San José State University
Spring 2020 Student Success Survey

Satisfaction with Aspects of Remote Learning

Aspect	Satisfied	Dissatisfied
INSTRUCTOR COMMUNICATION	63%	23%
ASSIGNMENT INSTRUCTIONS	59%	25%
ACCESS TO COURSE MATERIALS	60%	23%
INSTRUCTOR AVAILABILITY	63%	20%
ASSIGNMENT FEEDBACK	52%	28%
GRADING CLARITY	53%	28%
INTERACTIONS WITH CLASSMATES	33%	44%
OVERALL QUALITY OF INSTRUCTION	47%	30%

Legend: ■ Satisfied   ■ Dissatisfied

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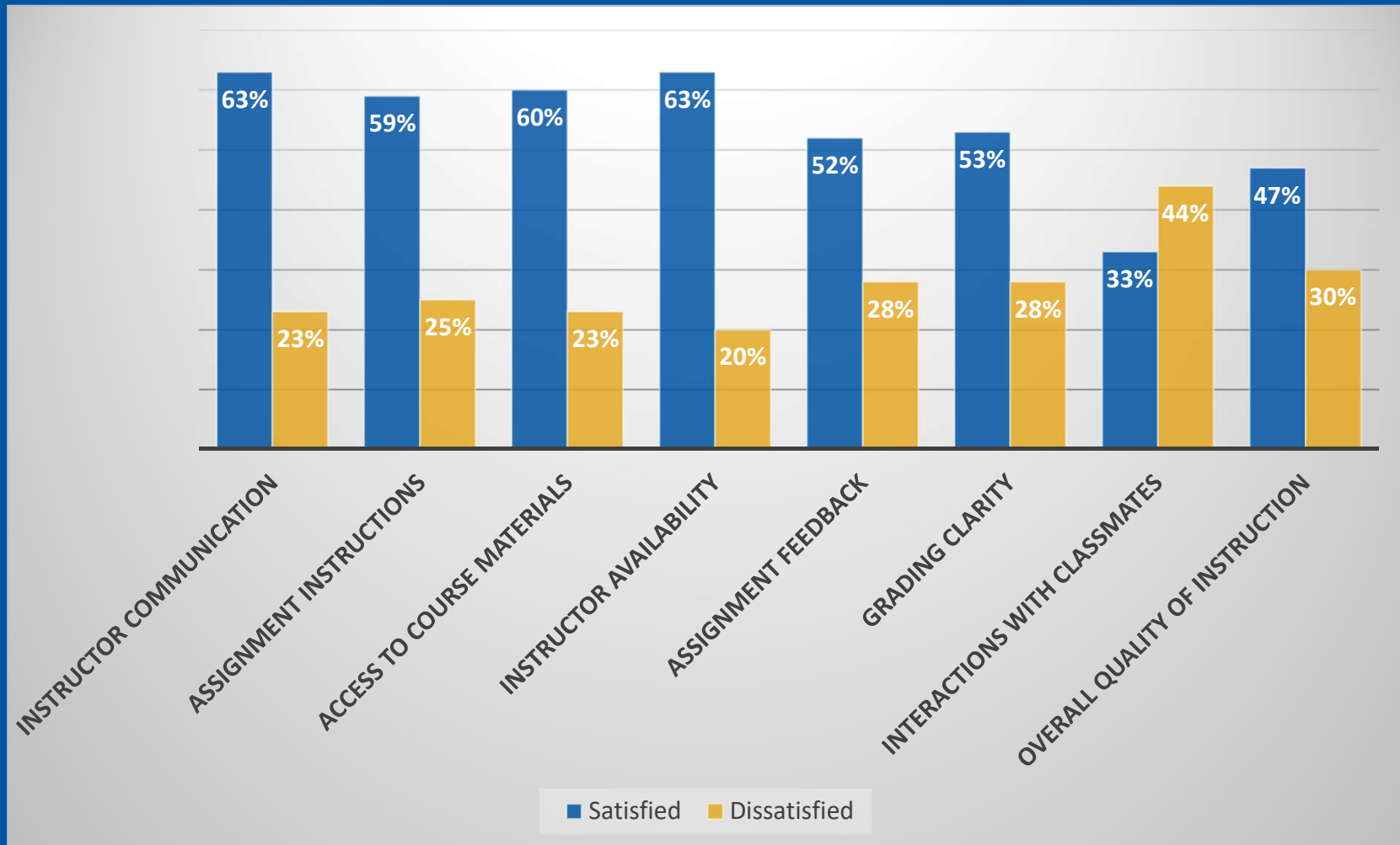
What did your instructors do to help make your experience with remote learning a positive experience?

"Posting the recorded lecture videos really helped me because I could go back and study from them, and I could pause/fast forward the lecture at my own pace. I had an instructor record herself going over practice problems for different types of calculations. This improved my understanding tremendously! I even had an instructor reach out to me personally after a zoom bombing. Overall everyone's understanding of the hard times was very helpful and inclusive to a virtual learning environment."

"One instructor provided video lectures and during class decided to meet with teams on their group projects. I really liked this approach. Another instructor planned for group exercises in class and group projects, which helped me stay in contact with people in class, which I found very helpful for my well-being."

"The instructors that expressed genuine concern for their students during this rapid change helped with stress. Instructors that adjusted their learning styles helped make things more positive."

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What could your instructors have done differently to make your experience with remote learning more positive?

"A lot of my professors wanted to give the same amount of work even though it was difficult to do because I don't have access to the same resources I did in school."

"For certain classes, instead of us having to be on zoom at certain time, I think if they could just record video and send out, that would be much more convenient, because I have lost connection to live classes so many times that I felt completely lost in class. Though I try to ask them as well as my classmates again, they didn't really answer everything (and I did not find out until when I saw others' works)."

"Some professors need to learn how to use Canvas more. One would upload assignments/projects to files where no one could find it and there were no announcements. Next thing we knew, an entire project was due and no one was aware it even existed. Another professor used only Google drive and didn't use Canvas at all which made navigating the class difficult. We couldn't track grades, find where to submit homework, or easily contact the professor."

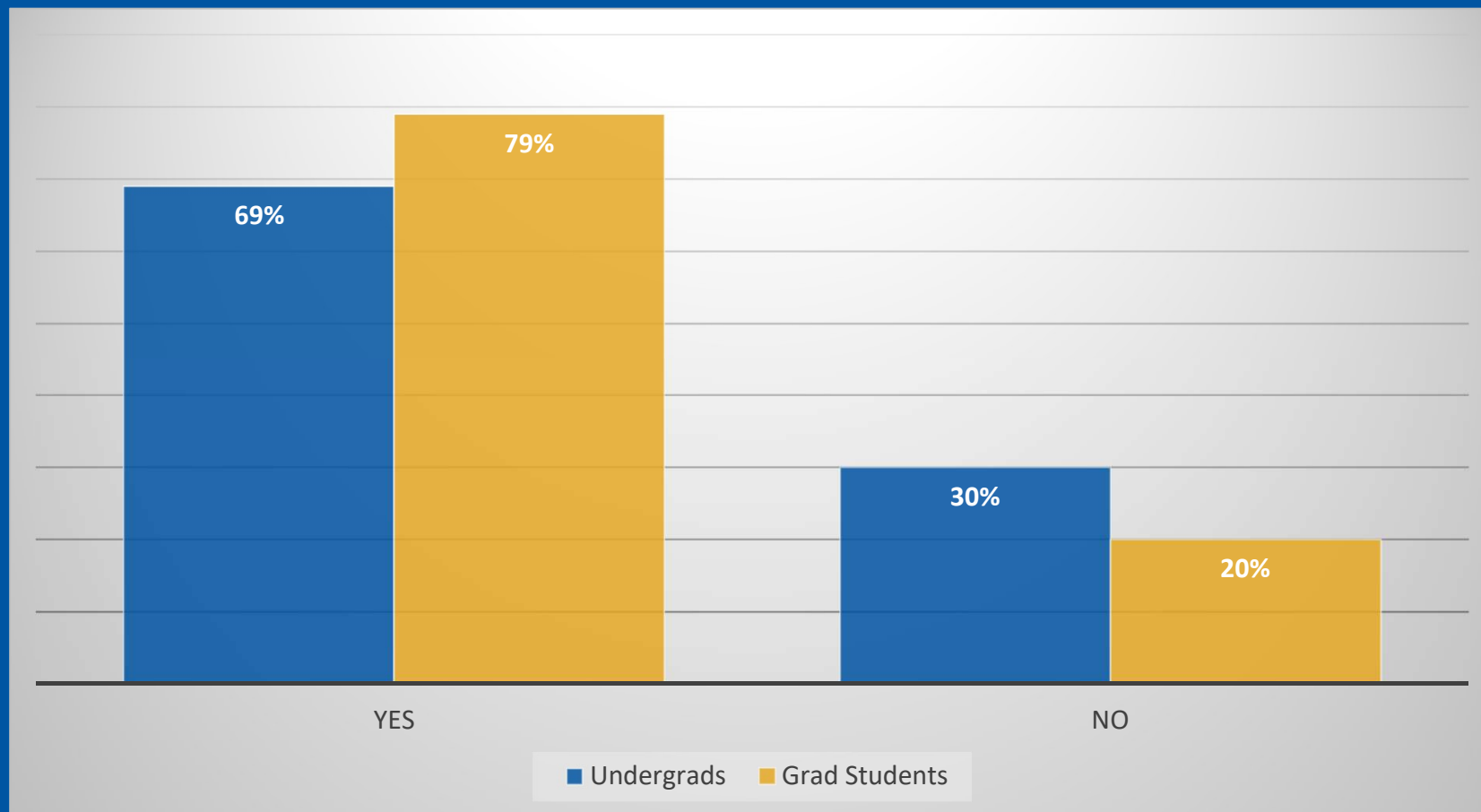How well-prepared were you for transitioning to remote learning?

