

INLAND EMPIRE DESERT STUDENT VOICES 2020

During (& Beyond) the Pandemic



California
Community
Colleges



Questions? Contact Dr. Yvonne Olivares at yolivares@craftonhills.edu

Study Overview

- ▶ 78 students (representative sample)
- ▶ 3 days
- ▶ A deep-dive into the student journey from how they found their college to the present-day impact of Covid-19

Round 1 March 25-27 (wk 1 stay-at-home)

- ▶ Barstow College
- ▶ Chaffey College
- ▶ College of the Desert
- ▶ Copper Mountain College
- ▶ Crafton Hills College
- ▶ Mt. San Jacinto College
- ▶ Moreno Valley College
- ▶ Norco College
- ▶ San Palo Verde College
- ▶ Riverside City College
- ▶ San Bernardino Valley College
- ▶ Victor Valley College

Students assumed back IN-PERSON in 1-2 weeks

Round 2 May 5-7 (wk 5 stay-at-home)



Students uncertain if classes would be online in the Fall

Method

► Cognitive interviewing

Memory associations

► Journaling


Emotion clarification & problem solving

► Focus Group

Group dynamics w/o groupthink


► Survey

Specific, action-driven results

**S3Q4 - Activity 7**

Congratulations! You have been hired as the new Dean, not really, but work with me 😊. I want you to imagine you have been hired as the new Dean in charge of helping students (A) find and (B) work toward their major / specialization. Knowing your own path, what changes would you make?

Be as detailed as possible to help Crafton understand how they could implement your changes

**Maya Rayann C**

Not employed...

College Enrollment: Part-time

Female

Age: 18-24

Two or more races


Group: ...

Living Wage: ...

Number of children: ...

I first would help first year students make appointments, and help them with their educational plan. I would advise them to take a class and then choose a major if they have no major what so ever. Tell them to make an appointment to see a counselor and me after every semester. Also, join a club, maybe that might help them pick a major see what they like. (pick a club for at least a semester).

[Follow Up](#) [Like](#) [Add Insight](#)

**Justin C**

Employed part-time

College Enrollment: Full-time

Male

Age: 18-24

Hispanic/Latino

of children: ...

Group: ...

Living Wage: ...

Why Qualboard?

Inclusive & Representative Sample

- ▶ Participate anytime, anywhere from any device
 - ▶ Can switch between devices, start-stop-restart as they like
 - ▶ Do the day's activities in one sitting or in multiple
- ▶ No need to download app / nor have current tech
 - ▶ Can borrow a library/friends' computer, phone, tablet
 - ▶ Students can respond to follow-ups via text if they prefer
- ▶ Students communicate in format best suited to them (video, written, images)

Traditional Studies Exclude Low-Income and Diverse Populations

Focus groups require students to commit to being at one place, at one time, which eliminates

- ▶ Working students
- ▶ Students with children or other family obligations
- ▶ Students who rely on public transportation or ride-shares
- ▶ Students from underserved populations who are weary of unknown (uncontrollable) situations

Surveys assume their targets believe their responses matter

Traditional studies over-represent middle-class students

Comparing Studies

RP Group SEM Focus Groups

- ▶ Immediate top-of-mind responses
- ▶ 5 minutes of content/participant
- ▶ Not-representative sample
 - ▶ Many ethnic/racially diverse students cancelled

IE Desert Student Voices 2020

- ▶ Allowed to process their thoughts at their own pace
- ▶ 180+ minutes of content/participant
- ▶ Representative sample
 - ▶ All recruited students participated (despite pandemic)

IE Desert Student Voices 2020

Racial & Ethnic Sample Diversity

	Inland Empire Desert	Crafton Hills College
Asian/ Asian American	13.2%	15.0%
Black/ African American	29.0%	25.0%
Caucasian/ White	26.3%	20.0%
Latinx/ Hispanic	26.3%	27.5%
Native American	0.0%	2.5%
Middle Eastern	2.6%	0.0%
Two or more	2.6%	10.0%

IE Desert Student Voices 2020

Socio Economic Sample Diversity

Living Wage	Inland Empire Desert	Crafton Hills College
Below	47.4%	70.0%
At or Above	52.6%	30.0%

