

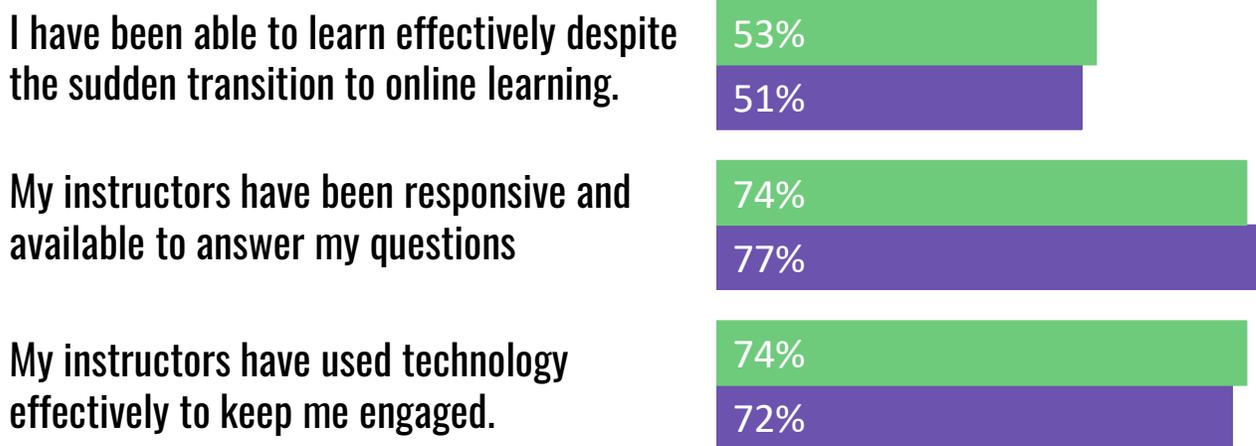
Snapshot!

UHCC 2020 spring student survey results

To capture the impact of COVID-19 on learners in spring 2020, the University of Hawai'i Community Colleges distributed a survey to all seven campuses during the last week-and-a-half of the semester. **350 students registered at Kapi'olani CC shared their experiences.** Although a 6% response rate is not statistically significant, the responses of KCC students were aligned with the overall UHCC averages. The answers with the highest percentages are here.

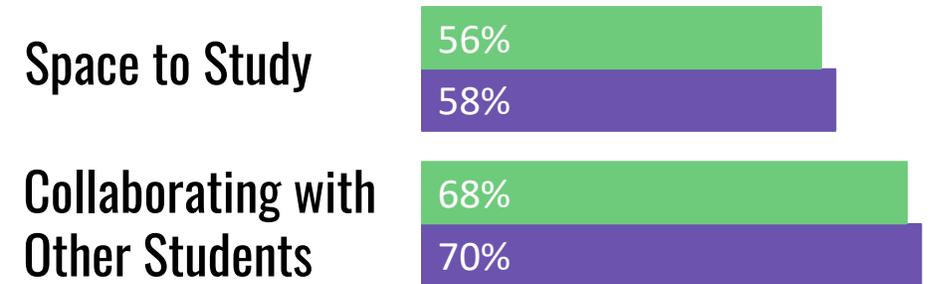
KEY ● UHCC Average Percentage ● KCC Respondent Percentage

Percentage of students who **agreed/strongly agreed** when asked about their courses that were converted to remote learning after spring break:

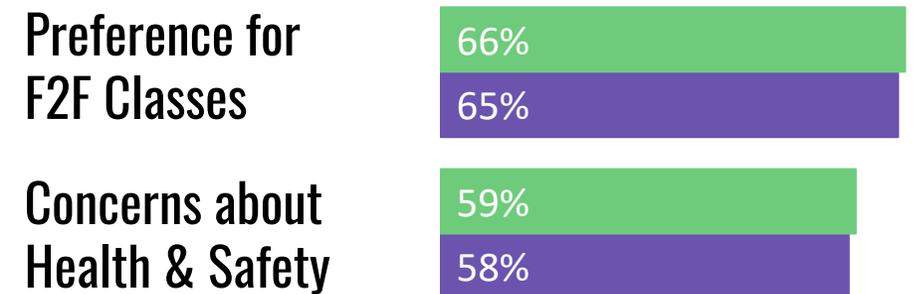


Data Dimensions
Transforming conversations around research & results
wonder · worry · wish

Somewhat/extremely challenging factors for students post-COVID:



Factors **somewhat/very much** affecting the 122 unregistered students' decisions to return to school in fall:



What emerged from 1,410 UHCC students voicing their experiences post-COVID-19?