Not at all, 29%

A little, 23%

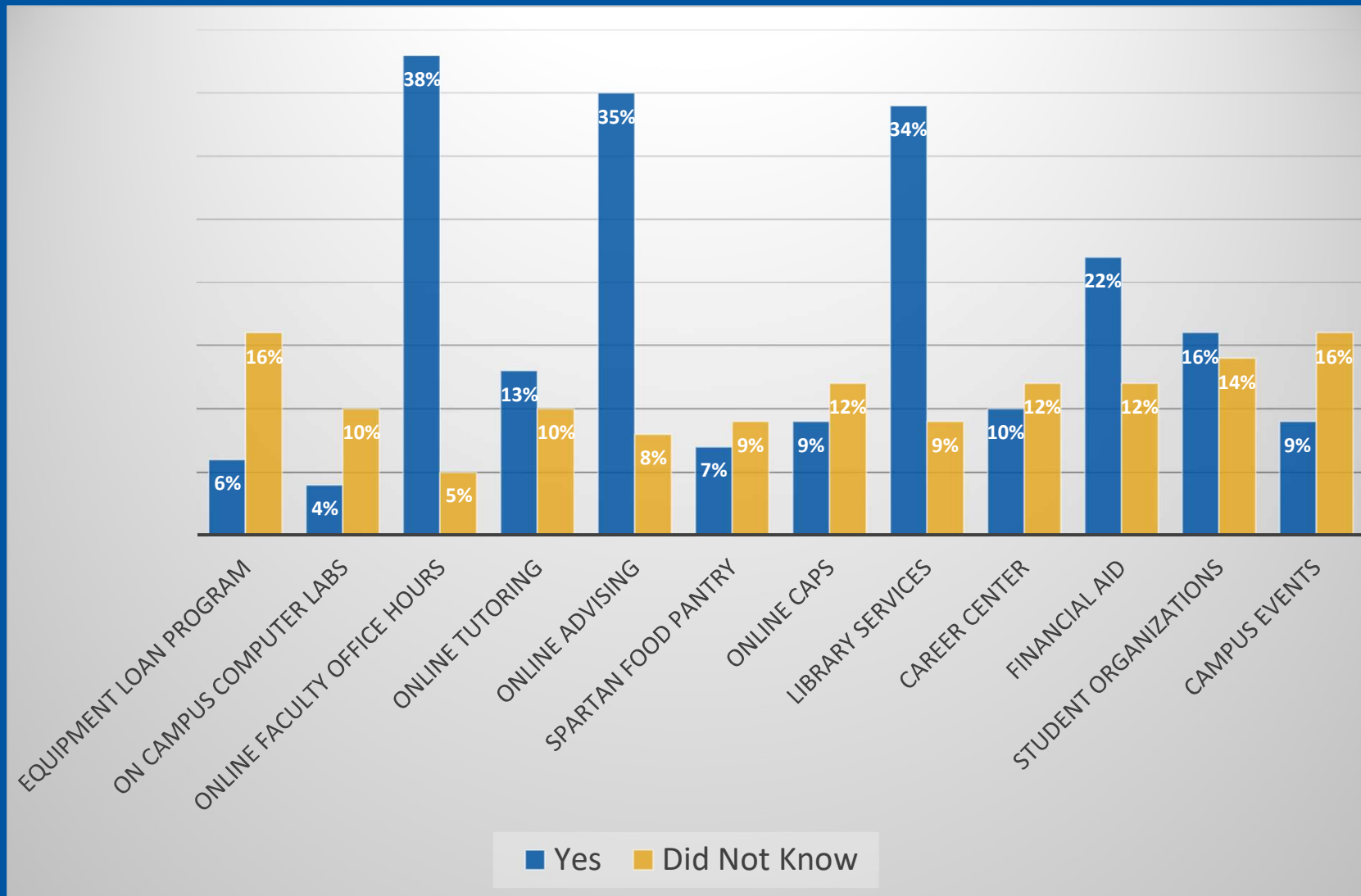Moderately, 26%

Very/Fully, 22%

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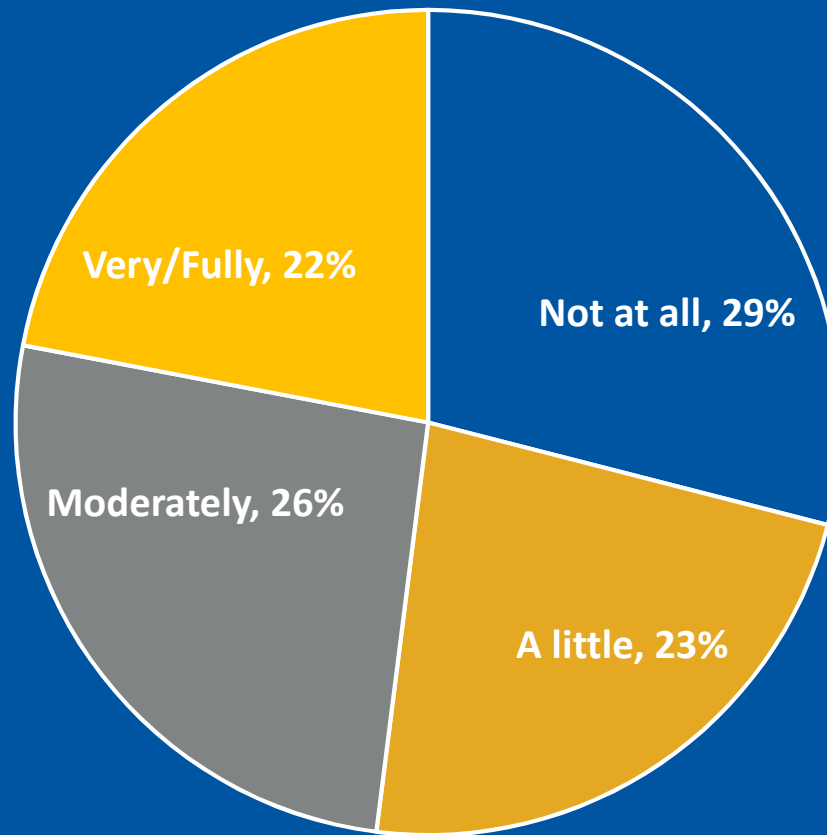
Computer Equipment/Internet Access

Device (check all that apply)	%
Desktop	20%
Laptop	93%
Tablet	19%
Cell Phone	53%
Other/No access	3%

Internet (check all that apply)	%
Wi-Fi in residence	95%
Public Wi-Fi	7%
Cell Phone	25%
Hotspot	21%
Other/No access	3%

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Do you have regular access to an appropriate space for studying and completing coursework?

79% — Grad Students (YES)
69% — Undergrads (YES)
30% — Undergrads (NO)
20% — Grad Students (NO)

YES   NO

■ Undergrads   ■ Grad Students

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Did you use any of the following after the switch to remote learning?

	Yes	Did Not Know
EQUIPMENT LOAN PROGRAM	6%	16%
ON CAMPUS COMPUTER LABS	4%	10%
ONLINE FACULTY OFFICE HOURS	38%	5%
ONLINE TUTORING	13%	10%
ONLINE ADVISING	35%	8%
SPARTAN FOOD PANTRY	7%	9%
ONLINE CAPS	9%	12%
LIBRARY SERVICES	34%	9%
CAREER CENTER	10%	12%
FINANCIAL AID	22%	12%
STUDENT ORGANIZATIONS	16%	14%
CAMPUS EVENTS	9%	16%

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To what degree did the following impact your academic success in Spring 2020?
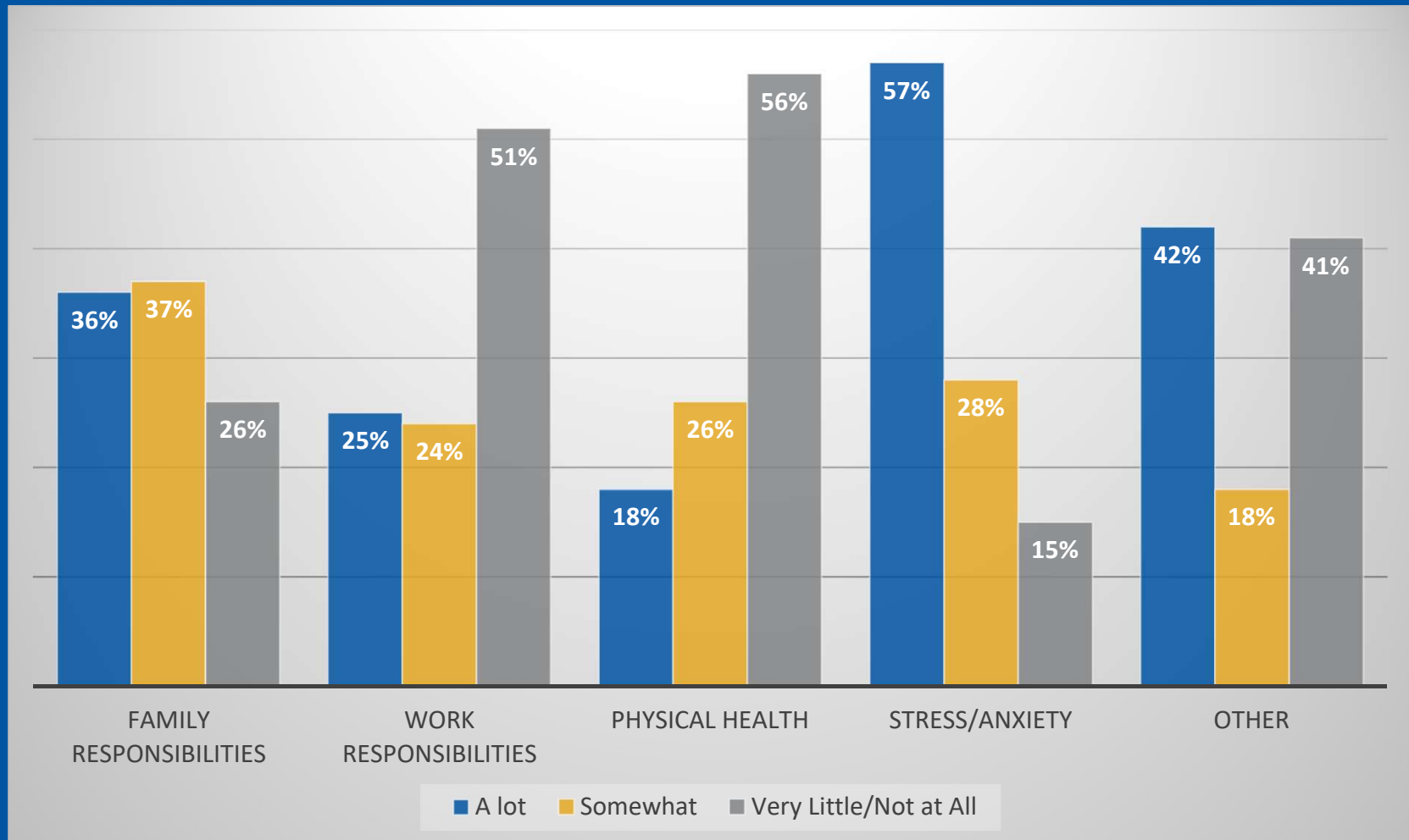
Caring and Communication
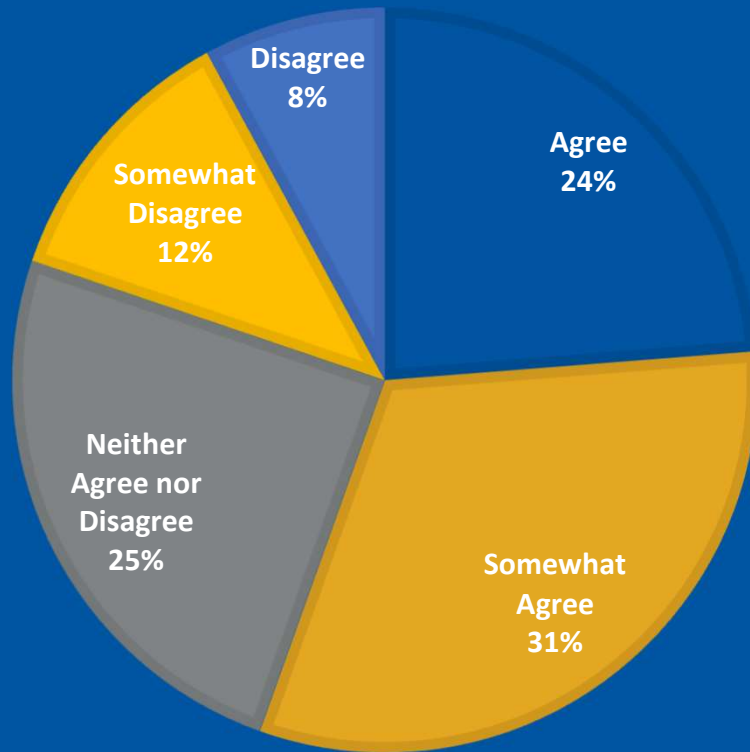
SJSU cares about my well-being during this crisis.