Living wage was calculated based on students'

- ▶ Household (HH) Income
- ▶ Number of adults in HH
- ▶ Number of children in HH

Also, Representative Sample

- ▶ Full & Part-time College Enrollment
- ▶ Career Tech Ed & Associates for Transfer
- ▶ Presence of Children & No children
- ▶ Employment Status
 - ▶ Not Employed, Full & Part-time
- ▶ Age
 - ▶ 18-24, 25-23, 35-49 years of age
- ▶ Gender

Students Equate Success with Access to Information

Unfortunately, most IE Desert (& Crafton) students do
not know how to access the info they need

“

*There a just so many resources
if you spend time looking for
them.*

”

Employed full-time, College full-time, Female, Age: 25-34, Black/African-American, No children, AAT/AST, Living Wage: Yes

Few who do know, report difficulty finding answers

Students Recommend

- ▶ User-friendly website optimized for mobile use
 - ▶ More info in GP, Belonging, & Online Student Services
- ▶ Major/career info should be more readily available in formats suited to their needs
 - ▶ More info in GP
- ▶ Facilitate ways students can connect through a club or shared course-related activity
 - ▶ More info in GP, Belonging

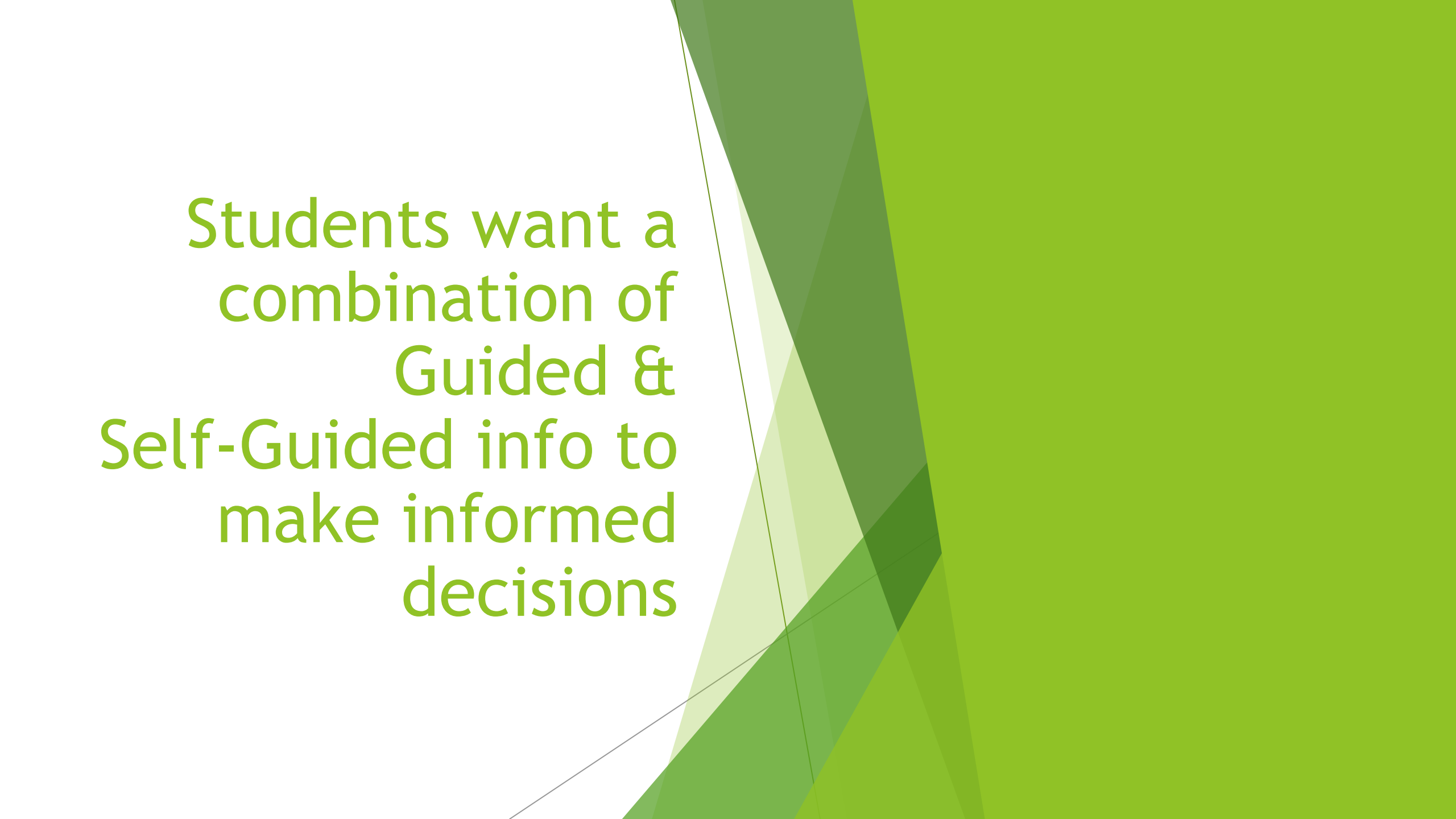


▶ Guided Pathways

Inland Empire Desert & Crafton Hills College

Today Students Make Decision with Limited Info

- ▶ Students base major/career decisions on their past
 - ▶ H.S. and/or general education course they took and enjoyed
 - ▶ Exposure to field due to family history (CPS interventions, parent with cancer getting tests, or family member working in the field)
 - ▶ Older sibling/cousin “attending college” making recommendations
- ▶ When students “research” they rely on Google/YouTube searches on hot/top/popular jobs
 - ▶ *“GOOGLE SEARCHED MY CAREER WITHOUT SPEAKING TO ANYONE”
CTE, Employed full-time, College full-time, Copper Mountain College, Male, Age: 25-34, Living wage- Yes*

The background features a series of overlapping, semi-transparent green triangles and polygons that create a dynamic, layered effect. The colors range from a light, pale green to a deep, forest green. The shapes are primarily located on the right side of the image, with some extending towards the center, leaving the left side mostly white.

Students want a
combination of
Guided &
Self-Guided info to
make informed
decisions

Guided Recommendations



Mandatory counseling 2-3 times per semester



Counselors specializing in major/career fields



GenEd courses support increasing knowledge of careers



Internships

“Having an English class, and the paper being written is about a career, or a job type, or having assignments looking into careers.” Employed part-time, College part-time, Female, Age: 18-24, Hispanic/Latino, # children in HH: 4, AAT/AST, Living Wage: No

