

---

DATE: May 8, 2020

TO: Laurie Scolari, Associate Vice President, Student Services

FROM: Ben Kaliczak, Research Analyst  
Elaine Kuo, College Researcher

RE: Student (Tech) Needs Survey 1 Results

---

### Overview

Foothill College ended winter quarter moving to a fully virtual online campus (due to COVID-19) and in preparation to better serve student in the spring quarter, all students were invited to participate in an online survey by email. The survey was open from April 7, 2020 to April 17, 2020. Out of the 11,100 students who were sent an initial survey invite email, 1,739 students completed the survey, which reflects a 16% response rate. A review of the major findings follow and the full survey results are included in the Appendix.

### Survey Results Highlights

- Survey respondents were more likely to be female (55%), between the ages of 20 to 39 (51%), and Asian (29%). Compared to the overall campus population, African American, Latinx, and White students were underrepresented.
- The majority of respondents indicated that a laptop computer would be their primary device for completing schoolwork (81% or 1,403).
- Roughly half of respondents indicated that they had consistent **and** reliable internet access (56% or 945). Note that special population groups indicate slightly lower rates of internet consistency and reliability: 52% (24) among AB540; 43% (19) among EOPS; and 52% among CCPG/PELL respondents.
- The majority of respondents indicated they have previously used Canvas and are either very comfortable (52% or 911) or at least somewhat comfortable (32% or 564) with it.
- Over one-third of respondents indicated they have previously used Zoom and are somewhat comfortable with it (38% or 656) while another one-fourth indicated they are very comfortable with the video/audio conferencing software (24% or 408).
- About two-thirds of respondents indicated that they do not know what Proctorio is (65% or 1,125).
- The top three support services respondents indicated they wanted to see in the virtual hub include: (1) Laptop access/Internet resources; (2) Discuss technology issues with a live person; and (3) How-to videos/Guides on software.

- Most of the respondents indicated that should the college have information to share, their preferred method of communication is through email (89% or 1,542).
- At least one-third of respondents indicated that mental health is a current issue that may be of significant concern for them as the quarter progresses (36% or 627). Other issues of significant concern identified include having a place to study (34% or 594); solving technology issues (34% or 584); being able to find tutoring support (30% or 530); having reliable finances (29% or 503); and ensuring internet access (26% or 456)

### Open-Ended Comment Highlights

- Is there something else you'd like to see offered through the virtual center? If so, what would you like to see offered?
  - *Alternative options to Zoom/Proctorio (especially considering the security flaws with the former)*
  - *Can we have access to softwares such as Photoshop, word etc. these are easy to access on campus but many at home can't afford them*
  - *Digital versions of more of the library books, such as the DSM-V (it was only available in library when I checked on website, and could not use the e-book version for psych essay)*
  - *References to virtual options for counseling / psych services, for students who are struggling with mental health due to these circumstances.*
  - *I would love to have Foothill continue the practice of inviting guests and faculty to give talks and lectures virtually. These events have been very enriching for myself and others, and would help create a sense of community while we are all isolated.*
- Identify an issue you are currently experiencing that is a significant concern, one that will hinder you from remaining enrolled and/or being successful in spring classes.
  - *Childcare*
  - *I won't be able to complete my lab classes*
  - *Textbook needed to be bought, can't due to financial issues (usually goes to Foothill library)*
- Anything you would like to tell us about spring quarter and the move to the virtual campus?
  - *A lot of students struggling with online learning, myself included. I think professors' flexibility in terms of grading could alleviate a lot of students' stress. Perhaps extending the pass/fail decision deadline could help students manage their stress as well!*
  - *As someone with ADHD, I have accommodations that are necessary for me to succeed. I'm worried that online classes will be a huge struggle for me.*
  - *Classes that require special facilities and hands on learning, such laboratory, some art, and physical ed classes, will fail to teach necessary skills. For instance, watching an instructor making a ceramic pot or doing a chemical titration is nothing like doing it yourself. Practice is essential to learning how to do it.*
  - *For some classes the whole curriculum is hard to understand based on how the information is presented and organized through canvas.*
  - *I have noticed in previous quarters at Foothill that some professors are better at managing student needs online than others. For some, it is challenging to get a*

*response from them in a timely manner via email or Canvas. I worry that a lack of communication and engagement, which is especially needed for online courses, will make the coursework more challenging than it needs to be. I also worry about having just the professor as a point of contact for the course (as opposed to other professors, students, tutors, etc.). That is all much easier to coordinate in person.*

### Methodology

The survey was designed with guidance from Student Services leadership and created using Remark survey software. Walmart e-certificates were raffled off to participants who provided their contact information. All enrolled students were invited to participate in the online survey and an incentive was offered. The survey was also publicized by individual faculty and accessible through the college website. All duplicate entries (n=40) were removed from the final analysis, and these respondents' most recent entry was kept for analysis. The survey opened Tuesday, May 7, 2020 and closed Friday, May 17, 2020. Out of 11,100 students who were sent the survey invite email, 1,739 completed the survey for a 16% response rate. Roughly 80% of those students who opened the survey link completed the survey (1,739 out of 2,169). Students who provided their CWID were then matched to provide aggregate demographic data (1,428 out of 1,739 or 82%). AB540, EOPS, and CCPG/PELL students were identified based on lists provided by Admissions & Records, IRP, and Financial Aid.

### Source

FHDA IRP (Student Tech Needs Survey.rwsx)

## Student (Tech) Need Survey Results

Survey administration 04.07.2020 to 04.17.2020

Survey Respondents	1,739
Survey Pool	11,100
Response Rate	16%

### Respondent Demographics

Ethnicity	Respondents	Percent
African American	42	2%
Asian	503	29%
Filipinx	62	4%
Latinx	337	19%
Native American	7	0%
Pacific Islander	11	1%
White	338	19%
Decline to State	127	7%
No Response	312	18%
Total	1,739	100%

Gender	Respondents	Percent
Female	951	55%
Male	452	26%
No Response	336	19%
Total	1,739	100%

Age Group	Respondents	Percent
19 or younger	364	21%
20 to 24	454	26%
25 to 39	432	25%
40 or older	177	10%
No Response	312	18%
Total	1,739	100%

<b>Special Population*</b>	<b>Respondents</b>	<b>Percent</b>
AB540	47	2%
CCPG/PELL	420	24%
EOPS	45	2%

\*Students may be counted in more than one population group

<b>Ethnicity</b>	<b>AB540</b>	<b>Percent</b>	<b>EOPS</b>	<b>Percent</b>	<b>CCPG/PELL</b>	<b>Percent</b>
African American	0	0%	3	7%	24	6%
Asian	5	11%	14	31%	116	28%
Filipinx	2	4%	0	0%	19	5%
Latinx	28	60%	21	47%	164	39%
Native American	0	0%	0	0%	2	0%
Pacific Islander	2	4%	1	2%	4	1%
White	9	19%	6	13%	72	17%
Decline to State	1	2%	0	0%	19	5%
Total	47	100%	45	100%	420	100%

**Q1: Which of the following will be your PRIMARY device for participating in class/completing your schoolwork. Select what you think you will most likely use.**

Device	Respondents	Percent	AB540	Percent	EOPS	Percent	CCPG/PELL	Percent
Laptop Computer	1,403	81%	37	79%	39	87%	340	81%
Desktop Computer	211	12%	6	13%	3	7%	36	9%
Tablet	59	3%	0	0%	1	2%	18	4%
Smartphone	54	3%	4	9%	1	2%	21	5%
Unsure / Don't know	5	0%	0	0%	1	2%	3	1%
Other indicate:	5	0%	0	0%	0	0%	1	0%
Total*	1,737	100%	47	100%	45	100%	419	100%

Other Devices	Respondents	Percent
Chromebook	4	80%
Surface Pro	1	20%
Total	5	100%

**Q2: Students can participate and complete schoolwork using multiple devices. Indicate the level of consistent AND reliable access you have to the following items. CONSISTENT is defined by whether you can access it whenever you want and RELIABLE means it will work whenever you need it.**

Device	Respondents	Percent	Extremely Consistent and Reliable					
			AB540	Percent	EOPS	Percent	CCPG/PELL	Percent
Desktop/Laptop	1,339	78%	29	63%	30	67%	293	71%
Microphone	1,005	60%	20	44%	24	56%	233	57%
Webcam	969	57%	21	47%	25	57%	229	56%
Internet Access	945	56%	24	52%	19	43%	214	52%
Smartphone	929	56%	24	53%	22	52%	229	57%
Headset	730	44%	16	37%	17	41%	167	42%
Printer	662	39%	13	29%	14	33%	146	36%
Scanner	521	31%	7	16%	6	14%	116	29%
Tablet	420	26%	4	10%	3	8%	85	22%