Agree 24%
Disagree 8%
Somewhat Disagree 12%
Neither Agree nor Disagree 25%
Somewhat Agree 31%
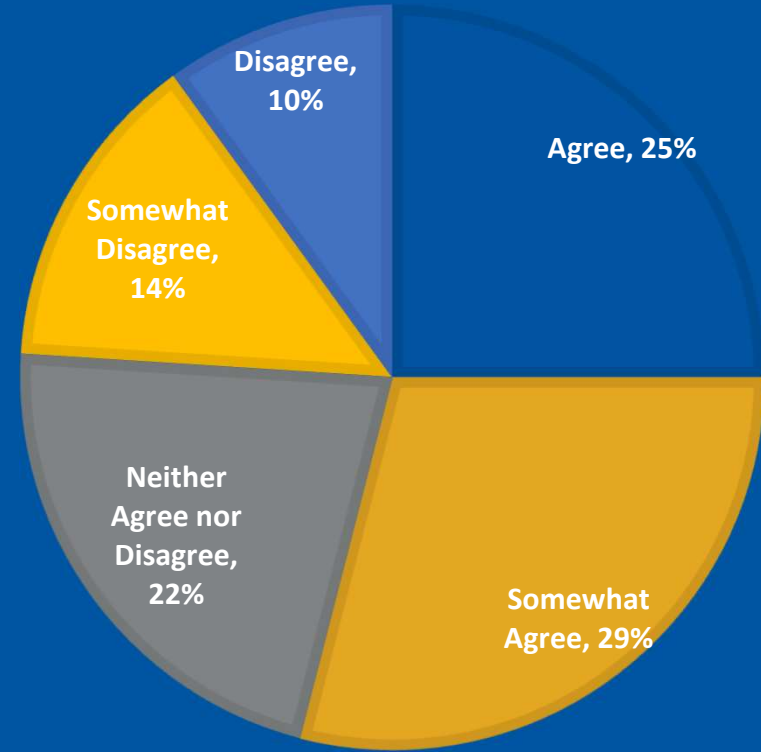
Communication from SJSU about the transition was sufficient.

Agree, 25%
Disagree, 10%
Somewhat Disagree, 14%
Neither Agree nor Disagree, 22%
Somewhat Agree, 29%

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Sense of Belonging and Connection to SJSU Community Before/After Transition to Remote Learning
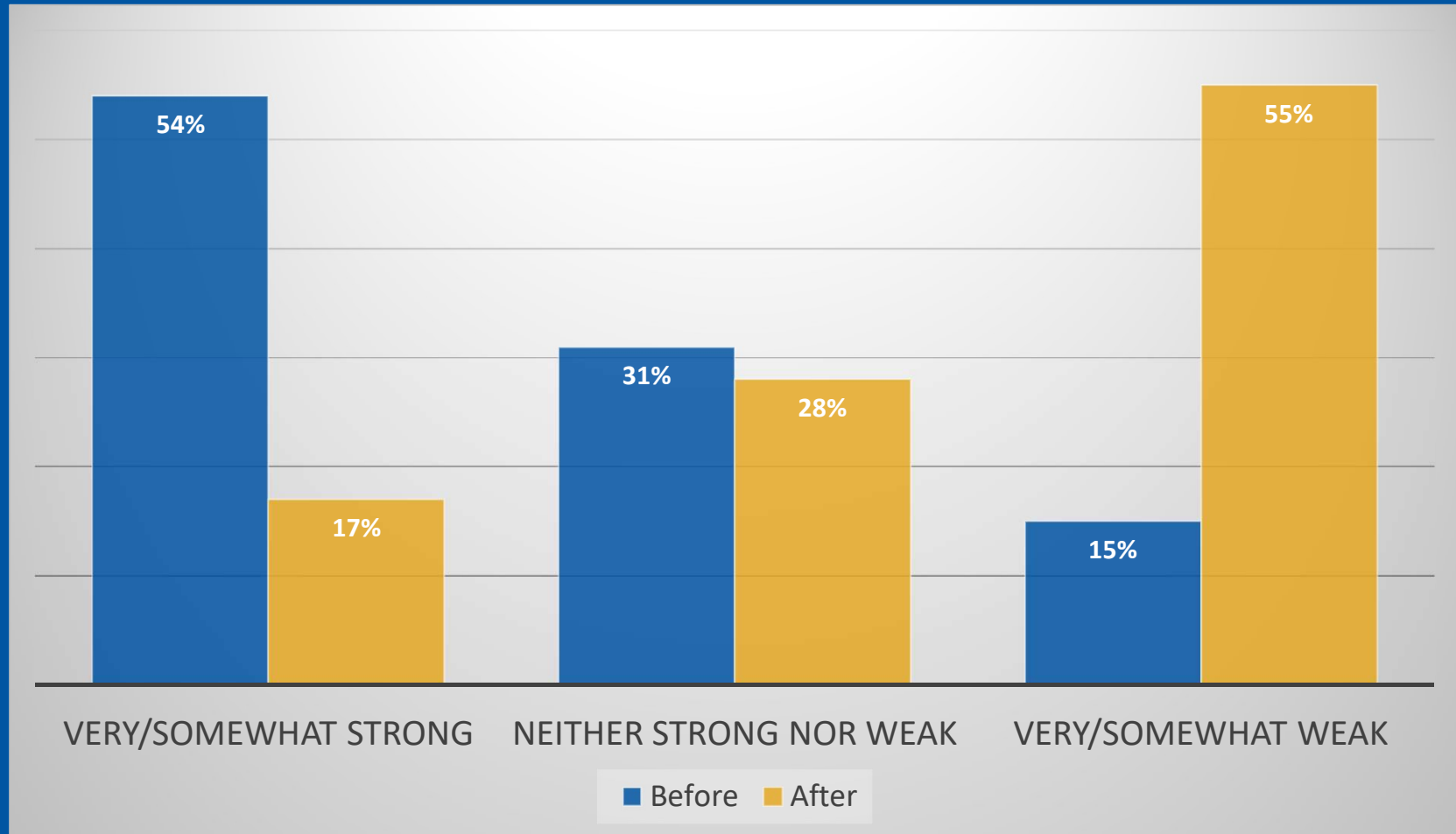
What helped you feel a sense of belonging and connection to the SJSU community this semester?

"I always liked walking around campus, seeing students, I loved the Student Union and Wellness Center events, and I loved the gym. I felt disconnected from the SJSU community after the change to online because I couldn't see that and I didn't see students anymore."

"I had a safe space to study on campus, support from classmates and staff members in person before the change. Now with the change what makes me feel a sense of belonging is having classmates that I have known since I first started SJSU and instructors checking in on the students prior to starting lectures."

"I really appreciated the consistent communication, and the strong sense that SJSU was trying to help us succeed during an uncertain time."

"Help from all my professors in my major speaking on the current situation, providing tips for coping, and stressing the significant time we were all going through by providing a sense of urgency/support."

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What could SJSU do to help strengthen your sense of belonging and connection to the campus community in the future?