Highest Priority and Minimum Expectation

Self-Guided Recommendations



College website (laptop/mobile)



College app



Canvas (laptop/ mobile)



Major /career-related activities (Math/Poetry Club, Future x)



Workshops and seminars specific to field of study



Annual major / career fair



Professional speakers



Mandatory activities teaching about campus opportunities and support systems

Highest Priority and Minimum Expectation

Students recommend website, app, and Canvas include

- ▶ Major/career requirements
- ▶ Potential careers they can pursue with the major/career
- ▶ Skills students can expect to develop in major/career
- ▶ Pertinent personality requirements for major/career

Many colleges likely have some of the above available, but students do not know where/how to find this information

Encourage Career Assessments to FIND and CONFIRM Major/Career

- ▶ Many students learn too late
- ▶ Encourage even for those who “think they know”
 - ▶ Many students are not aware of suitability or feel pressured to begin earning immediately
- ▶ Students also recommend career assessment should account for more than just hobbies/interests but should
 - ▶ Analyze skills
 - ▶ Personality
 - ▶ Job market



► Belonging

Inland Empire Desert & Crafton Hills College

Black/African American Students Feel Left Out

- ▶ While most students feel a sense of belonging, Black/African American students are more likely to report feeling left out/isolated on their campuses

“I do not feel a sense of belonging because I don't have many people to relate to.” Not employed, College full-time, Female, Age: 18-24, Black/African-American, #children in HH: 1, CTE, Living Wage: No

This is especially prominent when we learn Asian students do feel a sense of belonging despite being a small subpopulation similar in size

Black/ African American Student Spotlights to Combat Isolation

- ▶ Black/ African American students recommend spotlights on fellow Black/ African American students and their accomplishments (as reminders they are not alone)

All Students Want Info on Groups, Activities, and Events

- ▶ All students believe they would feel a greater sense of belonging if they knew what groups, events and activities were happening around campus and HOW to participate
- ▶ Students suggest having this information via
 - ▶ Weekly email
 - ▶ Webpage with all this info regularly updated
 - ▶ College app
 - ▶ (& Possibly linked to Canvas)

“I would feel more belonged if I joined a club, I’ve seen them around campus I’ve heard of them but I never actually knew how to join to gain information on them.”