UNIVERSITY
of HAWAII®
COMMUNITY COLLEGES

themes

CHALLENGES FOR STUDENTS TO CONTINUE THEIR EDUCATION SINCE SPRING BREAK ALL CAMPUSES SAW...

- ✓ Collaborating with other students was the highest ranked challenge.
- ✓ More than half of students reported challenges in having a place to study.
- ✓ A third or more of students reported challenges with reliable internet and library resources.

CHALLENGES FOR STUDENTS IN ACCESSING SERVICES WAS LESS PROBLEMATIC.

- ✓ Academic Advising and Financial Aid Services were the top 2 challenges for KCC, which mirrors the UHCC average.

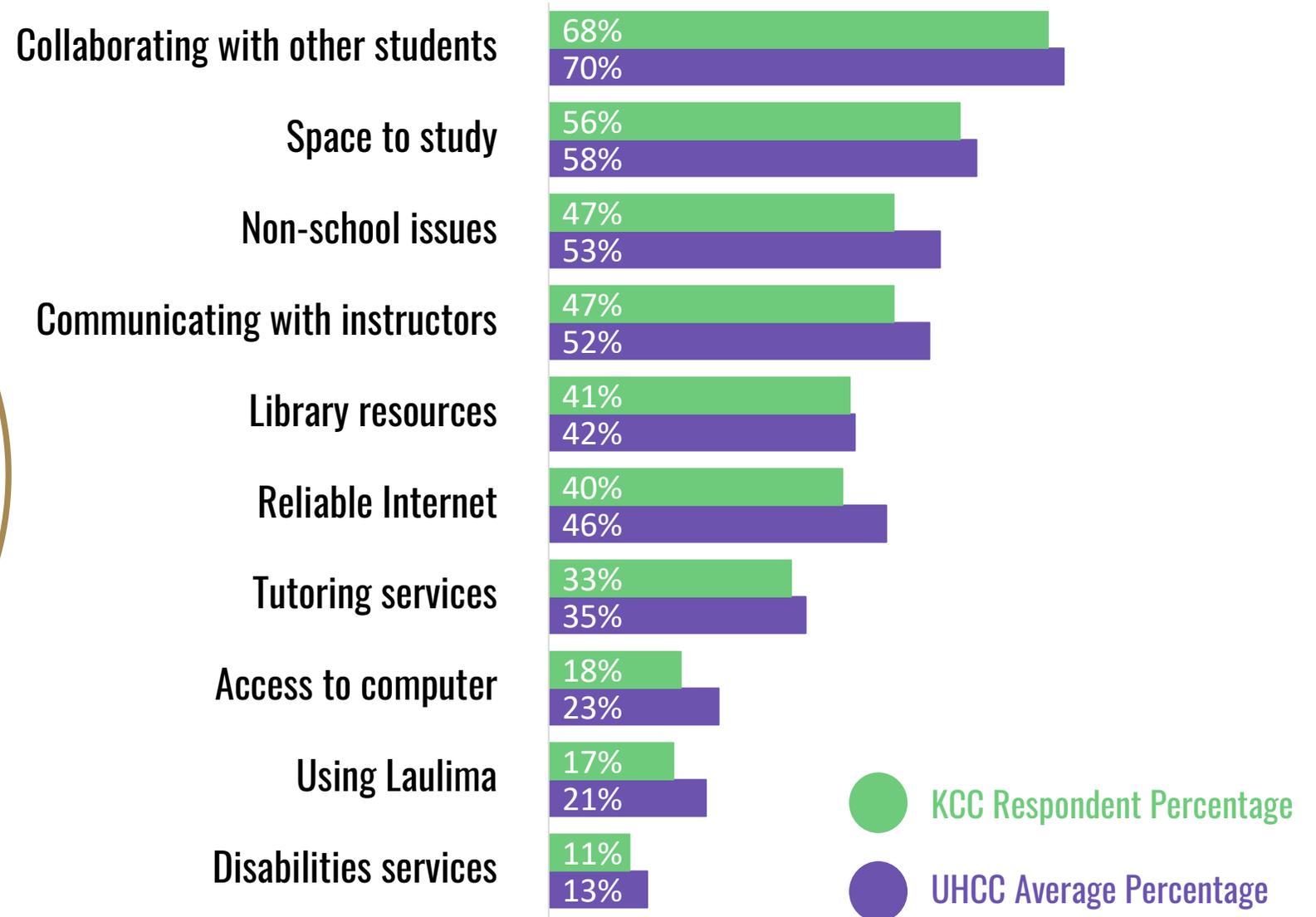
FACTORS AFFECTING PLANS FOR FALL

- ✓ Personal finances
- ✓ Concerns about taking online classes
- ✓ Preference for face-to-face classes
- ✓ Concerns about health and safety

NOTE: Themes on this page and the following five comparison charts are from the Summary Overview Student Survey Responses distributed by UHCC.

Percentage of students who answered **somewhat/extremely challenging**:

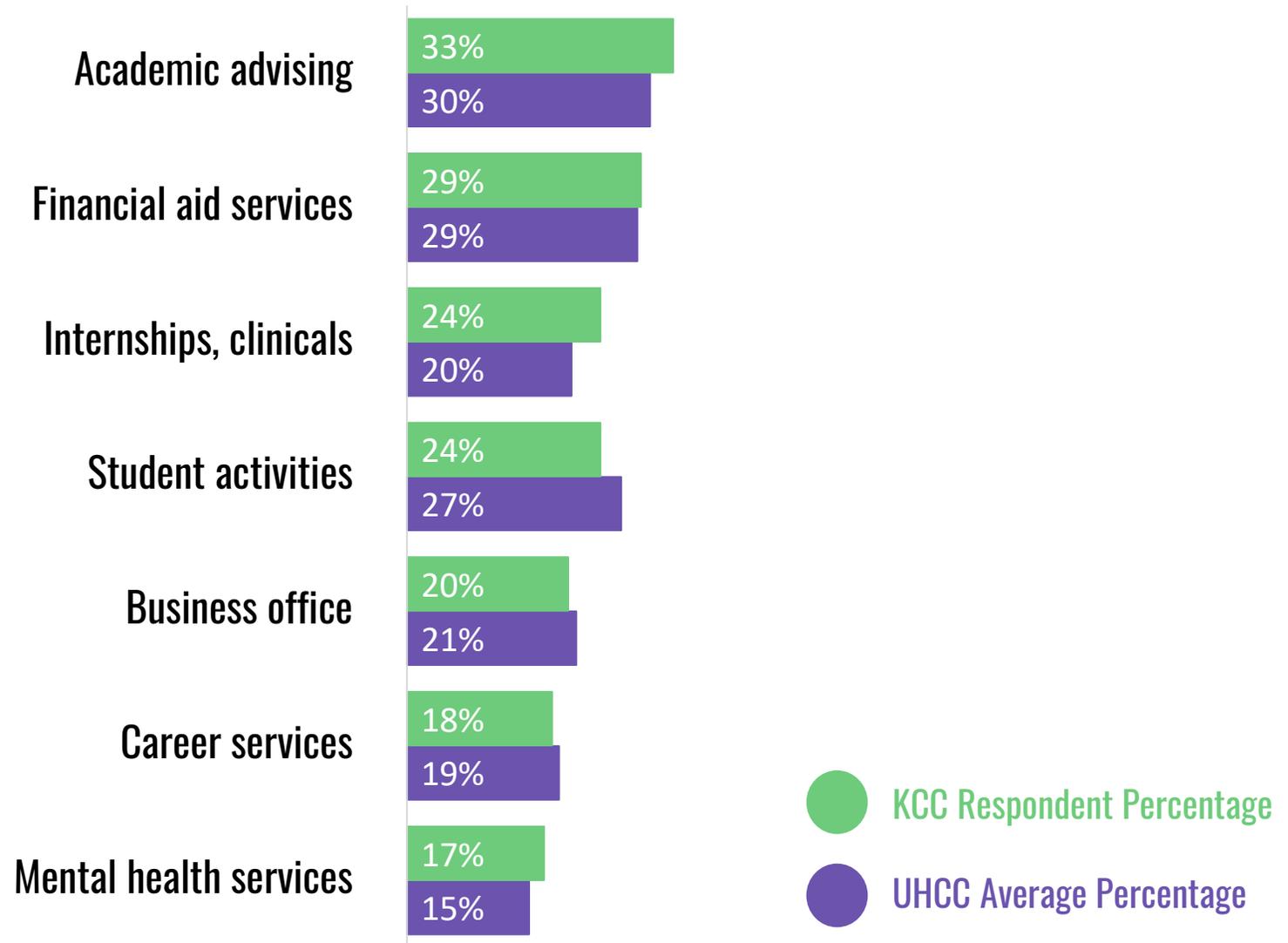
2. Since the spring break transition in classes, how challenging have the following factors been for you to **continue your education?**