"Continue to provide networking opportunities with peers/ organizations for both new freshmen and transfer students. Increasing student awareness of different meetup and university activities available for any and all students for every discipline. Making the student organizations list easier to find and look through from the website."
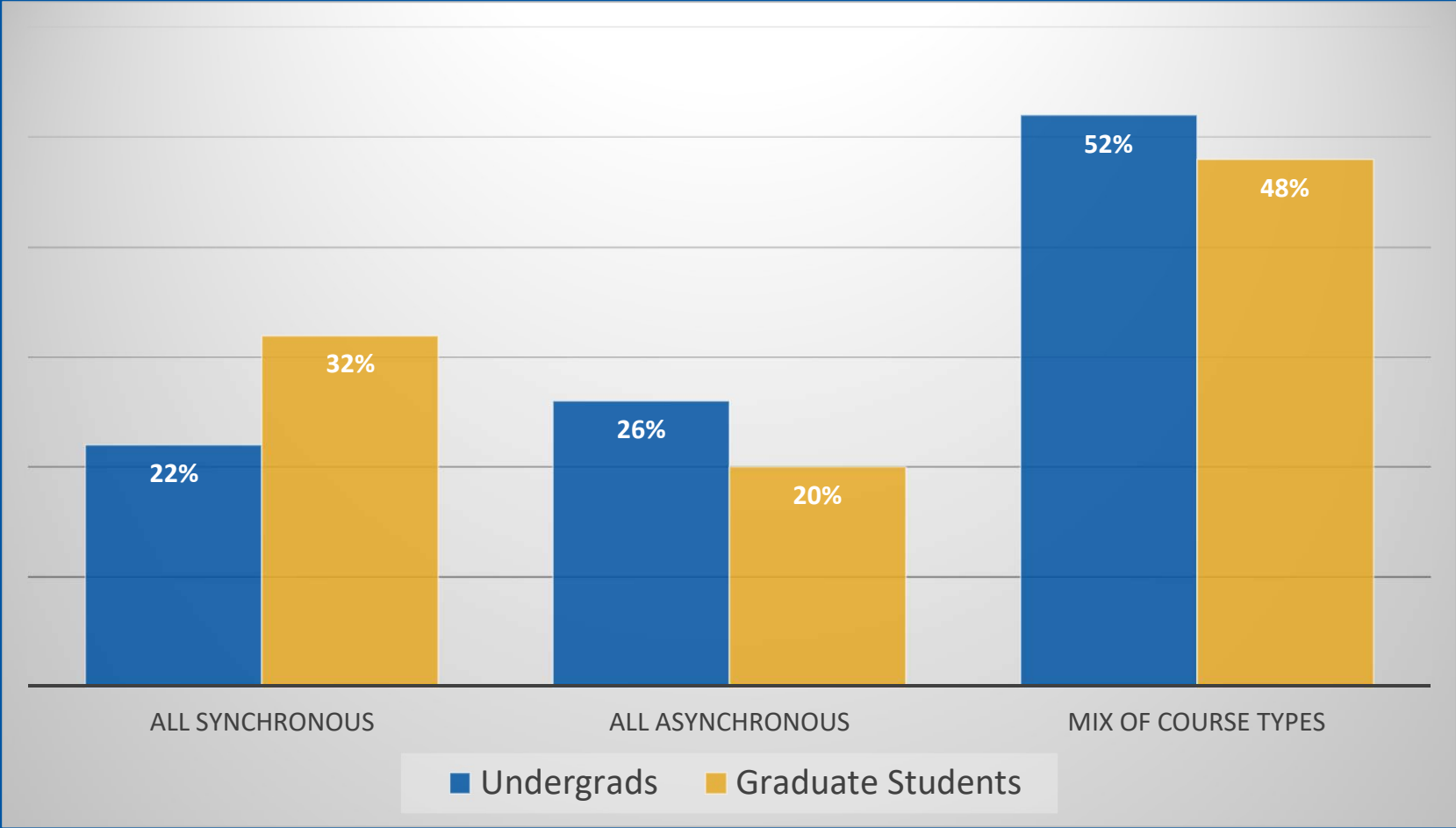
"It would be nice if there were online art exhibitions of current students' projects and performing arts shows. That would make me feel like SJSU is still thriving and I wouldn't associate my connection with just getting course work done."

"I miss watching the new science building being built next to Duncan Hall - I would love a live camera feed on that to watch from time to time. It would make me feel more connected to campus."

"Lower tuition, more support groups for stress and anxiety, and provide webcam for students who don't have them."

"Virtual events, chat rooms for SJSU students, virtual hangout spots, being able to watch school sports online."

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In the future, what type of remote learning classes would you prefer?

Category	Undergrads	Graduate Students
ALL SYNCHRONOUS	22%	32%
ALL ASYNCHRONOUS	26%	20%
MIX OF COURSE TYPES	52%	48%

Legend: ■ Undergrads ■ Graduate Students

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Take Aways: What do our Students Need?

Empathy

Flexibility

Understanding

Full Survey Summary Report Available on SJSU Institutional Research website:

iea.sjsu.edu > Surveys

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Fall 2020 Mid-Semester Check-In Survey

Online survey sent to all first-semester Frosh and Transfers via Spartan Ready Canvas course on September 30th by Peer Connections

Frosh respondents N=389 (ongoing)

Transfer respondents N=295 (ongoing)

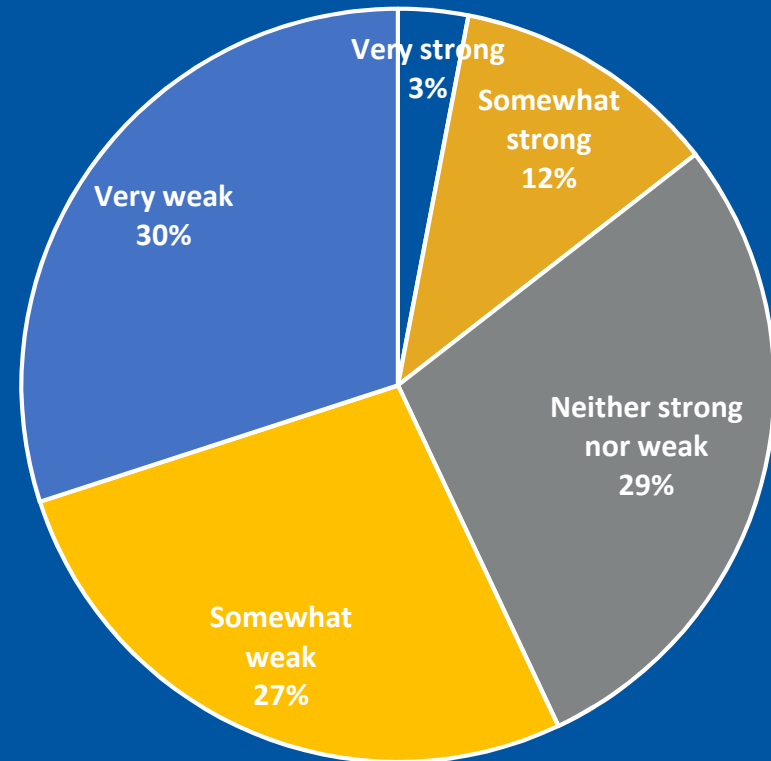# How satisfied are you with your online learning experiences so far this semester?

Frosh

- Very satisfied 13%
- Somewhat satisfied 40%
- Neither satisfied nor dissatisfied 25%
- Somewhat dissatisfied 17%
- Very dissatisfied 5%

Transfers

- Very satisfied 14%
- Somewhat satisfied 28%
- Neither satisfied nor dissatisfied 21%
- Somewhat dissatisfied 27%
- Very dissatisfied 10%

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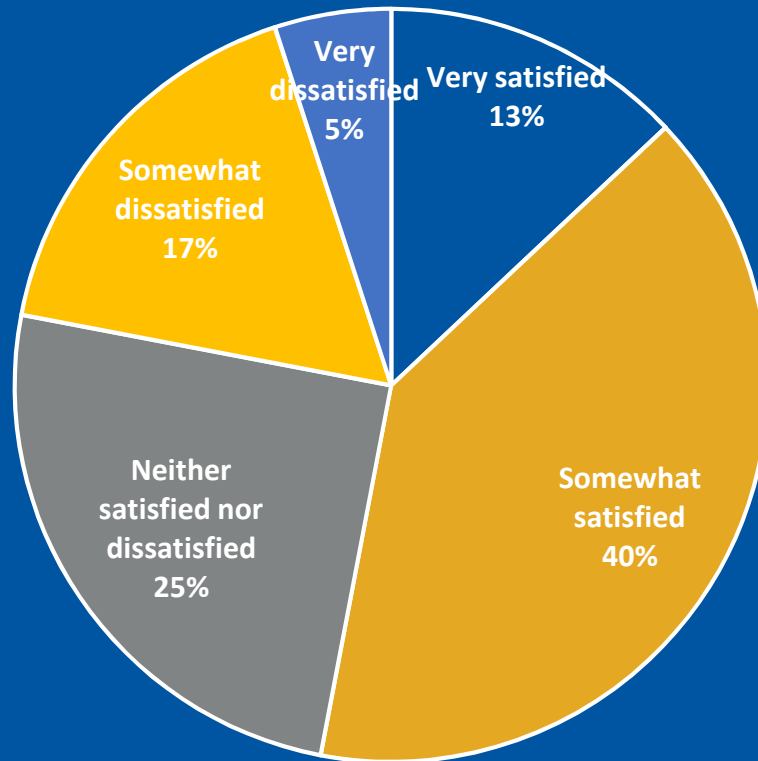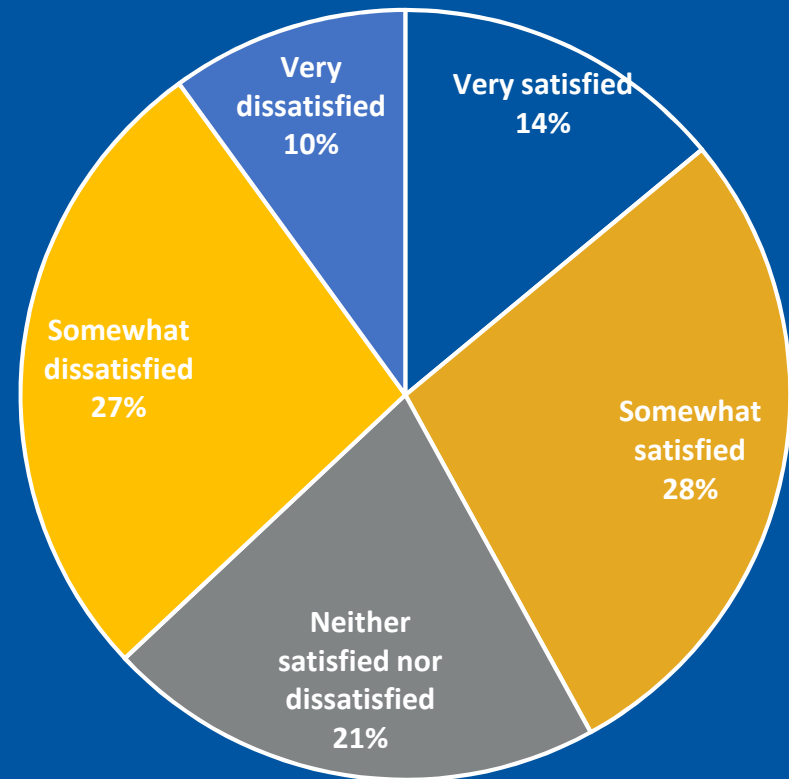
How would you describe your sense of belonging and connection to the SJSU campus community?