**Q3: Depending on your internet plans / internet speed or the age of your device(s), some of these types of activities are easier to do over the internet than others. Which of the following could you do easily if you wanted. Select all that apply.**

<b>Activities</b>	<b>Respondents</b>	<b>Percent</b>	<b>AB540</b>	<b>Percent</b>	<b>EOPS</b>	<b>Percent</b>	<b>CCPG/PELL</b>	<b>Percent</b>
Email	1,699	98%	47	100%	46	96%	408	97%
Chat / Instant Message	1,399	80%	33	70%	33	73%	319	76%
Videoconference / Webinar	1,304	75%	32	68%	27	60%	295	70%
Use multiple browsers	1,262	73%	30	64%	31	69%	289	69%
Stream Videos / Movies	1,254	72%	33	70%	24	53%	282	67%
Use the latest OS / software	860	49%	20	43%	16	36%	173	41%
Facebook Live / Instagram Live	834	48%	21	45%	19	42%	191	45%
Multi-Player Computer Games	548	32%	12	26%	12	27%	110	26%
<b>Total</b>	<b>1,739</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>420</b>	<b>100%</b>



**Q4: How familiar are you with the CANVAS learning management system?**

<b>Canvas Familiarity</b>	<b>Respondents</b>	<b>Percent</b>	<b>AB540</b>	<b>Percent</b>	<b>EOPS</b>	<b>Percent</b>	<b>CCPG/PELL</b>	<b>Percent</b>
I have used Canvas / am very comfortable with it.	911	52%	22	48%	27	61%	241	58%
I have used Canvas / am somewhat comfortable with it.	564	32%	20	43%	14	32%	136	32%
I have used Canvas but am not yet comfortable with it.	127	7%	6	9%	1	2%	22	5%
I have heard of Canvas but never used it.	94	5%	0	0%	0	0%	14	3%
I do not know what Canvas is.	41	2%	0	0%	2	5%	6	1%
<b>Total</b>	<b>1,737</b>	<b>100%</b>	<b>46</b>	<b>100%</b>	<b>44</b>	<b>100%</b>	<b>419</b>	<b>100%</b>

**Q5: How familiar are you with ZOOM video / audio conferencing?**

<b>Zoom Familiarity</b>	<b>Respondents</b>	<b>Percent</b>	<b>AB540</b>	<b>Percent</b>	<b>EOPS</b>	<b>Percent</b>	<b>CCPG/PELL</b>	<b>Percent</b>
I have used Zoom / am very comfortable with it.	408	24%	5	11%	7	16%	74	18%
I have used Zoom / am somewhat comfortable with it.	656	38%	17	36%	16	36%	159	38%
I have used Zoom but am not yet comfortable with it.	353	20%	10	21%	11	24%	87	21%
I have heard of Zoom but never used it.	271	16%	14	30%	9	20%	77	18%
I do not know what Zoom is.	47	3%	1	2%	2	4%	22	5%
<b>Total</b>	<b>1,735</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>419</b>	<b>100%</b>

**Q6: How familiar are you with Proctorio?**

<b>Proctorio Familiarity</b>	<b>Respondents</b>	<b>Percent</b>	<b>AB540</b>	<b>Percent</b>	<b>EOPS</b>	<b>Percent</b>	<b>CCPG/PELL</b>	<b>Percent</b>
I have used Proctorio / am very comfortable with it.	98	6%	5	11%	2	5%	32	8%
I have used Proctorio / am somewhat comfortable with it.	143	8%	7	15%	4	9%	45	11%
I have used Proctorio but am not yet comfortable with it.	164	9%	4	9%	10	23%	50	12%
I have heard of Proctorio but never used it.	207	12%	7	15%	5	11%	56	13%
I do not know what Proctorio is.	1,125	65%	24	51%	23	52%	236	56%
<b>Total</b>	<b>1,737</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>44</b>	<b>100%</b>	<b>419</b>	<b>100%</b>

**Q7: Foothill College has a virtual center designed to support students' technology needs, including information on the software instructors r**  
**Which of the following technology support services would you like to see in this virtual hub? Rank from 1 to 6, with 1 being most important**  
**being less important. Use each rank ONLY ONCE.**

<b>Services</b>	<b>Weighted Rank</b>	<b>Rank</b>
Laptop access/Internet resources (N=1,721)	8403	1
Discuss Tech w/Live Person (N=1,712)	6969	2
How-to videos (N=1,713)	6485	3
Instructional webinars (software) (N=1,709)	6172	4
Chat Room (N=1,709)	5827	5
Submit questions not related to OL learning (N=1,711)	5306	6

may use.  
and 6

**(Q7a) Is there something else you'd like to see offered through the virtual center? If so, what would you like to see offered?**

A way to use bookstore vouchers to buy school supplies since I depend on it

Able to still be connected to the DRC for any help that I and others need to empower us.

Academic tutoring services if possible!

Access to professors of our courses

Access to student licenses, or free/low cost alternatives to software.

Accessing redshelf.

Alternative options to Zoom/Proctorio (especially considering the security flaws with the former)

Be able to chat with classmates. I'm taking art classes, so would like to be able to share art, comments. etc.

Bernie's "degree tracking" software from "business innovation

Best Practices and Tips for Programs and Software. Do It Yourself Troubleshooting

Better guides for using canvas. The current guides don't seem to be specific to Canvas for Foothill classes.

Better support for the mobile device app. The foothill app is extremely limited, and canvas app is as well.

Can we have access to softwares such as Photoshop, word etc. these are easy to access on campus but many at home can't afford them

Chat rooms that students in a class together can reserve as virtual group study rooms

Communication would be good. Emailing students about the resources would be a good idea. Emailing to personal email and school email would be nice.

Digital versions of more of the library books, such as the DSM-V (it was only available in library when I checked on website, and could not use the e-book version for psych essay)

Don't use zoom, too many security flaws. Cisco would be better.

Easy way to contact the professors

Everything is good

Fast answering of questions when needed

Financial Aid

Financial or technology resources outside of school.

Foothill did a good job!

Forum of vetted Q&A's

Free WiFi zone

Free, self-paced courses on computer basics would be cost effective for the school, would take less time than individual questions for staff or volunteers, and would accomplish a lot of the same goals with less overhead

Grade

Help finding affordable and safe sites or having someone help walk through upgrading software, operating systems, and hardware/software compatibility

Helpful information

Hope I can walk through the problem recording

How are we going to meet with our teachers for office hour. Also can we have a like on zoom for in class setting. Just like elementary schools are doing with their classes. Where the class are still meeting up at set time for lessons. Will we have that as well. Please

How to get a laptop.

How to use a hot spot, as well as how to work on online classes and meet deadlines when the WiFi/internet goes down.

I am not a savvy person so to me most of this things would be new and. That worries me.

I could not proceed to next question because of the multiple choice form above indicating that I have given wrong answer. I need to answer the correct answer to continue, but it is not a right/wrong answer (just my personal opinion). Thus, all my answers could not be answered honestly, only from what it would allow me to answer.

I encourage you not to waste your time producing help that is already out there on google or youtube

I have a comment on proctorico. I hate it and I can't use it at home which means with lockdown I can't use it and would drop any class that tried to use it and find another class. I had to use it once for one class and I had to go to the school library to use it. I can't use it on my tablet and my old desktop can't be upgraded to use it. Proctorico is the worst. I know a lot of people taking online classes using their tablets.

I think you've done a good job of covering what I think are important. thank you!

I will take what's offered. Not sure what else can be offered at this time.

I would like an access that enable the student to question the teacher verbally in an online setting like a chat.

I would like to get some more information.

I would love to have Foothill continue the practice of inviting guests and faculty to give talks and lectures virtually. These events have been very enriching for myself and others, and would help create a sense of community while we are all isolated.

If there is something wrong with Canvas or required software for the class, I would like to be able to reach out to someone for help.

Individual counseling guiding visual campus when students have problems. Provide laptop to those who need it.

It would be great if you can have someone to talk to and with other than technical support. So that social and emotional needs can be need too. That some is their just to chat if needed. :) thank you.