0% ————— 100%

Percentage of students who answered **somewhat/extremely difficult**:

3. Since Spring Break, how difficult has it been for you to **access services** from the college in each of the following areas?



0%

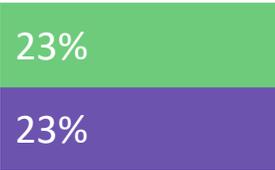
100%

4. Are you **planning to enroll** for the **Fall 2020** term?

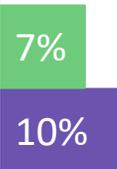
Yes, I have already registered.



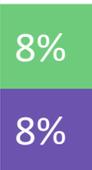
Yes, I am planning to enroll.



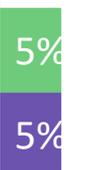
I don't know.



No, because I am graduating.



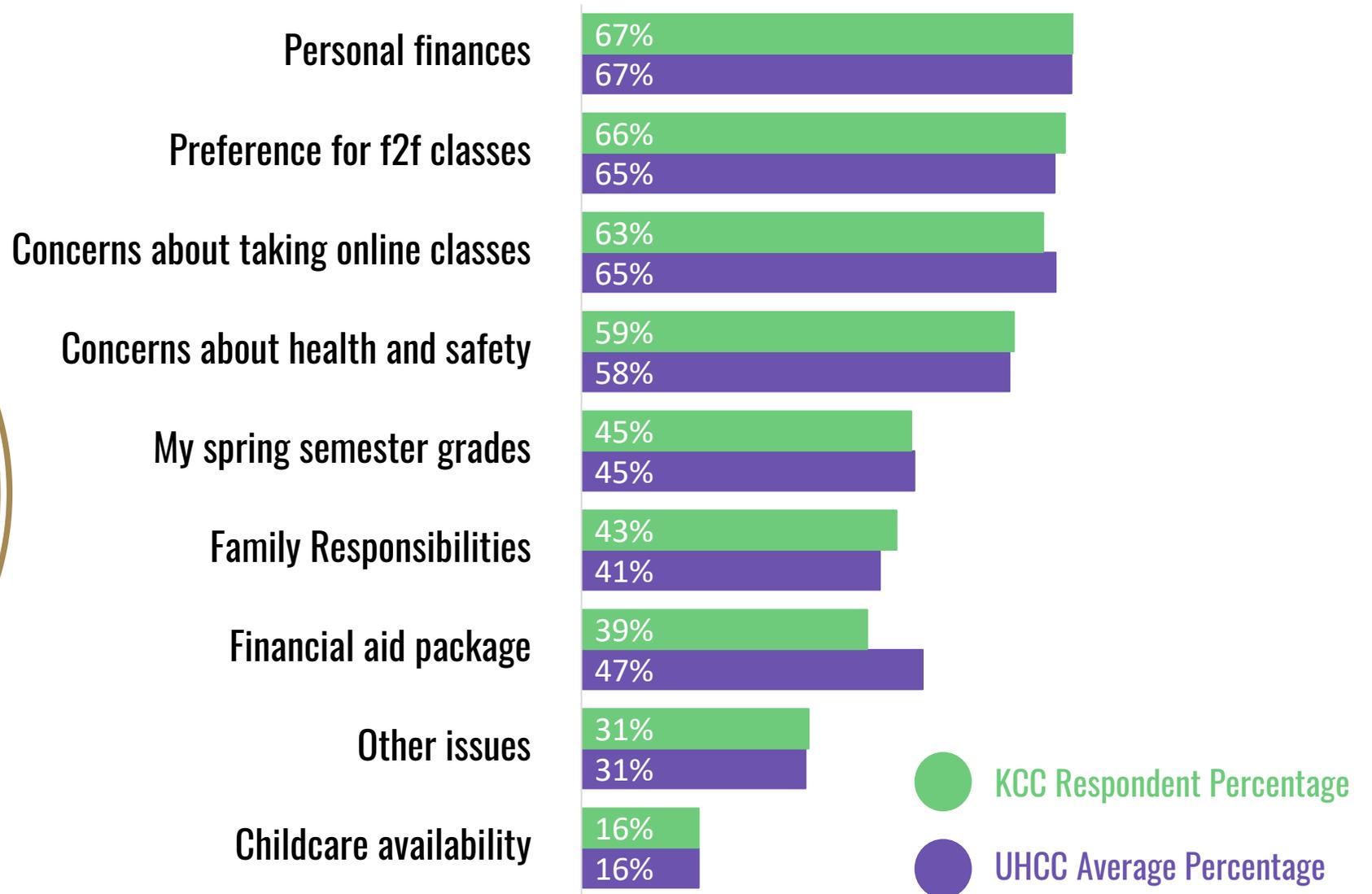
No.