Frosh
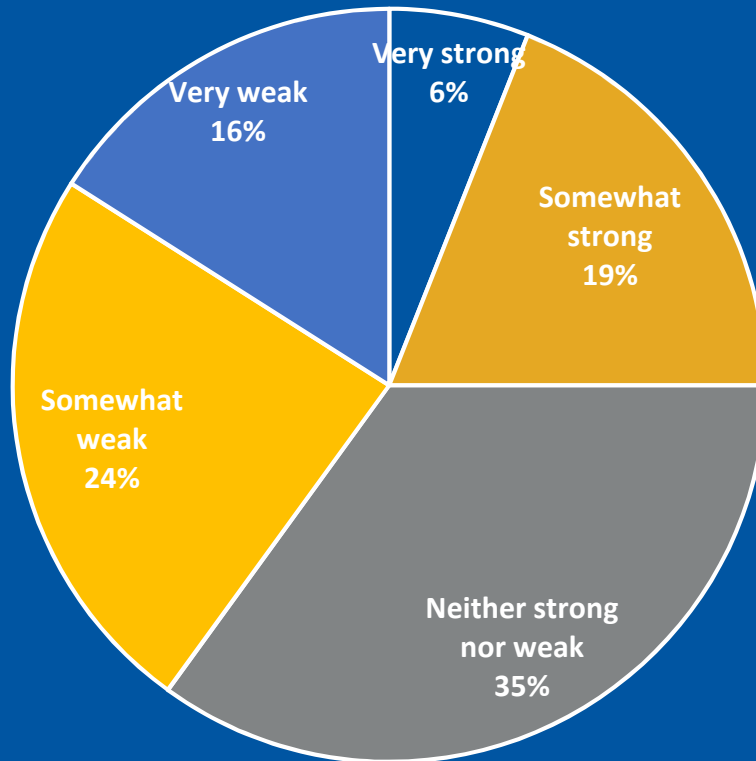
Very strong
6%

Somewhat strong
19%

Neither strong nor weak
35%

Somewhat weak
24%

Very weak
16%

Transfers

Very strong
3%

Somewhat strong
12%

Neither strong nor weak
29%

Somewhat weak
27%

Very weak
30%
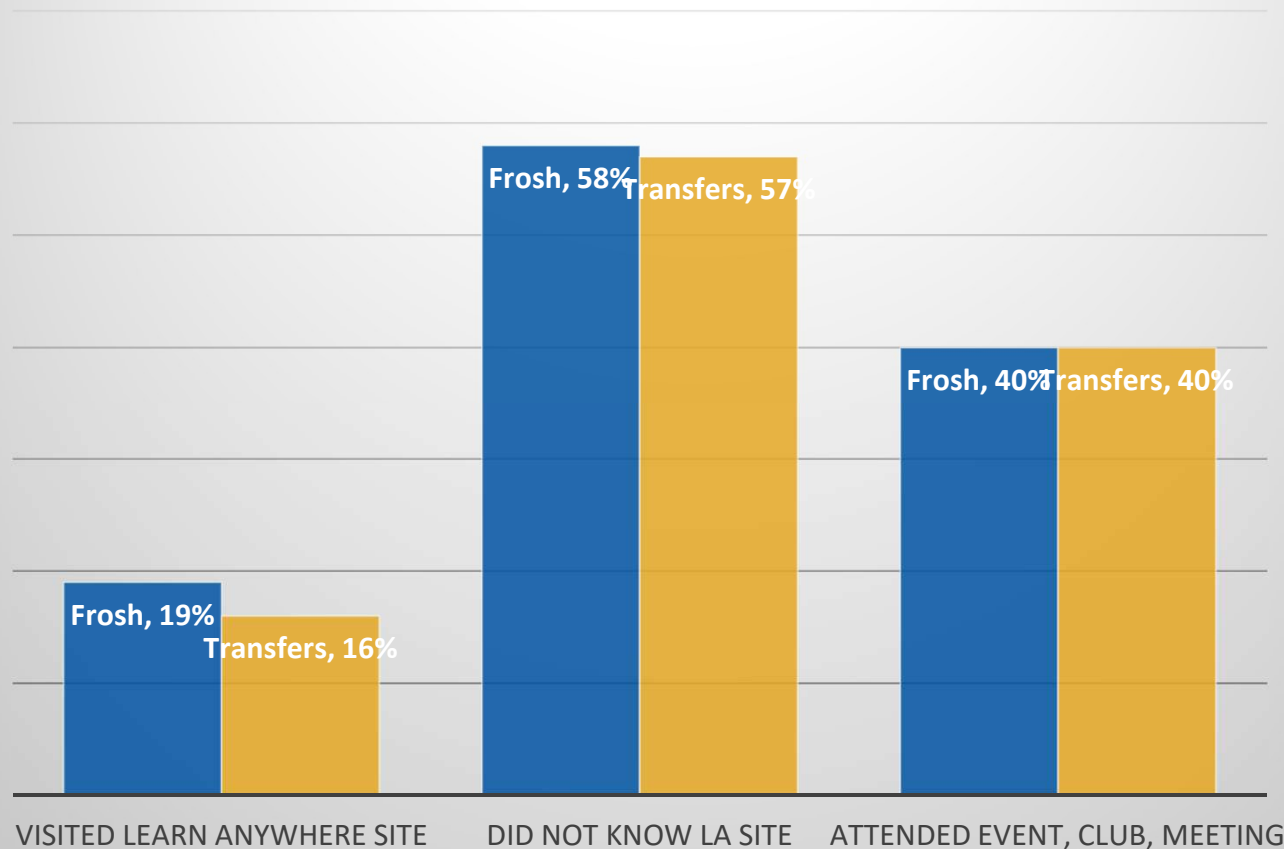
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Spring 2020 Advisor Survey

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Spring 2020 Advisor Survey

## Online survey of undergraduate academic advisors, May 2020 (N=134)

Other, 7%

Professiona l Advisors, 37%

Faculty Advisors, 56%

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Q1: How are you doing?

- Other 10%
- Doing great, enjoy working from home 26%
- A bit overwhelmed 21%
- Struggling working from home 9%
- Sometimes good, sometimes not 34%

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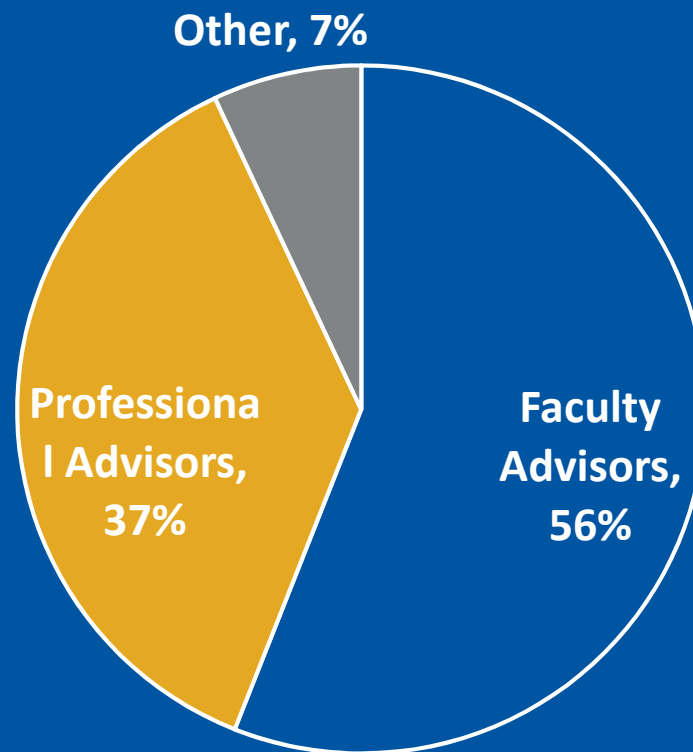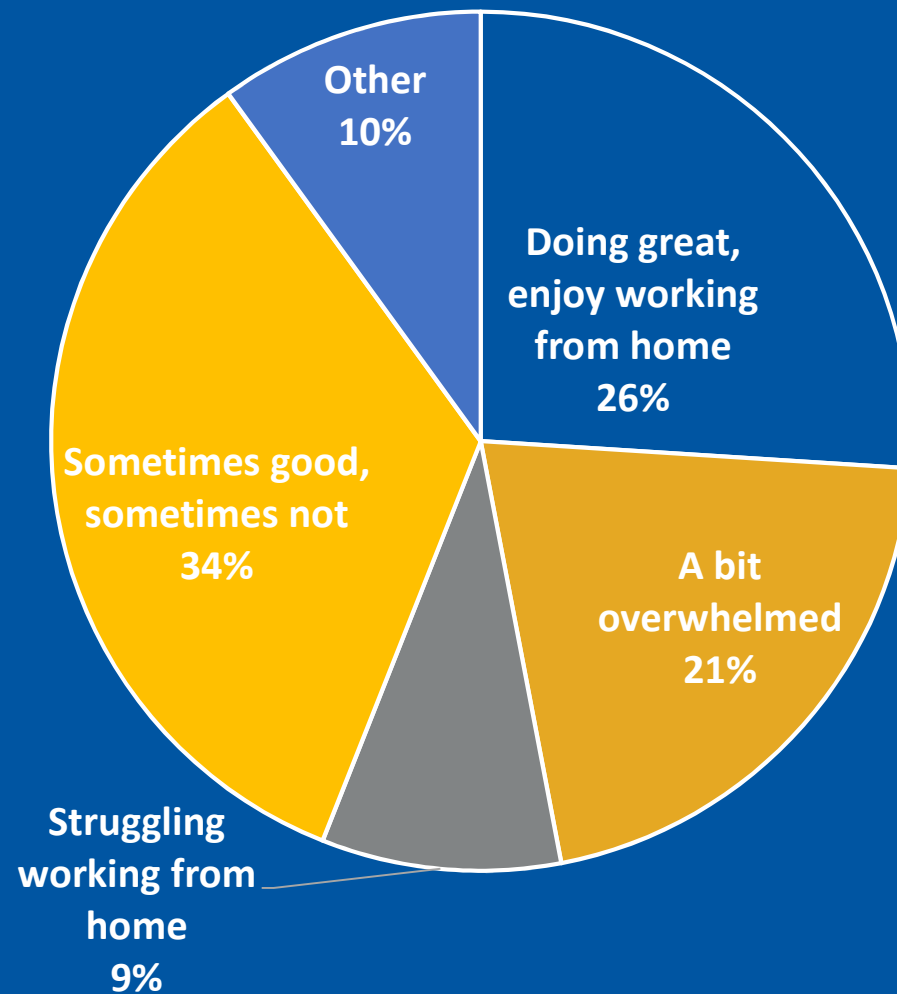
Q2: Which of the following mechanisms have you used to advise students since the shelter-in-place started? (check all that apply)