Let's have reminders of when the assignments or anything the teachers need are due.

Links for easy accessibility to devices

Live

Live help via the phone

Live people able to help in real time.

Message

More math courses so, all students working full time or multiple jobs can take Math courses online and don't waste time by skipping quarters waiting.

Motivational videos or stories

Multiple ways a assignment or video can be seen for various devices

One on one meetings since English lab and math lab not open

One on one with the teacher

Online tutoring

Please leave Canvas course published after the quarter is over.

Portable internet!

Privacy possible, not being forced to being monitored in zoom or proctorio. I prefer my camera is off because of hacking safety

Proctorio makes students feel uncomfortable. Like an invasion of privacy.

Psych center

References to virtual options for counseling / psych services, for students who are struggling with mental health due to these circumstances.

Reliable access to Professors, considering they will receive an abundant amount of emails a day. Possibly having two Professors per class? Or a student teacher aid to help supervise.

Resources continually updated (like links). Troubleshoot steps. Optional classes (or links to) for learning how to use the software/technology.

Resources for webcams or mics for purchase or rent. Software deals available through the school and other tech related equipment.

STEM Tutoring!

Some kind of broad, we can upload our work, and let professor know we have attended the class.

Step-by-step "how-to" videos

Technical support offered for each class on the spot.

Telephone support too?

That would be very beneficial if we discuss technology issues with a live person.

The questions above didn't let me choose what I wanted.

They are doing a great job. I feel till this far, all the services and help they are providing is looks adequate. In the long run we all will understand if something more is required. But I am sure, we all will figure out!

Tutoring

Tutoring programs

Usage of proctorio and how it works Reduce the anxiety of using this proctoring service

Virtual essay tutors

What I would want like for virtual center to offer is ways to connect with the counselor's at the DRC

What is PROCTORIO? Otherwise I have no problems with any of these and was forced to pick a different level for each one...?

Zoom or similar web access

digital textbook assistance

discuss technical issues with an expert live private chat room with them. can be a way to let them know of any issues/bugs immediately

laptops

moral support

more office hours

need the current hardware and software to adequately communicate

online ability to cancel book purchase order

video conference like youtube unload



**Q8: If the college has information (including changes or updates) to share with you about classes or services, what is your preferred method of communication? Select your top three options.**

<b>Communication Options</b>	<b>Respondents</b>	<b>Percent</b>	<b>AB540</b>	<b>Percent</b>	<b>EOPS</b>	<b>Percent</b>	<b>CCPG/PELL</b>	<b>Percent</b>
Email	1,542	89%	38	81%	42	93%	380	90%
Canvas Class Site	483	28%	13	28%	12	27%	103	25%
MyPortal	353	20%	9	19%	11	24%	102	24%
College Website	125	7%	3	6%	1	2%	33	8%
Virtual Meetings	79	5%	0	0%	1	2%	20	5%
FH Social Media	65	4%	0	0%	3	7%	18	4%
Other	38	2%	2	4%	0	0%	9	2%

N=1,739

<b>Other Options</b>	<b>Respondents</b>
Text	20
Mobile Phone	1
Talk to a counselor	1
WhatsApp	1
All of the above	1

**Q9: If you have a question this spring quarter, when would be the preferred day / time you would like to contact or be contacted by Foothill staff? Select the timeslots that apply.**

Day	<u>AM (8 am - noon)</u>		<u>PM (1 pm - 5 pm)</u>		<u>Evening (6 pm - 10 pm)</u>		<u>Total</u>	
	Responses	Percent	Responses	Percent	Responses	Percent	Responses	Percent
Monday	634	30%	956	46%	507	24%	2,097	100%
Tuesday	584	29%	951	47%	498	24%	2,033	100%
Wednesday	604	29%	951	46%	503	24%	2,058	100%
Thursday	587	29%	943	46%	504	25%	2,034	100%
Friday	575	29%	918	46%	489	25%	1,982	100%
Saturday	406	25%	781	49%	416	26%	1,603	100%
Sunday	387	25%	758	49%	413	27%	1,558	100%

Students could select multiple day/time responses options

**Q10: The following is a list of experiences you might currently be encountering as spring quarter begins. For each item, indicate whether they are SIGNIFICANT CONCERN for you. Significant concern is defined by whether you think they will hinder you from remaining enrolled and/or being successful in your spring quarter classes. Select all that apply.**

<b>Concern</b>	<b>Respondents</b>	<b>Percent</b>	<b>AB540</b>	<b>Percent</b>	<b>EOPS</b>	<b>Percent</b>	<b>CCPG/PELL</b>	<b>Percent</b>
Mental health	627	36%	13	28%	20	44%	183	44%
Place to study	594	34%	16	34%	26	58%	176	42%
Technology Troubleshooting	584	34%	18	38%	23	51%	146	35%
Tutoring on the course material	530	30%	16	34%	26	58%	159	38%
Reliable finances	503	29%	16	34%	16	36%	192	46%
Internet access	456	26%	11	23%	14	31%	141	34%
Physical health	386	22%	5	11%	11	24%	113	27%
Computer/Mobile Device access	334	19%	15	32%	12	27%	104	25%
Isolation from Foothill college community	295	17%	5	11%	12	27%	74	18%
Reliable food source	199	11%	8	17%	9	20%	86	20%
Reliable housing	175	10%	5	11%	7	16%	58	14%
Software Training	238	14%	4	9%	9	20%	63	15%
Disability issues	92	5%	3	6%	5	11%	34	8%

N=1,739

**(Q10) The following is a list of experiences you might currently be encountering as spring quarter begins. For each item, indicate whether they are SIGNIFICANT CONCERN for you. Significant concern is defined by whether you think they will hinder you from remaining enrolled and/or being successful in your spring quarter classes. Select all that apply.**

Not able to get books for class

Access to the DRC

Access to Lab facilities

Accessibility to Professors

Books being made available for classes

Bookstore order delay

COVID-19

Campus resources (especially books), office hours as well as instructor liability

Childcare

Enrollment process is so so so painful

Face to face learning

Hands on instructional videos

Having no childcare and teachers who only want to do live lectures. I can't be available from 5:30-10:20pm at night without feeding my kids!

Having to use Zoom video

I am fine, rolling with the punches and seeing how I can adapt. Thank you for this list as for others I am sure these things will be important.

I miss my FH college staff and friends. I love the campus and going to school.

I won't be able to complete my lab classes

I work in healthcare- schedules are impacted due to COVID-19

Inability to learn well with online classes

Isolation from family (living in other country)

Lab for science course

Lack of time because covid-19 has made running a household more hectic and time-consuming

Less \$ from GI bill due to only online?

More difficult to collaborate for group problem solving in Physics or other STEM courses

Motivation. Online classes have no physical presence, therefore I have nothing that tells me "You need to show up and do this" and that acts as a reminder. Online classes say "Due at 11:59 PM" and I'm working on it at 10 PM.

No money for school material

Not being face-to-face with professor

Only problem is if they use proctorico then I'd drop the class. No access.

Place to study is one I chose because it is hard to be it home and not get easily distracted. Even more when you have younger siblings

Professor technology issues

Professor's Tech-savyness

Reliable internet

Teacher communication

Textbook

Understanding assignments and being able to communicate with professors

Understanding class material with live instruction

Working/being with others. Otherwise, could've enrolled in online program to begin with

being able to learn completely through a virtual format

challenging, but possibly manageable course material rendered too difficult because of the mode of delivery (online). I have historically struggled with online classes and classes that lean heavily on canvas.

child stays home, no time to study; hard to interact with instructors

couldn't talk with others face to face.

eye strain from using the computer screen so much

family health

figuring out CANVAS

isolation from non-family members

knowing whether a course is synchronous vs. asynchronous

life is tuff! wow !

printing

study abroad

textbook needed to be bought, can't due to financial issues (usually goes to Foothill library)

wifi connection

work demands

**Q11: Have you enrolled in an online class at Foothill College before this spring?**

Ethnicity	Respondents	Percent	AB540	Yes		EOPS	Percent	CCPG/PELL	Percent
				Percent					
African American	28	72%	0	0%	1	100%	17	77%	
Asian	368	74%	4	80%	13	100%	89	79%	
Decline to State	50	39%	0	0%	0	0%	12	63%	
Filipinx	41	68%	2	100%	0	0%	15	83%	
Latinx	230	70%	17	63%	17	81%	117	72%	
Native American	6	86%	0	0%	0	0%	2	100%	
Pacific Islander	9	82%	1	50%	1	100%	3	75%	
White	266	79%	5	56%	6	100%	63	88%	
Not Reported	208	68%	0	0%	0	0%	0	0%	
<b>Total</b>	<b>1,206</b>	<b>71%</b>	<b>29</b>	<b>63%</b>	<b>38</b>	<b>90%</b>	<b>318</b>	<b>77%</b>	

N=1,707

## **Is there anything else you would like to tell us about spring quarter and the move to the virtual campus?**

A lot of students struggling with online learning, myself included. I think professors' flexibility in terms of grading could alleviate a lot of students' stress. Perhaps extending the pass/fail decision deadline could help students manage their stress as well!