0% ————— 100%

5. How much are the following factors **affecting your decision about returning in the fall?**

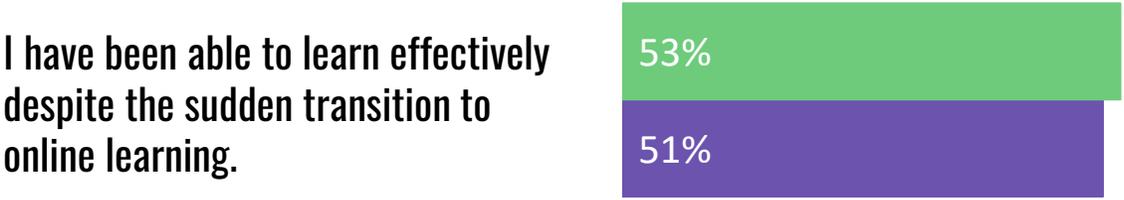
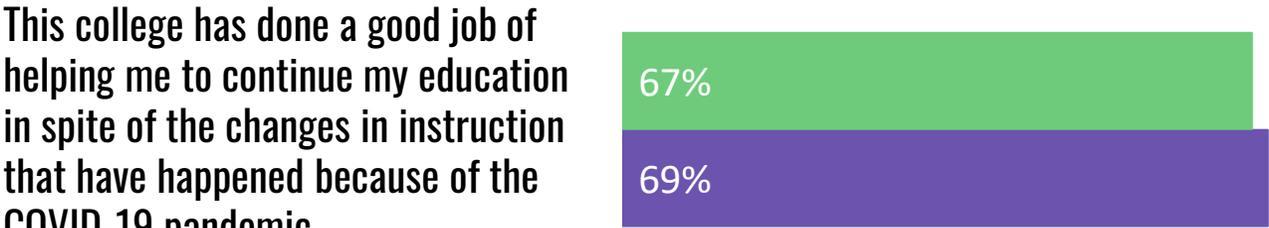
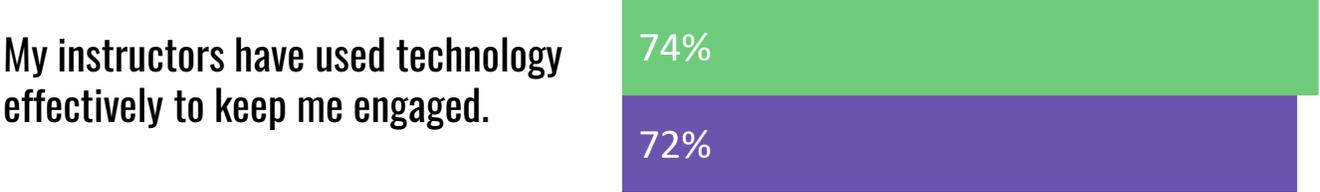
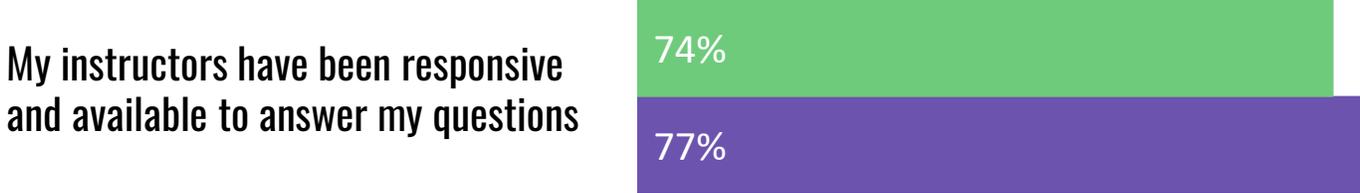
Percentage of students who answered **somewhat/very much:**