Other
4%

Email
30%

Individual Zoom
meeting
30%

Group Zoom
meeting
11%

Drop in hours via
Zoom
11%

Phone call
14%
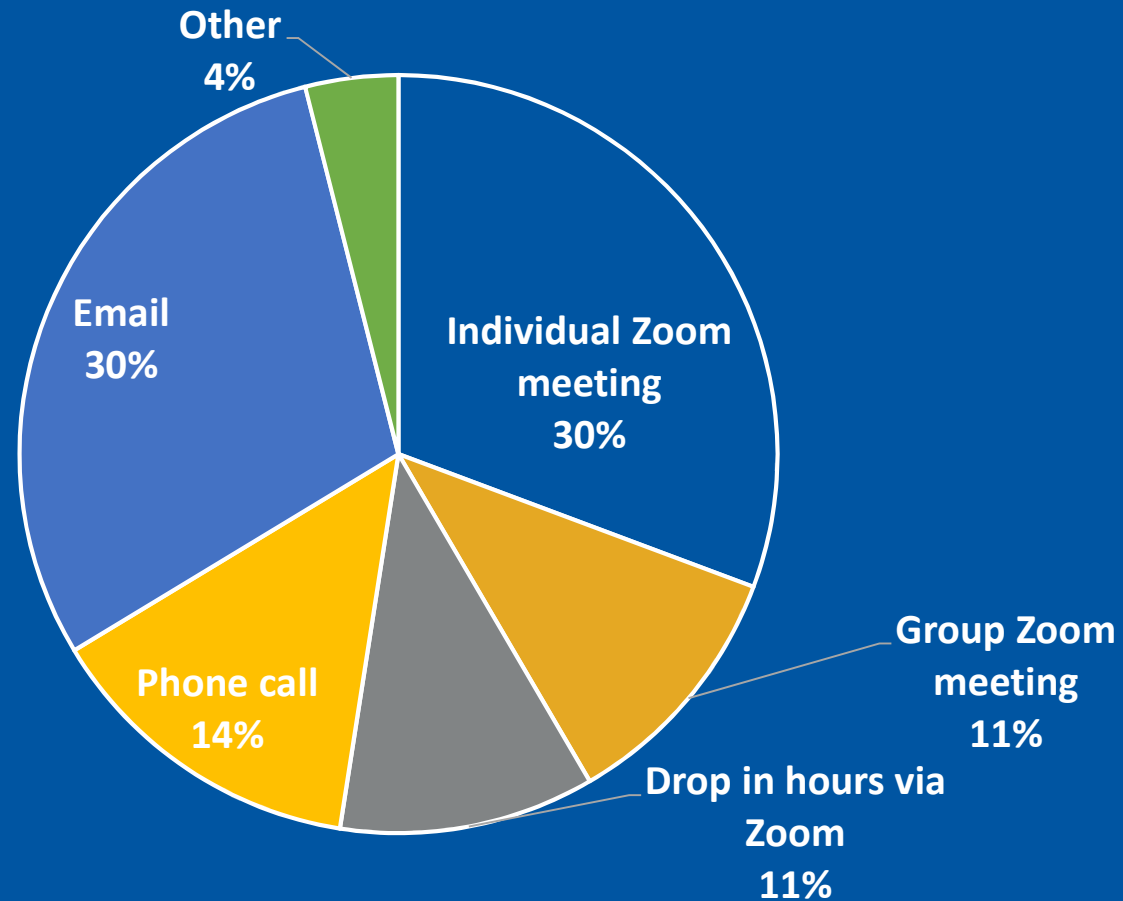
"Other" responses:
DocuSign, Spartan
Connect, Google
Meet, WhatsApp,

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Q3: Which of the following equipment have you used in advising students? (check all that apply)

Other
4%

PC
15%

Cell phone
25%

Laptop
52%

Tablet/iPad
4%

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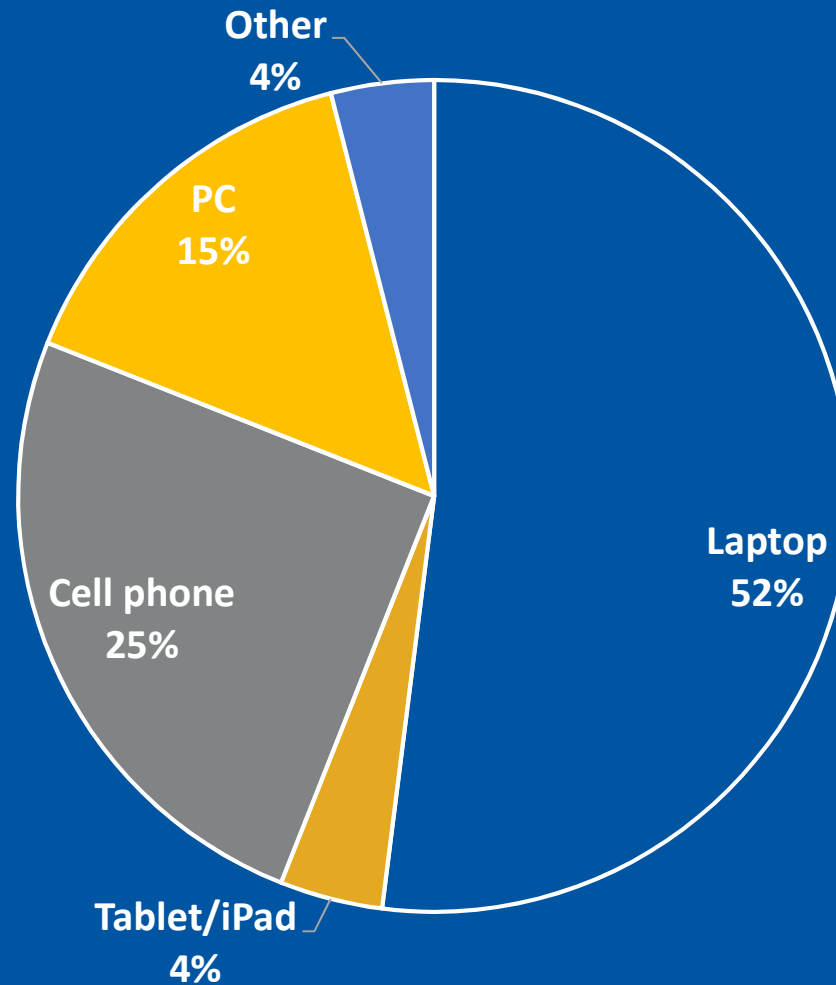
Q4: Do you have the equipment you need at home to be successful?

Not sure
13%

No
20%

Yes
67%
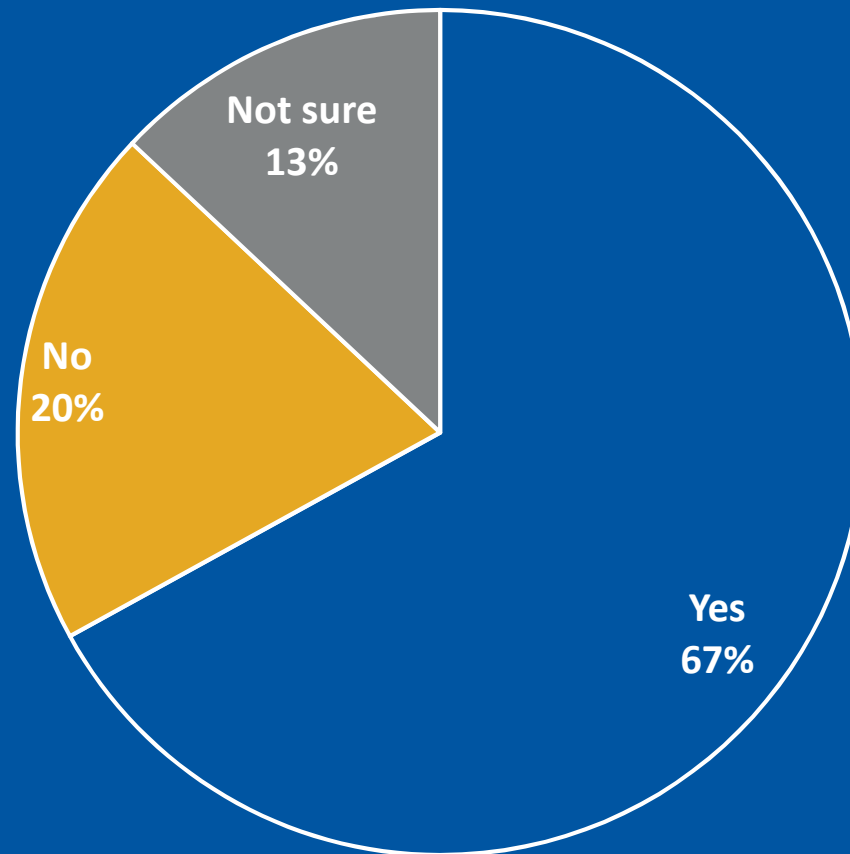
Q5: Do you have an environment conducive to work during your business hours to be successful?