A&R office service

All of my classes were online except for one, hopefully i dont think the move will affect me negatively.

As a matter of fact, I don't like to lecture online by zoom. I have to sit in front of the computer and wait for the class on time every day. I prefer to use my time more comfortably through other learning methods.

As an international dental hygiene student, I am responsible of paying five (5) times as much for my tuition compared to an in-state student. I payed approximately 5000 dollars for Spring tuition and approximately 2000 dollars for my written, as well as the practical dental hygiene national board exams.

As long as teachers are consistent, supportive & open to helping, their students should do pretty well. Some classes will be really hard to take online & if teachers aren't understanding, many students will not pass classes

As many classes are now Hybrid courses, there are people like me who have internet access but the mbps on my laptop is much lower than my phone so Zoom calls are quite impossible to keep up with when you are being dropped every 10 minutes or so (this has happened to me). Switching to my phone worked 10x better but not everyone has multiple devices.

As many international students study from abroad during these times, I think it is advisable for instructors to require books that have an e-book format so that students have an easier time trying to get the material.

Because I noticed, that some of the books in some classes are only available in paperback, so we cannot amazon it overseas (or if it is even possible, it would be very expensive in shipping)

As of right now I don't.

As part of the dental hygiene program the expenses are quite high. The cost of becoming licensed to practice (exam fees among others) are stressful. It would be ideal given this current situation if the governor withdrew these requirements.

As someone with ADHD, I have accommodations that are necessary for me to succeed. I'm worried that online classes will be a huge struggle for me.

Assignments should be only submitted through Canvas. I don't find email reliable enough.

Be safe/stay home

Books for all classes should be easily accessible during this time, not be ordered as delivery takes so much time. It just came up in one class email and it was difficult to get a book be delivered 1 week before class started but luckily a student helped out finding a free online resource provided. Overall super thankful and glad for students reaching out helping each other, including professors.

Can you maybe not drop online classes preventing some students from graduating. If everything is online does the limit to how many students in a class matter anymore?

Canvas platform has a terrible limited space to do homework. The window opens very small

Canvas used as well to get access to work and videos. Some teachers I know don't use canvas and I highly suggest required for them to use.

Cause online courses need much more time to do self-teaching, so maybe the courses need to become easier.

Class registration restrictions due to timing conflicts. If everything is virtual, I don't see the wisdom in keeping these time slots within the virtual setting.

Classes that require special facilities and hands on learning, such laboratory, some art, and physical ed classes, will fail to teach necessary skills. For instance, watching an instructor making a ceramic pot or doing a chemical titration is nothing like doing it yourself. Practice is essential to learning how to do it.

Communication and having options for students to access books from the library and bookstore. Have a how to access each department and how students can things on campus.

Concerns about allied health labs and graduation

Current situation is good for virtual campus is good

Do another survey to check on your progress.

Don't use Proctorico. I can't use it. If we have to do research for any papers for this quarter and all of the local libraries are closed will Foothill provide access to digital copies through our library? Also there's A video streaming service for some movies I've needed for classes before called Kanopy and Foothill and the San Jose library system doesn't have it and I had to open up a one month Netflix account to get the material and then I cancelled Netflix. Teacher even suggested I try to join another library system. Yeah sure Cupertino has it but non residents were paying \$80 a year 6 years ago. Why doesn't Foothill have Kanopy?

Due to recent security concerns with zoom, would be better to switch to microsoft teams. Especially since it's already part of office suite that our email comes through.

Even though I've taken online classes before, we lost a week and teachers are attempting to cram the 12 weeks of class into 11 which is an added stressor.

Figuring out on being on top of due dates and having better WiFi connection.

Financial assistance with a tuition discount would be very helpful.

First time to take online class. Prefer Foothill has a virtual tour about Canvas

Foothill Dental Hygiene 2nd Year students just had to pay for their national boards and clinical WREB exam. The NBDHE costs was about \$455 while the WREB exam's cost was \$1,500. It was difficult to pay for this amount as I currently am not able to work part time either. The food pantry gift card were helpful. Thank you very much!

For some classes the whole curriculum is hard to understand based on how the information is presented and organized through canvas.

Francis Nicoli and Dave Sauter are doing a magnificent job creating the on-line classes. They really care about the students and their ability to learn online. It's obvious that they have put a lot of time in to reshaping the classes for this medium. Francis is very interested in continuing the department relationship with the students. He holds hour long seminars several days a week to keep students focused on other hor. topics seperate from the listed classes.

Good Job with a seamless transition!!

Good luck

Have WiFi connection at parking lot so students who needs WiFi can have access in their car, therefore no need to go to library.

Having a full time job and being a mom and wife - going virtual has encouraged me to return to college.

Having a lot of financial issues so can't buy textbooks for online classes. Hoping to somehow get textbooks for not much or can't take class overall, would have to drop if can't obtain textbooks.

Heard class is on Canvas. But unclear whether we need to create an account or how classes is conducted. Not sure how synchronous and asynchronous class taking means? Too many account for college. should consolidate to one site and be able to navigate to each one.

Hello! I'm a programmer and I have some ideas about how we can potentially make the experience around the virtual campus easier. If you'd like, please contact me! Thanks.



High school dual enrollment is a nightmare. Only the most determined, with a lot of help from adults will be able to make their way through this online. The website does not have clear sequence of events, the automatic emails are not helpful. I am a parent who is also a student at foothill. So I have experience enrollment from both sides. Very different.

Hope to have an access for student group study more than 5 people besides Zoom as an option for conference call.

Hopefully!

How about offering free ebooks?

How can I borrow required textbooks from the library? For international students, can they have access to recorded live class sessions? (I have friends planning to wake up at 3 am for 3 days a week because they do not want to miss important classes.

How do I get my books

How will tutoring work? Especially for classes like microbiology

I absolutely hate Proctorio, giving the software access to our computer systems is a violation of privacy. I'd rather be required to show up over a video conference or in person for an exam.

I actually like it as we are not bounded with time and can access whenever free but bcuz of covid19 I don't prefer paper book I prefer ebooks which is not available

I also want to have a tutor session who can teach me in my native language.

I am a distance student. More online class options all the time

I am actually excited that more of a variety of classes are offered online.

I am away from campus so I was already used to online learning

I am concerned about the amount of work that will be assigned by teachers. I am taking four classes and I am worried that teachers will assign too much work to be reasonably completed in any given time.

I am concerned about the use of Zoom as the primary virtual conference app in the virtual campus, since it has several very significant quality and security issues within the app; either in this quarter or the next, I would like other platforms to be considered, such as Discord or Google Chat.

I am concerned with how certain teachers are handling disabled student's needs.

I am currently a student on the computer and hotspot loan program

I am excited to continue classes and learn more about the virtual campus.

I am glad that the school is offering classes online. I find online classes to be very difficult compared to in-person but we have to do what we have to do.

I am just afraid of missing any messages from Foothill and the instructor. But the good thing is, going virtual means even if I miss anything, I can always reach CANVAS. Thank you for offering classes!

I am just curious on whether professors will be more lenient with grades, workload and deadlines. My biggest concern is that online teaching is far from my ideal teaching style and I am taking really tough courses this quarter. In regards to tutoring services how will students like me get access to such help to ensure they may succeed in their classes.

I am not a technology wiz by all means and I have not been in college for a long time but I hope to learn a lot not through the technology class this time around under these uncertain circumstances Thank you!

I am not confident if I know I have completed all my assignments other than what's listed on the syllabus.

I am okay with this spring quarter.

I am very concerned about the quality of the courses for Spring without access to on-campus resources

I am wondering if virtual college is the norm now, at least until there is a vaccine.

I am worried about meeting deadlines consistently.

