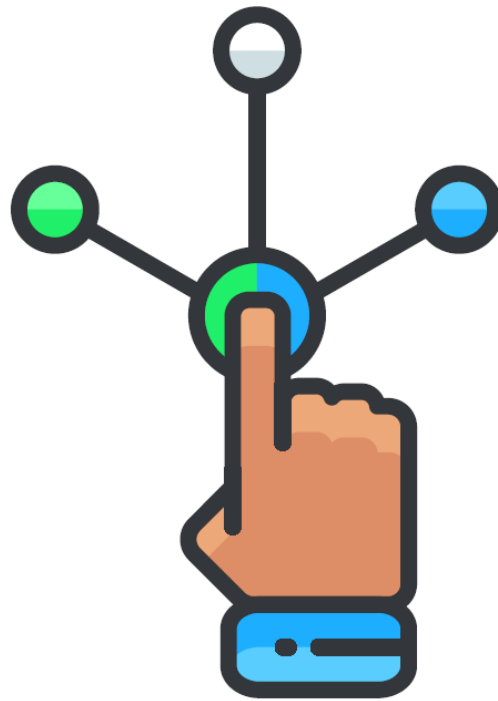
“I don't have a space in my house [that] I can use for learning, studying and homework without constantly being interrupted by my four children of different ages at different times.”



# Opportunities for Improvement

- **Opportunity #1:** *Increase awareness and use of mental health services and the Mountie Fresh Basic Resources for students.*
- **Opportunity #2:** *Encourage faculty to be more flexible with deadlines and scheduling.*
- **Opportunity #3:** *Continue to support students by creating engaging online learning environments.*

# Turning Data into Action





# Making Data Accessible

- Preliminary Research brief (4 pages): Narrative summary of results and opportunities for improvement aimed at supporting summer and fall planning.
  - Users: High Level Administrators, Division Deans, Faculty Leadership
- Infographic Brief (3 pages): Visual brief focused on actionable data items and student voices.
  - Users: High Level Administrators, Faculty, Committee leaders, Counselors
- Full Research Report (44 pages): Contained detailed analysis and disaggregated data.
  - Users: Faculty with methodological concerns, Researchers

# Working Directly with Student Programs

- Data collected indicated significant student needs and lack of awareness of key resources.
- Basic Needs and Title IX managers provided researchers with list of resources, contact information, and guidance on "complex" responses.
- Research provided them contact information of students who requested further support.

# Instruction Events

- Division Dean meetings
- AS President Flex Day speech
- Researchers hosted session at college's Fall Equity Planning Event focused on summarizing and contextualizing data collected in surveys
  - Faculty were provided narrative stories based on data collected and worked in breakout groups to discuss issues and suggestions
  - Discussion was recorded and will be part of Mt. SAC's podcast
  - Follow-up report with collected strategies will be disseminated

# Challenges and Lessons Learned

- Balance between research and responding to needs
- Title IX and Basic Needs leads need to be involved in planning stages
  - Asking students for consent to share their contact information with Title IX and Basic Needs
- Plan ahead so once specific needs arise, student services/departments will be aware they might be receiving students contacts from RIE and they know how to respond in a timely manner.

# Questions

Please use the WHOVA Mobile App to rate this session. CAIR uses the session evaluations to determine the winners of the Best New Presenter, and Best Presenter awards each year.