Not sure 11%

No 19%

Yes 70%

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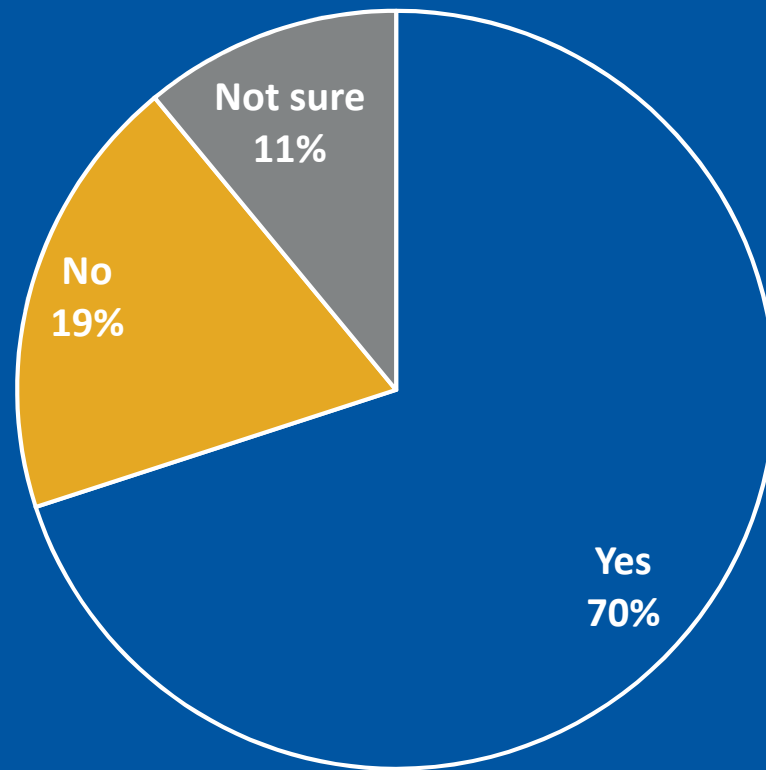
Q6: How would you describe the amount of time you are spending advising individual students?

Same amount of time as before SIP
31%

More time than before SIP
66%

Less time than before SIP
3%

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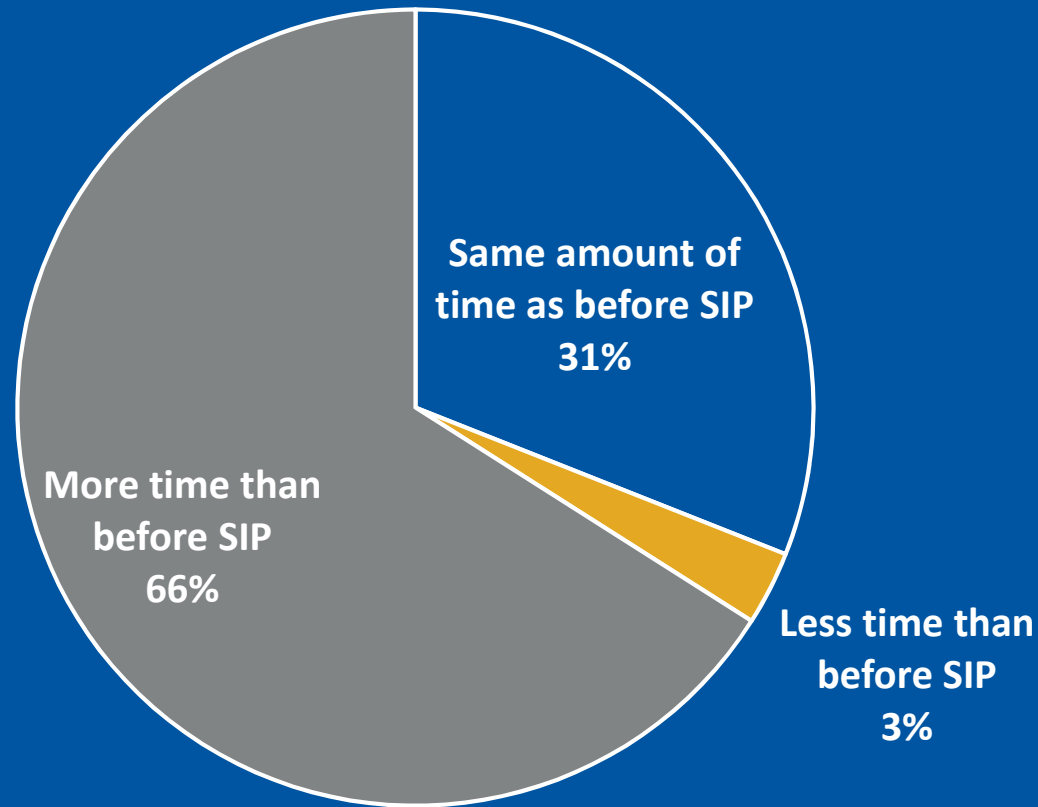
Q7: Are you having to work different hours than your usual schedule to advise individual students (due to your schedule and/or student schedules)?

Not sure
4%

No
42%

Yes
54%

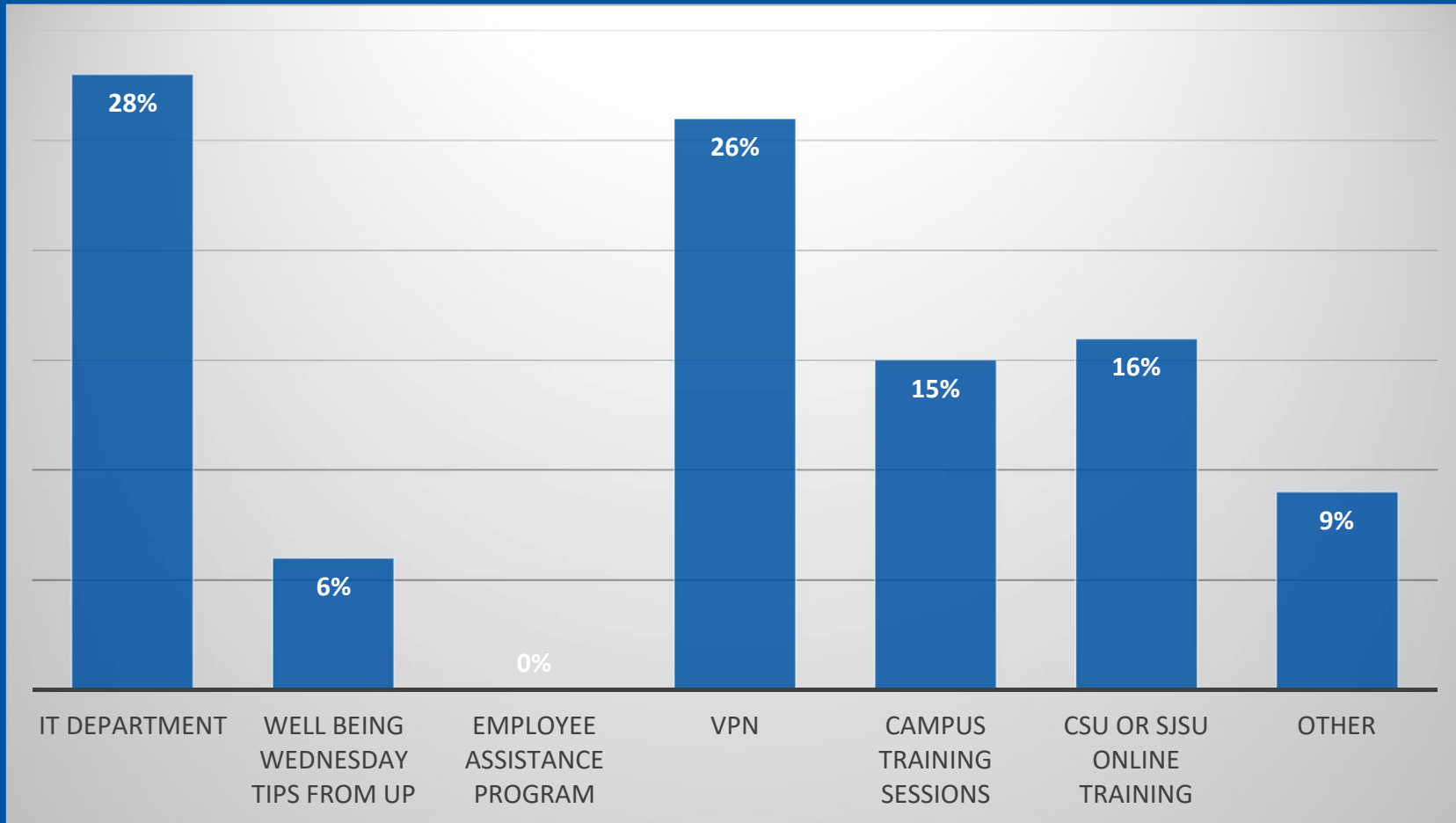SJSU SAN JOSÉ STATE UNIVERSITY
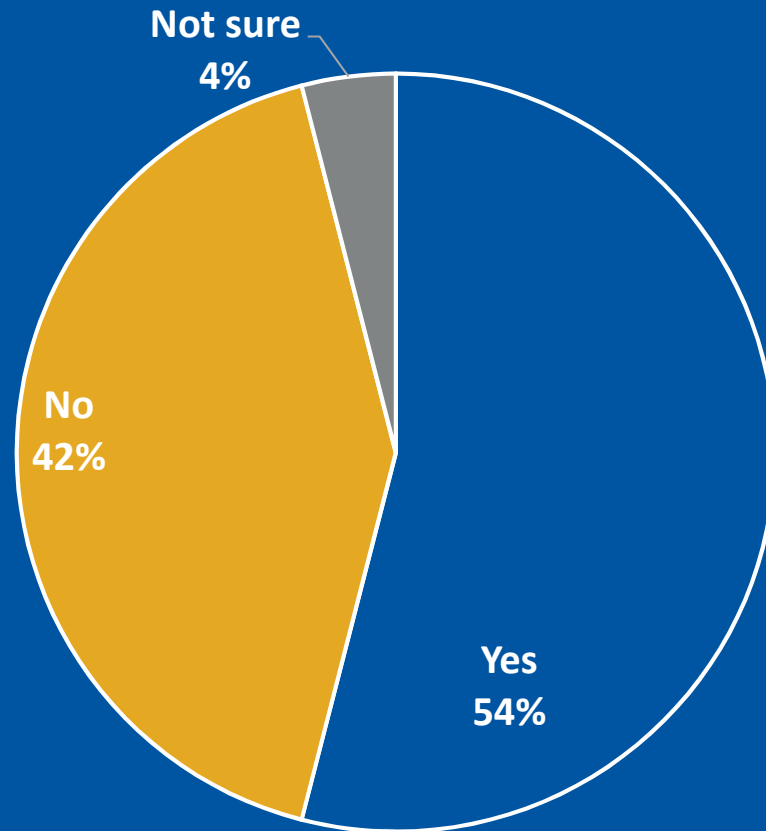
Q8: What are you enjoying about remote advising?