I applied for the online class only.

I appreciate that Foothill College is doing everything they can to keep students, faculty, and staff safe and healthy. I'm confident in Foothill College's ability to provide quality education and services remotely, and I feel lucky that Foothill has been a leader in distance learning and therefore already has lots of experience in that area.

I appreciate the efforts put forth by the professors to integrate online learning!

I appreciate the time and dedication of my professors to make an effort to help us move online and tailor their classes so that we can learn despite the difficulty of not being able to teach in person. It is very helpful so far and I am thankful that they are so understanding and supportive!

I do not do well with only online or ebooks. My learning style is best when I attend an in-person class, so I have only signed up for hybrid or in-person class. Also, unfortunately, I dropped a Human Anatomy class this quarter because of it being virtual so hopefully will be able to take in the fall in person with in person lecture and lab.

I don't like having to use Zoom and being required to keep my webcam on even when it is being recorded. This is a privacy issue that needs to be addressed. Students should not be pressured to turn on their webcams.

I don't believe that some classes are meant to be taught online such as Math, Science, and any other subject that requires a physical environment with the class and the professor.

I feel it will be more difficult and a little scared about this quarter. I had tried online classes first quarter and they didn't go well.

I generally like using the Canvas environment. I prefer online classes, so fine with me.

I had online classes during winter. But for me, the experience at the campus is much better, in the terms that I feel more connected. However, to reach the goal doesn't matter if the education is online or on campus. I think that the transition from campus to virtual mode could be hard for some students, but will all the support from Foothill they will make it.

I have a dance class and I was told I can still go to Foothill go dance. Will there be a bus going to Foothill still and will my clipper card still be working?

I have been unsuccessful contacting a counselor/unable to set up a meeting with a counselor to discuss my eligibility to graduate.

I have emailed a couple professors about waitlists and not heard back. My primary concern is that professors will be less attentive to their classes. It's important to me that there is some sort of requirement about hosting a certain amount of online office hours.

I have never taken an online class before. I have taken hybrid class but I am afraid that this may be a bit different given the circumstances

I have no idea how to learn especially physical education. Don't know even how to start on line course. Can I do that by going to my portal, canvas ?

I have noticed in previous quarters at Foothill that some professors are better at managing students needs online than others. For some, it is challenging to get a response from them in a timely manner via Email or Canvas. I worry that a lack of communication and engagement, which is especially needed for online courses, will make the coursework more challenging than it needs to be. I also worry about having just the professor as a point of contact for the course (as opposed to other professors, students, tutors, etc). That is all much easier to coordinate in person.

I have primarily been an online student for a while now, but now that I am able to take classes that I normally wouldn't be able to take because they are online, this change has been huge for me and quite dramatic. I am anxious to see how I will succeed this quarter, but I feel a little prepared since I know how online schooling works.

I have stated that if we don't have access to high speed internet and computer, I am not sure how I can be successful with a virtual center that I cannot connect to. Need help with buying food and computer/internet access.

I have taken an online class before at Foothill and had a very pleasant experience. I was fortunate enough to have a professor that laid out a detailed structure for the quarter in the beginning and was very responsive via email/Canvas messaging if I had any questions. I hope that this professor's approach of prioritizing transparency, structure, and responsiveness with an eager tone to help every student succeed to the best of their abilities, is consistent with every online class moving forward. I understand that for other professors, there will be a learning curve with the transition to online and we are all just doing the best that we can with our given circumstances. I would also like to bring up that the steps that Foothill has taken to ensure that our community is given consistent updates and action plans about our changing status doesn't go unnoticed. I'm sure I'm not the only student who feels incredibly grateful to attend a school that has shown that they genuinely care about our success, quality of health, and academic experience. So to whom this message applies to, we thank you so much for all that you have done and continue to do! Please stay safe and we will all be back on campus soon!

I have taken mostly online classes so I am very familiar with CANVAS and online learning at Foothill. My experiences has been really great so far. My only quip is that some classes are only offered once a year and get filled up quickly. It would be great if those classes could be offered at least every other quarter.

I hope online classes are provided with different resources and good study material, so students can be well prepared.

I hope teachers can be more lenient with assignments during this time and with everything moving online. I hope they can empathize and understand how it may be hard to complete assignments due to these changes.

I hope that Foothill College would update their website to a more user friendly and comprehensive website. It always feel like the website is behind on technology compared to other college websites. Sometimes it is hard to find specific things and it is hard to navigate.

I hope that professor could record their lectures, so I can replay that videos to review the class;

I hope the internet wont effect the problem with the class interruption

I hope there can still be study sessions or ways to interact with other students. I want a sense of community and not just fill in the blank web pages for classes.

I hope there will be more leeway with grades or due dates due to difficulties with having a set schedule and study area to concentrate.

I hope we will be back to normal in the Fall, so I can start attending classes on campus. :) I had planned to do that versus online courses, and I'm looking forward to it!

I just hope instructors are kind and forgiving to students who need help. I've encountered cold and rigid instructors as well as caring and lenient instructors. Technology isn't always reliable and the world is a scary place right now and the last thing a student needs is to feel that school comes before their mental health and basic human needs.

I just hope there will still be some on-campus events once it's safe again. I miss my friends in Foothill

I just want to make sure that I can reach out to tutors.

I really appreciate all the time and effort everyone at FH has been giving, so thank you so much.

I really appreciate how Foothill has been reaching out with helpful emails/messages and clearly cares about doing things well and supporting learning and success. I feel supported.

I sometimes feel out of control about online courses because there's no direct face to face lecture and students are unclear about professor's expectations.

I still have problems registering for one of my spring quarter classes. It takes too long to get email responses from foothill admissions (although my teacher responds very promptly). I usually get a response on the next day, and then email back with explanations and wait another day... hopefully, my problem will be solved by tomorrow

I take classes in person because it is difficult for me to stay on top of work and studying for an online class. I am worried that my grades will suffer because in person classes are not an option.

I think it will somehow affect the motivation and learning environment and the access to campus resources such as the tutoring session.

I think professors should receive more technical support to assist students during this covid-19. And it helped a lot when you offered financial aid.

I think providing some guidance as to how to get physical book copies would be helpful, since I personally am not a fan/do not learn best when the textbook is online.

I think the biggest concern is that you can't meet your classmates and socialize with new people. Also you lose the opportunity to join some clubs or activities. I don't know if there's any ways to deal with that.

I think the biggest issue with the Dental Hygiene program is finances. Because our licensing exams were pushed back so far, we will have to be in school longer and won't be able to start working as soon as we had anticipated. We have to go back in the summer to finish seeing patients, which is required for us to graduate and become license. This means we need to stretch out our money even further, while not being able to work. We won't be receiving financial aid for the extra time we will be going to school, so my biggest worry is financial stability from June to August.

I think the virtual campus will take some time to adjust to, but it's the right step in the right direction during these times!

I want a quiet place to study, my home is very crowded and I have no privacy. Even the libraries are closed.

I want to have more notifications from canvas from all professor through this semester.

I want to know about Protorio

I want to make a request to enroll into Calculus C (F001C CRN #40339), and drop Javascript or Python online class.

I wanted to know the difference between taking online (intended) courses and courses that were moved to virtual/online learning.

I was already 100% online

I was already enrolled in online classes before Covid19 hit so I haven't been that concerned. I enjoy online classes.

I was always signed up for online classes. So the transition won't be a big deal for me.

I was surprised that one of my classes was a late spring start one, so I'm a bit nervous with it since we will have a month less to study everything.

I will miss having access to resources like the library and Krause Innovation Center

I wish courses were not crammed into the virtual classes. For example many professors are not adjusting their way of teaching to an online format, still doing in class assignments via zoom. If I have a question this means I have to ask the whole class and they all watch while I feel dumb. I'd rather have regular assignments to submit by a deadline not via live cam. This way I can ask question as I do it and receive help without anxiety during an MP course in statistics. Professors in the CIS department seem to be taking advantage of the fact that students have a harder time getting help or talking to deans via virtual meetings. A friend of mine has had a professor being extremely rude and down putting to students for asking questions. (On de anza campus online)

I wish that Foothill would make sure book grants were available before class starts and offered cheaper laptops for students

I wish there were better communication ahead of time from the professors. For instance on format and syllabus.

I wish you guys luck in creating a successful place for students to learn in this hard time of crisis.