0% ————— 100%

6. Please answer these questions for your courses that were **converted** to an **online or remote teaching delivery** mode after spring break.

Percentage of students who answered **agree/strongly agree**:



Mahalo nui to former KCC Institutional Analyst Roger Reed, Ph.D. Without him, this page wouldn't exist. His findings from his last project before his move (UHCC Survey Analysis) appear here.



UNIVERSITY of HAWAII®
KAPI'OLANI
COMMUNITY COLLEGE

analysis

Question 7: What is the most important thing that the college could do to help you be successful in classes which are offered online or remotely? (240 verbatim responses)

The top three categories were:

- ✓ Record lectures and ZOOM presentations (31)
- ✓ Better communication with faculty (27)
- ✓ Provision of something to give the feel of face-to-face communication (13)

In the students' own words...

“Having quick help when needed, such as teachers being available and understanding and other school faculty being there as well to help.”

Dr. Reed's Insights: “By better communication with faculty students may mean communication on-demand as seen in this comment. The internet never sleeps even if the rest of us must.”

Question 8: What has been your biggest challenge during the disrupted portion of the semester? (272 verbatim responses)



UNIVERSITY of HAWAII®
KAPI'OLANI
COMMUNITY COLLEGE

analysis

The top three categories were:

- ✓ Better communication with faculty (28)
- ✓ Better access to the technology necessary for DE courses (21)
- ✓ Provision of study space (18)

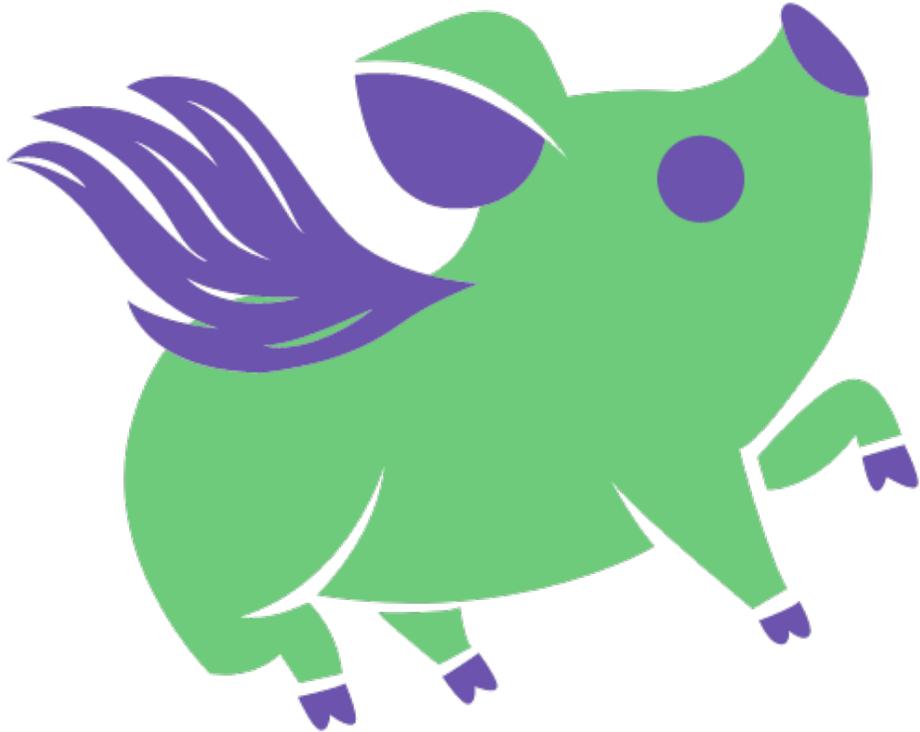
In the students' own words...