*Employed part-time,
College Part-time,
Female, Age: 18-24,
Hispanic/Latino, #
children in HH: 4,
AAT/AST, Living Wage: No*



Online Student ▶ Services

Crafton Hills College

Online Student Services should allow for multiple modes of communications Why?

Crafton students

- ▶ Do not always have reliable internet
- ▶ Do not always have functioning cameras
- ▶ Do have conflicting demands on their time

IE Desert Student Voices showed dissatisfaction with student services is 1-of-2 reasons why students transfer between community colleges

Online Student Services should allow for multiple modes of communications **How?**

- ▶ Video chat with file sharing function
- ▶ Call-in option
- ▶ Email for simple questions
- ▶ Instant messaging
- ▶ Make sure to include **tutorials on how to access** on Crafton's main page and/or in Canvas

“very clear instructions for as many things as possible with pictures and maybe a text/voice helpline and the people working them reminded some people can be very oblivious to certain things and ask really dumb/easy to figure out questions.” Not employed, College part-time, Male, Age: 35+, White/Caucasian, No children, AAT/AST, Living Wage: No

Best Online Student Service Depts

BEST - Tutoring Center

- ▶ Ease of use
- ▶ Quality of service

Students want online tutoring services to continue post-pandemic

Good

- ▶ Counseling for being helpful and caring
- ▶ Library for speed and reliability of email responses
- ▶ Veteran Resource Center for Multi-mode communication options

For example....

Online Admissions & Records

- ▶ Use same meeting app as other online services because students unaware they need to download both new app and compatible browser
 - ▶ Students miss 1st appointment due to wrong app
 - ▶ Miss 2nd due to incompatible browser
 - ▶ Then are blocked from scheduling 3rd appointment
- ▶ Allow students to email simple questions



▶ Online Classroom

Crafton Hills College

Most Important Online Improvement

Train Instructors on Effective Canvas Use

- ▶ Create standards and templates instructors should follow to provide consistency across courses
- ▶ Zoom meetings should have a new announcement with a link EVERYTIME
 - ▶ It is difficult to browse old announcements to find links
- ▶ Instructors office hours should be posted even in online environment

“Canvas would be better if all the professors knew how to use it. All the essentials for Canvas already succeed in my opinion, I know it’s capable of everything students need. It’s just not being properly utilized. I don’t think 2 weeks was a long enough time period for faculty to familiarize themselves with Canvas, perhaps over-the-summer training would be best for faculty. That way during the fall, and forever after, it will be easier to teach students effectively. I also think having a set standard for how to post assignments and lessons or modules would be amazing, a formula for how to do it so that when a student goes from one course to another, they don’t have to figure out a whole new professor teaches to learn.”

Employed part-time, College Enrollment: Full-time, Male, Age: 18-24, Black/African-American, CTE, Living Wage: No, # of children in HH: 2

Students Equate Success with Access to Information

There is no single-best communication method for all students, nor for any single student at-all-times, which is why students say multi-mode communication is the key to student success

A photograph of a wooden boardwalk winding through a grassy dune landscape. The boardwalk is made of light-colored wooden planks and curves from the bottom left towards the center. The surrounding area is covered in tall, dry grass and some low-lying shrubs. In the background, there are sand dunes and a line of trees under a cloudy sky.

Next Steps

- ▶ Share w/ CHC, region, state
- ▶ IE Desert Student Voices 2020 Follow-up Survey
- ▶ GIA will use findings to bring in support for region-wide initiatives (to cover costs of implementing student recommendations)