I worried that professor might give out practices and homework problems on pdf version which need to be printed out. I hope that professor could kindly make all homework online since some students don't have access to printer.

I would hope that things may not be too complicated to do online, for online studying may decrease the convenience for communication or finishing complicated tasks.

I would like to complete the course but I just started the new situation online job and makes me very nervous, I don't have enough time to study, I have anxiety when I think about losing jobs, I'm not good at finding new jobs but I have a son who is a college student. I really worry about everything.

I would like to do PE in a certain time as in the schedule. That's said, everyone do at the same time, so I feel more motivation inspired by my peers

I would like to know how the Physics Lab would work online.

I would like to know more information on my classes and how my teachers plan to go about teaching the classes because I still have no idea how some of my classes will be functioning this quarter (which I understand is more dependent on each individual instructor but I would appreciate more clarity)

I would prefer lab assignments in the college. I miss being able to study in the college library.

I'm afraid with professors teaching from home now that they might think they can pile a lot more course work and have deadlines sooner than they would have otherwise have done.

I'm all set, I think, but I really appreciate this survey!

I'm concerned that I won't get enough practical experience through the online chemistry labs since they will be videos instead of hands-on.

I'm living in my car, and my laptop is too old to enable me to pass class.

I'm not a fan of online classes. I actively seek out in person classes whenever possible, because having to show up, having to make the commute, it sucks but it keeps me present. I go to class and I'm reminded "Oh hey you have to do this" instead of "Eh, screw it it's not due till midnight, it's only 11 PM." (true story). I delay and procrastinate much more actively. I do okay, because I still submit the work, but I avoid online classes whenever possible.

I'm ready to try it out!

I'm sad that there won't be live human interaction.

I'm taking a course online - so I'm good but thank you!

I'm wondering how the exams will be taken, and what to do if our internet goes out in the middle of it.

I'm wondering what the experiences will be.

I've been enrolled in the dental hygiene AS-BS program and it has been fairly easy to work on Canvas. Chrome was difficult to set up and that was my only problem. It was only needed for one class.

I'm glad that Foothill already has a strong foundation for transitioning to online classes due to usage of Canvas in online and hybrid courses. I think that an effort for everyone to increase their fluency in Canvas' different features and functions would help this quarter to go more smoothly. Of course, of the greatest import is making sure that we can take care of ourselves and our communities as we all navigate this difficult situation. I hope that professors will understand that this pandemic creates many additional obstacles, and will be considerate when students struggle. Likewise, I hope that we can recognize that this is hard on our professors as well- that we're all in this together, trying to make the best of a challenging situation. Reminders of community and proactive outreach will be important to making everyone at Foothill feel less isolated this next quarter, I think.

I'm hoping teachers will be flexible the first couple weeks as some are learning how to navigate and adjust to online learning. Offer lectures through Zoom that can be revisited in case of technical issues. Also, to have enough support for technical issues that may arise.

I'm interested to see how zoom works out.

I'm more worried about taking science classes (chemistry and anatomy/physiology) online and succeeding.

I'm wondering what is going to happen to some services such as psychological services, EOPS, and food services. Just having everything about the virtual campus on one page is helpful versus having them scattered throughout the foothill website.

I've heard a bit about zoom security being comprised; I'd prefer not to use it.

If it doesn't exist yet then an online hub for tutoring should be created for Foothill students.

Im a bit worried about level of classes are being dropped due to them being online. Therefore next quarter or whenever this goes back to normal students will struggle with classes. For example teacher takes it easy on us, which they should, on math 1a and we will struggle in math 1b.

Im nervous and excited I miss school and being a student I hope all goes well I just really want to learn and thank you

Is reliable but it can be stressful at times.

It is still unclear how classes will be delivered in the summer. It would help greatly if we were told soon so that we could make plans accordingly.

It is sudden but at the same time great transition. All the staff, faculty, and students are working really hard to work things all out. Everyone is still adjusting to this new version/platform of learning. Hopefully we all successfully pass this situation with positivity and with grace as many it might be very tough for many people out there but we all are together in this challenge. Let's see this as an opportunity to evolve ourselves more and discover our new capabilities!!

It will be difficult as the environment is not so study friendly

It will be difficult but hopefully support from the staff and other faculty will make it smoother. Internet access is not always reliable for many individuals and this is a huge concern when it comes to zoom lectures/proctored testing. During finals week in Winter Quarter, I was taking a physics final through Proctorio and the whole system crashed, locked me out the final, and I wasn't able to access my work/answers with only 20 minutes remaining. Therefore, I believe we must find/be flexible with other ways of virtual learning that can accommodate everyone.

It will be very hard for students to stay motivated and not to fall behind in their studies since this is a common issue with online classes.

It would be best if all professors are informed that some people don't have the best situations at home, and therefore cannot always be in class 100% of the time.

It would be great if the teachers gave a list of materials (books) that are necessary for the class in advance. Not all teachers have done this, although studies will begin in 4 days. It's my first college class since 1988. I hope I can keep up!

It's not clear to me why some classes are totally virtual and others still have meeting times. What is the technology we will be using for those classes? Thanks

It's wonderful to have the ability to see your teacher and be able to ask them questions live. I have taken online course and feel the difference drastically. I am so excited to see my classmates and it's barely the first week! Thank you for providing us the tools we need to continue our education. I am grateful to be living in a time where people are able to come together at a time like this. Thank you from all of your students.

It'll be nice to make most courses online especially maths so, one doesn't have to change their major to get a degree. It's difficult to be on campus if you're the provider and have to work multiple jobs to make ends meet. There is just no time to fit campus classes. The only choice happens to be skipping a quarter or changing a major which just delays the process and progress. I changed my major from CS to Psychology because I can't take on campus classes and have already wasted so much time waiting for maths to be available. Can't take programming classes because some math courses serve as prerequisites. It'll be nice to see these courses become available online!

It's honestly a little daunting and I miss the human contact I got face too face before. Plus my family's driving me a little crazy.

Just something to think about: Sitting in the same desk to attend class, lab, and do homework has already made me frustrated. But just writing about it made me feel a little better.

Just worried what if my laptop camera doesn't work well or if my laptop is laggy and slow while using zoom for class lectures.

Keep asking us what we need.

Learning is a process of change. Changes in belief, behaviors, attitudes, and knowledge. Rigor in undergraduate education I understand is intended to prepare students for professional work. However instead of preparing students to be capable learners, the rigor is driving students out of education, and crushing student's dreams.

Looking forward for this Spring quarter.

Looking forward to learning Photoshop. Thank you for being here for us.

Looking forward to the experience.

Lots of bad things are happening to lots of people that cannot be seen in advanced. Students need flexibility and instructors who are cognizant of this.

Maybe I had been just a bit hesitant. I thought that I may have to spend a but more than I have. I was not prepared for Covid-19 mentally.

More available classes online and not only for Spring quarter!!!!

My main concern is how resources, such as tutors and books, are available to students.

My motivation and drive to learn has dropped by probably 80% I chose Foothill for it's face to face hands-on instructions (and I know it's not the school's fault), but I chose to go back to physical school over an online degree for this exact reason. The structure of it. The community. It's just unfortunate circumstances and I just want to praise community college in general for being an open option.

My other two Foothill courses I have taken were online and they went very smoothly and I didn't have any issues. I am looking forward to taking another class this Spring.

My primary concern is whether the college has the technical support to cover the expanded online No, I am a little nervous.

No, I just hope everyone is getting their needs met and are able to be helped and stay efficient to the best of their abilities.

No, I put mental health down because of how much anxiety and stress this whole experience has given me since this is my hardest quarter. But, I am going to make the most of it and try my best.

Only that the survey wasn't working where I indicated...

Our mental health is being negatively affected greatly cause of our global circumstance

Perhaps instead of classes still requiring books, could there be a set collection of readings and material available instead? Some books costs hundreds of dollars used, some of us got laid off and barely have enough money to survive in the Bay Area as it is.

Personally, I'd like to see more zoom like types of options as a regular part of Foothill after Spring QTR. Specifically Japanese, Piano, Graphic Art classes, etc. Many times, i want to take a class, but the physical commute is too cumbersome. Making it a virtual Zoom like class would allow me to take such courses. I have other members in my family who have interest in taking foothill courses, but just can't for the same reason.

Placement testing for English and Math

Places to study are my greatest hurdle -- not very productive at home

Please keep the labs!