"I'm f**ng going crazy."**

Dr. Reed's Insights: "A Meta category of mental health and wellbeing can be construed from comments touching on state of mind. Comments referring to lack of motivation, loss of focus, feelings of anxiety and loss totaled 37, making this the largest category. Such comments were most directly expressed by this respondent."

A side note from Dr. Reed

"One issue conspicuous by its absence in student comments is that of proctored exams. Of the 538 verbatim comments from students only three mentioned proctored exams, all negatively. There were four or five comments from students that tuition should be lower since courses are now online. There are an equal number of comments from faculty saying that the burden of instruction is greater now that courses are online, therefore online courses should have fewer students. Faculty and students might have incongruent views on the effects of moving course to online on the burden of instruction."



thank you!

Congratulations on making it this far. You must really love data, so please watch for the flying pig to read more (non-fiction) stories about our campus.

Have ideas? Reach out to Kara (karapw@hawaii.edu) directly to discuss all things related to educational & institutional research. Be on the lookout for a **wonder • worry • wish** session around the student survey data in August.

Appendix of Detailed Tables Provided by UHCC



Number of Students Who Took the Survey:

	Hawai'i	Honolulu	Kapi'olani	Kaua'i	Leeward	Maui	Windward	Total
# of respondents	199	174	350	46	325	221	95	1,410
Total headcount	2,402	2,922	5,803	1,336	6,219	2,746	2,481	23,909
Response rate as % of total headcount	8%	6%	6%	3%	5%	8%	4%	6%
Classified headcount	1,746	2,029	4,048	831	4,003	1,959	953	15,569
Response rate as % of classified headcount	11%	9%	9%	6%	8%	11%	10%	9%

In Spring 2020, how many of your classes were changed from on-campus to online or remote teaching as a result of COVID-19?

# Classes	Kapi'olani CC	UHCC
5 or more	40	166
4 classes	53	216
3 classes	52	219
2 classes	68	310
1 class	79	288
Not applicable	52	201
Skipped	6	10
	350	1410



UNIVERSITY of HAWAII®
KAPI'OLANI
COMMUNITY COLLEGE

tables

1. In Spring 2020, how many of your classes were changed from on-campus to online or remote teaching as a result of COVID-19? (n=344)

Option	# Responses	Response %
5 or more	40	11.63%
4	53	15.41%
3	52	15.12%
2	68	19.77%
1	79	22.97%
Not applicable	52	15.12%

2. Since the Spring Break transition in classes, how challenging have the following factors been for you to continue your education? (n=348)