- No commute!

- Seeing students in their home environment, more informal interactions

- Scheduling flexibility

- DocuSign forms

- Finding creative new ways to do things

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Q9: What are you finding most challenging about remotely advising students?

- Communication via email takes longer
- Increased workload
- Lack of privacy
- Lack of ergonomic home workspace
- Equipment/tech issues
- Learning new tools (e.g., DocuSign)
- Zoom fatigue
- Missing face-to-face connection

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Q10: Which campus resources are you using to support you during this time? (check all that apply)

Bar chart showing percentages:
- IT DEPARTMENT: 28%
- WELL BEING WEDNESDAY TIPS FROM UP: 6%
- EMPLOYEE ASSISTANCE PROGRAM: 0%
- VPN: 26%
- CAMPUS TRAINING SESSIONS: 15%
- CSU OR SJSU ONLINE TRAINING: 16%
- OTHER: 9%

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Q11: If remote advising continues into the fall semester, what equipment, training, and/or technological solutions do you need to be successful?

- More support for remote working

- More training on advising tools, best practices, clarity on advising roles

- Zoom training

- Home office equipment (desk, chair, laptop, keyboard, mouse, monitors, etc.)

- FAQs to help reduce workload
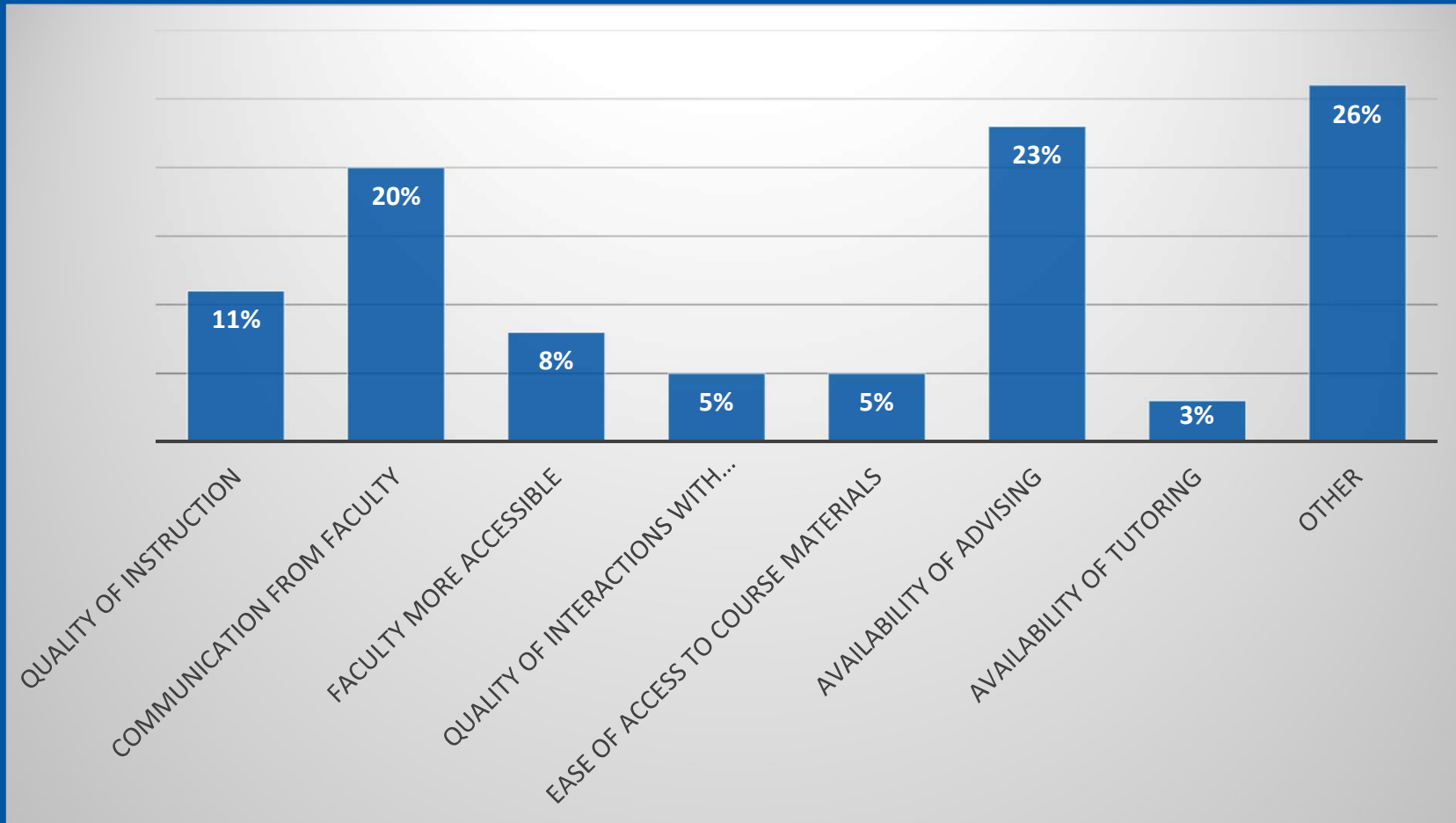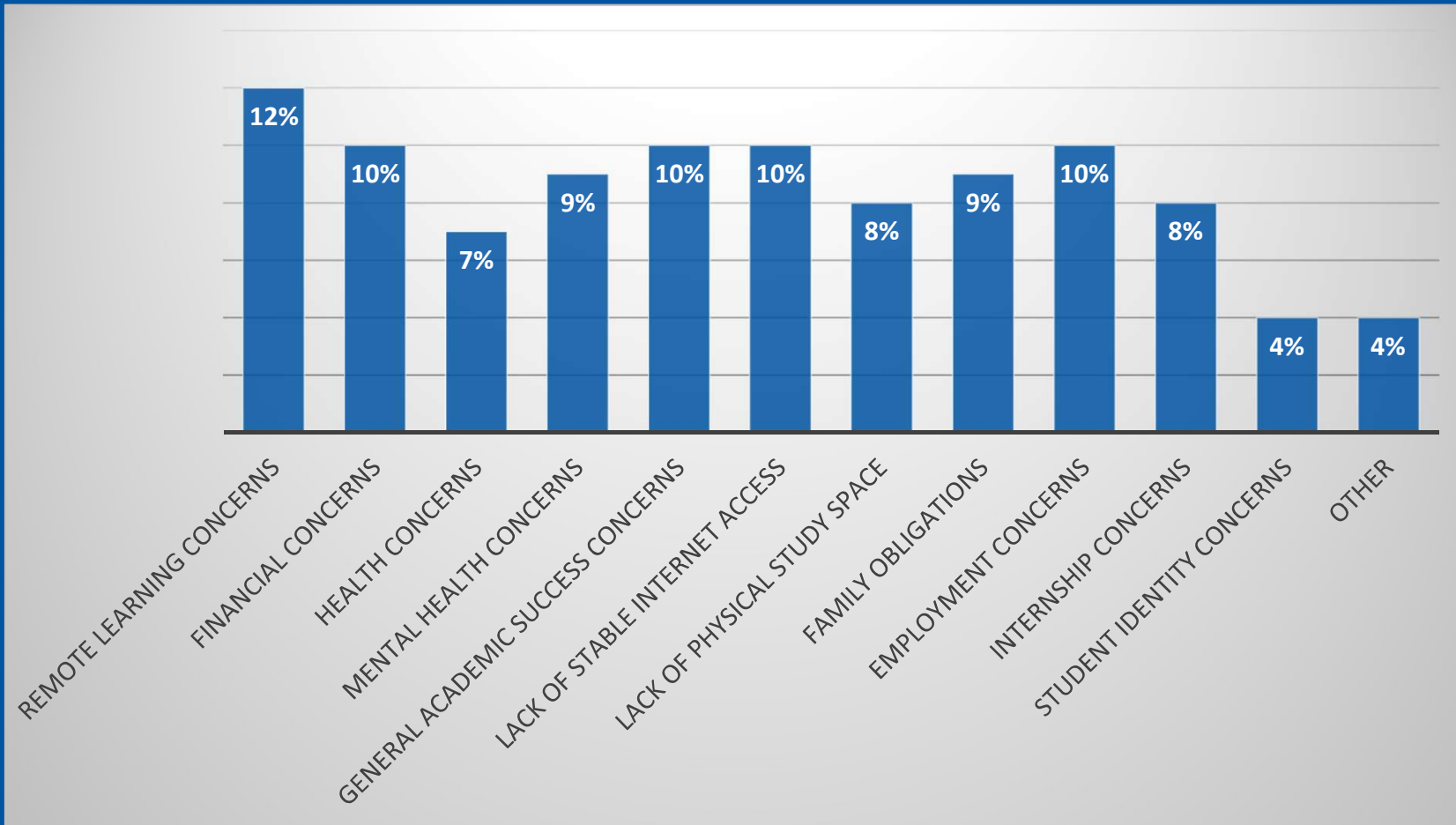
Q14: How familiar are you with referring students to resources to support the concerns expressed in Q13?