Please let all the instructors respond to the Canvas Inbox message/discussion/E-mail at least three times per day(morning, noon, and 11 pm). Sometimes I have questions regarding classwork and it will be challenging to wait for 24 hours or more to get the answers.

Please let international students use tutoring services from home countries.

Please make online conference/meetup optional since many of us are employed fulltime. In a nutshell, make it similar to online classes.

Possibly offering an assisting tutor, to help the Professor with the class. Maybe acquiring addition teacher aid support?

President talks very nice. Everyone helpful so far. Thank you.

Proctorio is an invasion of students privacy.

Proctorio is slightly invasive and uncomfortable. I understand that there is a need for it in order to uphold academic integrity, but for students who already have anxiety surrounding testing, being filmed inside their personal spaces can feel especially stressful.

Professors should be trained more on how to interact with students virtually.

Real Estate should remain to be offered as in person instruction.

Register for Kimberly Randall's LINC 90A class online

Since foothill campus is closed, and I would like to take a graphic design class but I only used to have access to the adobe suite through your computers, is there any help with that software to us?

Some classes will be not as teachable online than traditional classroom. Have concerns about future virtual classes that I would take.

Some instructors are combining classes together on Canvas, which (Class AB and CD - or an intermediate and advance class sharing the same Canvas space and discussion areas while providing different reading materials and class assignments. Makes understanding the course much more difficult.

Some students may take classes outside of the US and they may not have consistent vpn connection.

Something new

Sometimes the canvas has trouble with technical issues.

Stay healthy



Students ebooks will not work if they have out of date laptops (like mine, it's from 2009) I can't install the proper Adobe software to access my ebooks. HELP!

Thank u Foothill Staff for all the hard work for us students!

Thank you for all you are doing. I feel your support and desire to assist. I love Foothill College!

Thank you for all you are doing. I hope that the professors provide actual instruction and not just "read this chapter" as I have experienced in my GID classes over the last two quarters. I appreciate having Foothill as a resource to continue learning.

Thank you for all your help! It is much appreciated by all the students. Let's work hard and stay healthy so we can all get through this together. Best of luck Foothill!

Thank you for asking our opinions!

Thank you for being supportive! I enjoy the Zoom hangout with President Nguyen and all the staff members;)

Thank you for doing this and for doing a good job checking in with the students. Some don't have a good support system and it is so wonderful to be apart of this.

Thank you for polling us. I wonder how we will access our books? Or trade back old textbooks?

Thank you for still offering a variety of classes to keep us in a routine, sense of normalcy and on track for our educational goals.

Thank you for this

Thank you for this survey! This is such a ever-changing world right now and there is a lot of anxiety attached to it. Where one could imagine the negative feelings that may be attached to online learning, I am SO grateful we have access to this! It is keeping students in school and learning, and I know it isn't easy for anyone, but if we remain positive and stick together, I think there is so much good that will come out of it! So thank you for taking the time to care and reach out for feedback from students :)

Thank you for working so hard to make sure classes still happen and making sure we understand that support is still available. I appreciate all of the effort the school is putting forward.

Thank you for your expressed concerns about me, thank you for the speedy transfer to distance learning. Kudos to those in the trenches. You are among the heroes of this pandemic striving to provide means and methods for the populations to have some level of connection and focus! My sincere thanks.

Thank you staff for all your efforts in supporting students virtual success during these times!

Thanks

Thanks for all your hard work

The campus center fee should be waived as all classes are online. May exams are only Multiple Choice Question which should become a mix of both.

The chemistry class I'm taking requires LoggerPro software. I was dependent on foothill campus computers for this program. The software does not work on phones. If there is a way to get a laptop or a laptop loaner that can use LoggerPro software, that would help immensely.

The communication has been great but I am concerned that the quarter has been condensed and pushed back a week which makes me worry about the workload for the class.

The fact that I'm on the waitlist and reached out to my instructor to know if he would consider taking waitlist students online. The uncertainty due to no response is very stressful because I don't know if I should buy the book or wait. And if I wait, what if the quarter begins and the book doesn't arrive in time, thus making me fall behind. I'm sure instructors are stressed as well but a heads up or sending out the syllabus would be very helpful in this difficult time.

The material shouldn't be as much as it normally is.

The move to virtual campus had postponed the start of clinical sessions for the dental hygiene program, which might affect the time we have to prepare for all our licensing examinations. In addition, the delay in obtaining my license also places additional financial stress on me, in addition to the financial cost associated with the licensing examinations.

The veterinary technology program instructors seem to be doing all they can to help facilitate our learning via online.

There is a lot of information that we newly admitted International students didn't know about. For example , Clubs. i just knew there are clubs in Foothill from the Zoom Conference with President Thuy just now. Maybe more information has to be included on the website too, (If everything we email the faculty, they will be very busy and could not reply to the students as fast as possible, this will also waste the students/faculty's time to email and reply email.

There should be no problem with most of the courses. However, some courses might not work if face to face meeting is required.

This is doable for now, but similarly to everyone else, as soon as possible I would like to move back to in-person classes

This is going to be hard

This is my first online class and it is Stats! I was hoping to hire a tutor but with the COVID 19 isolation in the process, I'm nervous about keeping up.

This is the first time I learn with a virtual class, so I hope everything will be good. I just concern about how to get textbooks if it is a requirement for the class.

This quick shift to online has been quite fast and honestly overwhelming. I know about online classes but have never used zoom and find that I do not have a quiet alone space to do online classes.

This will be a very bad quarter for me but of course no one is benefitting from this. I can do my part and be supportive and patient with everyone doing their part to make things work.

This will be an incredible detriment to lab classes and necessary hands on training needed for vet tech  
Virtual classes are inherently more difficult for me, as I am a hands-on learner that responds best to in-person classes

We are strong together!

What am I to do if I can't get zoom on my computer. 8 attempts and it won't go on my computer.

What do we do if the situation at home worsens ?

Wi-Fi in my home is not good at watching and communicating on live (because Wi-Fi sometimes refuse my access but computer is connected to Wi-Fi), so I want professor to send assignment and video on the web or e-mail

Will the campus be opening for students to access after the stay home order has been lifted?

Without being in a classroom setting I'm worried that I won't be able to learn as well because it won't be as hands on and I wouldn't be interacting with my classmates or professors face to face. Also I worry that I will not be able to hold my attention span by learning through zoom and I won't learn the material as well.

Would prefer to have zoom meetings but not be required to show your face, as i have anxiety and don't want the camera on me all the time.

Yes. I wish teachers would be more empathetic and offer the lectures with a asynchronous option. Some want to only live stream. This is hard. I am a single mother who works full time. I would normally have child care but now I don't. I can keep up. But I need to care for my kids and can't do 5:30-10:20 pm class without feeding my kids. Have teachers be flexible and understanding. Not offering too many assignments just to make up for missed class time outside of class. Treat us like adults and let us study with reasonable assignments not just busy work. Offer the option to view the lecture outside class hours.

Yes. It would be great to advise zoom structure to all classes. I've noticed students on my zoom calls for classes of 30 students all have questions but use chat mostly. There is a lot of time wasted with chats coming in and students interrupting professor to ask questions that can be held for when the teacher is finished with the area he/she is covering. Sometimes the professor will be going over material and has to toggle back and forth because there is one chat from a student frequently. Its distracting and time consuming. It should be protocol that if a student has a question during a zoom call, they must unmute themselves to ask - just like they would in in person instruction. This will allow for smoother zoom flow and get the class moving. Its been frequent that the same questions are asked and answered because students are either not paying attention the first time or stepped away. Since this will happen no matter what, then students should unmute themselves and ask questions this way and refrain from using chat. Chat consumes too much time. It makes a HUGE difference! Maybe send zoom etiquette to Foothill students to try and use the mute/unmute as much as possible and refrain from using chat. Imagine seeing 30 chats responding to a question such as, yes.

You have all done an amazing job!!

You're doing a great job! Thank you so much.

Your e-library tutorials are out of date and useless. Please update them.