	Not challenging at all	Somewhat challenging	Extremely challenging	N/A	Total
Having reliable internet connection for school work	200 (57.80%)	111 (32.08%)	29 (8.38%)	6 (1.73%)	346
Having access to computer, laptop or tablet for school work	276 (80.00%)	40 (11.59%)	23 (6.67%)	6 (1.74%)	345
Having space to study	145 (41.91%)	118 (34.10%)	75 (21.68%)	8 (2.31%)	346
Collaborating with other students	85 (24.50%)	145 (41.79%)	92 (26.51%)	25 (7.20%)	347
Communicating with instructors	176 (50.72%)	122 (35.16%)	40 (11.53%)	9 (2.59%)	347
Using Laulima	274 (78.96%)	45 (12.97%)	14 (4.03%)	14 (4.03%)	347
Using library resources	104 (30.59%)	87 (25.59%)	51 (15.00%)	98 (28.82%)	340
Using tutoring services	102 (30.09%)	64 (18.88%)	47 (13.86%)	126 (37.17%)	339
Accessing disabilities services	132 (39.64%)	21 (6.31%)	14 (4.20%)	166 (49.85%)	333
Non-school issues, such as housing, food, child care and healthcare	115 (34.02%)	99 (29.29%)	61 (18.05%)	63 (18.64%)	338

3. Since Spring Break, how difficult has it been for you to access services from the college in each of the following areas? (n=343)



	Not at all difficult	Somewhat difficult	Extremely difficult	N/A	Total
Mental health services	96 (28.24%)	34 (10.00%)	23 (6.76%)	187 (55.00%)	340
Financial aid services	110 (32.35%)	66 (19.41%)	31 (9.12%)	133 (39.12%)	340
Business office, e.g. payment counter	113 (33.43%)	44 (13.02%)	25 (7.40%)	156 (46.15%)	338
Academic advising services	137 (40.41%)	74 (21.83%)	39 (11.50%)	89 (26.25%)	339
Student activities	93 (27.43%)	39 (11.50%)	41 (12.09%)	166 (48.97%)	339
Career services	95 (28.53%)	34 (10.21%)	26 (7.81%)	178 (53.45%)	333
Internships, practicum placements or clinicals	79 (23.58%)	36 (10.75%)	43 (12.84%)	177 (52.84%)	335



UNIVERSITY of HAWAII®
KAPI'OLANI
COMMUNITY COLLEGE

tables

4. Are you planning to enroll for the Fall 2020 term? (n=350)

Option	# Responses	Response %
Yes, I have already registered. (skip to question 6)	199	56.86%
Yes, I am planning to enroll.	80	22.86%
No, because I am graduating. (skip to question 6)	28	8.00%
No.	17	4.86%
I don't know.	26	7.43%

5. How much are the following factors affecting your decision about returning in the fall? (n=122)



	Not at all	Somewhat	Very much	Total
My Spring semester grades	66 (55.00%)	33 (27.50%)	21 (17.50%)	120
Financial aid package offered by the college	74 (60.66%)	32 (26.23%)	16 (13.11%)	122
Personal finances	40 (33.06%)	33 (27.27%)	48 (39.67%)	121
Concerns about health and safety (e.g., Coronavirus)	50 (40.98%)	37 (30.33%)	35 (28.69%)	122
Preference for face-to-face classes on campus	42 (34.43%)	36 (29.51%)	44 (36.07%)	122
Concerns about taking online classes	45 (36.89%)	39 (31.97%)	38 (31.15%)	122
Child care availability	103 (84.43%)	13 (10.66%)	6 (4.92%)	122
Family responsibilities (e.g., caregiver)	69 (57.02%)	35 (28.93%)	17 (14.05%)	121
Other issues – please list other issues in the comment box	65 (69.15%)	14 (14.89%)	15 (15.96%)	94

6. Please answer these questions for your courses that were converted to an online or remote teaching delivery mode after Spring Break. (n=335)



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total
My instructors have used technology effectively to keep me engaged.	140 (42.17%)	105 (31.63%)	34 (10.24%)	23 (6.93%)	8 (2.41%)	22 (6.63%)	332
My instructors have been responsive and available to answer my questions.	157 (47.43%)	88 (26.59%)	44 (13.29%)	11 (3.32%)	10 (3.02%)	21 (6.34%)	331
I have been able to learn effectively despite the sudden transition to online learning.	104 (31.52%)	70 (21.21%)	61 (18.48%)	39 (11.82%)	29 (8.79%)	27 (8.18%)	330
This college has done a good job of helping me to continue my education in spite of the changes in instruction that have happened because of the COVID-19 pandemic.	135 (41.67%)	83 (25.62%)	53 (16.36%)	20 (6.17%)	11 (3.40%)	22 (6.79%)	324