Zoom is integrated with Canvas, uncomfortable with its current security and privacy issues.

can you make all classes into distance learning classes in the future ?

concerned with the possible use of zoom which seems to have shady problems when it comes to privacy.

have the teacher be more considerate of the whole situation that is going on right now.

how can I return my winter quarter books? I am a middle college student

i am having problems with uploading my work through Canvas.

i have a payment plan for my upcoming classes, but I don't have a job anymore, so payments might be a huge issue. it's risky right now to work at walmart and walgreens as they don't require face mask nor protection. still looking for a job but for food.

i hope school can provide free zoom meeting subscription for students easier to do group projects longer than an hour together via zoom

i wish we could reopen the library some time in the quarter

instructors tend to upload things onto canvas so it can get confusing. would like a more uniform way to navigate assignments

it sucks, we should get some discount for our tuition.

it will be great to make group discussion and instant chatting/interaction with instructors available, they are important for my learning. it can be a scheduled time frame.

it would be nice if the college's social media put posts on stress and anxiety relievers during this transition to online courses and the pandemic. That would be nice getting some helpful tips for that please.

it's very convenient for those such as myself who already took classes online, however I completely understand those who are more accustomed to in person interactive lectures where they can ask questions in detail.

its going to take some getting used to.

need the minimal hardware and software to effectively communicate; previously used the library's facility please don't use online proctoring services. They are extremely invasive and demand the user to be alone in a room. I have two toddlers that have to stay at home 24/7 because of the lock down right now. Being alone for 1-2 hours to take an exam is just not possible right now

provide students with more information about troubleshooting zoom

thanks so much for all you are doing!

the spring quarter put the on campus class online so I enrolled. Please don't put it back on campus.

this is a first time for me to do a online class. i hope i can remain discipline to do the work

wish that classes would list if they are synchronous or asynchronous.



# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

---

Thank you for participating in this survey to ensure online readiness for students this spring quarter. The survey should take about 5 minutes of your time. Your responses are anonymous and will be used to improve services only. No individual responses will be analyzed or reported. When navigating through the survey, please use the buttons within the survey, rather than the back button on your browser. If you encounter any difficulties, contact Elaine Kuo at [kuoelaine@fhda.edu](mailto:kuoelaine@fhda.edu).

10% Complete



# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

---

**Foothill College will be an online virtual campus this spring quarter. This means all classroom time/materials and student services (such as tech support, counseling, financial aid, accommodations, and tutoring) will be accessed online.**

**(Q1) Which of the following will be your PRIMARY device for participating in class/completing your schoolwork? Select what you think you will most likely use.**

- Desktop Computer
- Laptop Computer
- Tablet
- Smartphone / Mobile Device
- Other (indicate):
- Unsure / Don't know

20% Complete



# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

**(Q2) Students can participate and complete schoolwork using multiple devices. Indicate the level of consistent AND reliable access you have to the following items. CONSISTENT is defined by whether you can access it whenever you want and RELIABLE means it will work whenever you need it.**

	Extremely Consistent and Reliable	Somewhat Consistent and Reliable	Not At All Consistent and Reliable	Unsure/ Don't Know / No Access
Desktop / Laptop Computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smartphone / Mobile Device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet Access (DSL, cable, satellite, wireless / Wi-Fi / hotspot, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Webcam (attached to your desktop, laptop, tablet, or smartphone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microphone (attached to your desktop, laptop, tablet, or smartphone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Headset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scanner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30% Complete



# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

---

**(Q3) Depending on your internet plans / internet speed or the age of your device(s), some of these types of activities are easier to do over the internet than others. Which of the following could you do easily if you wanted? Select all that apply.**

- Email
- Stream Videos / Movies
- Videoconference / Webinar (Zoom, Skype, FaceTime)
- Multi-Player Computer Games
- Chat / Instant Message
- Facebook Live / Instagram Live
- Use the latest operating system / Latest version of software
- Use multiple types of browsers (Chrome, Safari, Firefox, Explorer)

40% Complete





# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

---

**(Q4) How familiar are you with the CANVAS learning management system?**

- I do not know what Canvas is.
- I have heard of Canvas but never used it.
- I have used Canvas but am not yet comfortable with it.
- I have used Canvas and am somewhat comfortable with it.
- I have used Canvas and am very comfortable with it.

**(Q5) How familiar are you with ZOOM video/audio conferencing?**

- I do not know what Zoom is.
- I have heard of Zoom but never used it.
- I have used Zoom but am not yet comfortable with it.
- I have used Zoom and am somewhat comfortable with it.
- I have used Zoom and am very comfortable with it.

**(Q6) How familiar are you with PROCTORIO?**

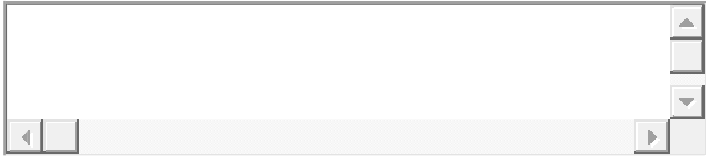
- I do not know what Proctorio is.
- I have heard of Proctorio but never used it.
- I have used Proctorio but am not yet comfortable with it.
- I have used Proctorio and am somewhat comfortable with it.
- I have used Proctorio and am very comfortable with it.

50% Complete



concerns not  
related to my  
online learning

**Is there something else you'd like to see offered through the virtual center? If so, what would you like to see offered?**



60% Complete



# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

---

**(Q8) If the college has information (including changes or updates) to share with you about classes or services, what is your preferred method of communication? Select your top three options.**

- Email
- MyPortal
- Canvas site for your class
- Virtual Meetings
- College Website
- Foothill Social Media (Instagram, Facebook, Twitter, Snapchat)
- Other (indicate):

70% Complete



# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

**(Q9) If you have a question this spring quarter, when would be the preferred day / time you would like to contact or be contacted by Foothill staff? Select the timeslots that apply.**

	Morning (8 am - noon)	Afternoon (1 pm - 5 pm)	Evening (6 pm - 10 pm)
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

80% Complete



# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

---

**(Q10) The following is a list of experiences you might currently be encountering as spring quarter begins. For each item, indicate whether they are SIGNIFICANT CONCERN for you. Significant concern is defined by whether you think they will hinder you from remaining enrolled and/or being successful in your spring quarter classes. Select all that apply.**

- Technology troubleshooting
- Computer/Mobile Device access
- Internet access
- Software training
- Place to study
- Mental health
- Physical health
- Tutoring on the course material
- Reliable finances
- Reliable housing
- Reliable food source
- Disability issue(s)
- Isolation from Foothill College community
- Other (indicate):

**(Q11) Have you enrolled in an online class at Foothill College before this spring?**

- Yes
- No
- Don't Know / Don't Remember



# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

---

**(Q10) The following is a list of experiences you might currently be encountering as spring quarter begins. For each item, indicate whether they are SIGNIFICANT CONCERN for you. Significant concern is defined by whether you think they will hinder you from remaining enrolled and/or being successful in your spring quarter classes. Select all that apply.**

- Technology troubleshooting
- Computer/Mobile Device access
- Internet access
- Software training
- Place to study
- Mental health
- Physical health
- Tutoring on the course material
- Reliable finances
- Reliable housing
- Reliable food source
- Disability issue(s)
- Isolation from Foothill College community
- Other (indicate):

**(Q11) Have you enrolled in an online class at Foothill College before this spring?**

- Yes
- No
- Don't Know / Don't Remember



# FOOTHILL COLLEGE

## INSTITUTIONAL RESEARCH & PLANNING

### Spring Quarter Student Survey

---

**Is there anything else you would like to tell us about spring quarter and the move to the virtual campus?**

**Provide us with your CWID / name / email to be eligible for the gift card drawing. Use the text boxes below.**

**Additionally, if you need help in preparation for classes this spring and would like someone to follow up with you, please provide your contact information and list your area of concern below.**

Student ID (Your 8-Digit MyPortal Login):

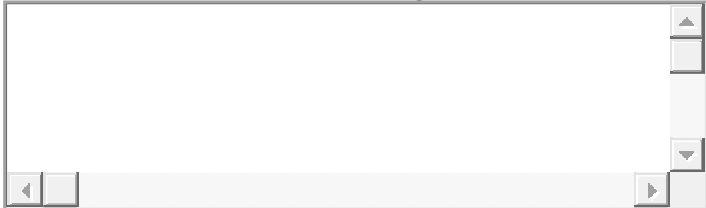
First Name:

Last Name:

Email:



**I want someone to follow up with me about this area of concern:**

A large empty rectangular box with a scroll bar on the right and bottom, intended for text input.

100% Complete



# FOOTHILL COLLEGE

INSTITUTIONAL RESEARCH & PLANNING

## **Spring Quarter Student Survey**

---

**Thank you for completing the survey!**

**We are excited to have you join us this spring!**

---

rev. 04.07.2020