

## Spring 2024 Distance Ed Survey

Crafton Hills College conducted a student distance education survey in Spring 2024 to gain insights into the online course experience. The survey assessed various aspects of online learning, including course modality preferences, sufficiency of course offerings, ease of accomplishing tasks, helpfulness of support services, and barriers to online learning, along with demographic questions. A total of 412 valid responses were received. It's important to highlight that the survey is voluntary, both in terms of participation and responses to individual questions.

<b>In which modalities have you taken courses at Crafton Hills this academic year?</b> (Fall 2023 & Spring 2024) (Please check all that apply).	#	%
Online Asynchronous through Canvas with no required live or real time meetings (with optional synchronous office hours)	359	87.1
In-Person Hybrid partial instruction takes place on campus, plus partial instruction through Online Asynchronous Canvas instruction	107	26.0
Remote Synchronous through Zoom or Conferences at scheduled class meeting times	70	17.0
Remote Synchronous Hybrid partial instruction takes place through Zoom/teleconference, plus partial instruction through Online Asynchronous Canvas instruction	30	7.3

<b>My age is in the following range:</b>	#	%
18-24	170	49.6
25-30	46	13.4
41-50	42	12.2
31-35	36	10.5
36-40	18	5.2
Younger than 18	17	5.0
51+	14	4.1
Total	343	100.0

<b>Please identify your gender:</b>	#	%
Female	261	75.7
Male	70	20.3
Transgender	1	0.3
Nonbinary/nonconforming	5	1.4
Decline to state	7	2
Other	1	0.3
Total	345	100.0

<b>Please identify your ethnicity:</b>	#	%
Hispanic/Latinx	147	42.6
White	101	29.3
Multiple ethnicities	26	7.5
Asian	20	5.8
Black/African American	16	4.6
Other	14	4.1
Decline to state	13	3.8
Native American	6	1.7
Filipino	2	0.6
Pacific Islander	0	0
Total	345	100.0

<b>Are there sufficient 100% Online Asynchronous Course Offerings (i.e., no required live or real time meetings) to meet your needs at Crafton Hills?</b>	<b>#</b>	<b>%</b>
Yes	361	89.4
No	43	10.6
Total	404	100.0

**Highlighted below are the top requested courses in response to the question, "Which 100% Online Asynchronous courses would you like to see more of?"**

American Sign Language (n=2)	Child Development Nutrition (n=1)	Higher level Psychology (n=1)	Psychology 111 (n=1)
Anatomy 151 (n=1)	Communications (n=1)	Information Technology (n=1)	Research Methods Psych (n=1)
ASL 4 (n=2)	Computer Science (n=2)	Math 101 (n=1)	Sociology (n=1)
Bio 123 (n=1)	Ethnic Studies (n=2)	Math 102 (n=2)	Statistics & Probability (n=1)
Biology 100 (n=1)	Fire Technology (n=1)	Medical Microbiology (n=1)	STEM (n=1)
Calculus (n=2)	General Chemistry (n=2)	Physics 250 (n=1)	
Child Development (n=2)	Health (n=2)	Psychology (general) (n=2)	

<b>You indicated that there are not sufficient 100% Online Asynchronous Course Offerings. Which 100% Online Asynchronous courses do we need to have more of to help you achieve your academic goals? (n=35)</b>
All Courses offered
all the classes
Asl 4
ASL 4, basically all American sign language and deaf studies courses.
Bio 123, ethnic studies, calculus
Chem and math
Child development classes.
Cild development nutrition and curriculum
Communications,
Fire tech I work full time 85 with the county and class is not offered online for me to complete the past class I need and it's frustrating because I worked so hard to get here and now I can't complete it
Health and Biology
Health classes
Hello my name is [name] , I believe they should have 100 percent asynchronous course offerings for any class for the people who are pregnant or who are expecting and doesn't have time to be in class In-person, their should be multiple options for online classes , I am pregnant and is due November 23 and that's before our fall semester 2024 ends I won't be there for finals or anything and even when my baby is born I would still like to continue school in the spring but online. But the class I need is for spring 2025 is Anatomy 151 online but they don't offer it. And I really don't know how it's going to work for me because I really do want to finish school but it's hard to go In-personbut also wanting to have time with your new born child. By the time spring 2025 starts I'll still be in bed rest healing from giving birth to my baby. And I just don't know what to do. I'm really nervous that class is the only one I need to graduate and I'll finish. I really hope you guys can make some changes or hopefully my professor is really nice and lets me do online work for him but I don't know if that is even possible. I really hope you guys can help me out and most likely help others who are in my position too.
I couldn't find a Math 102 online course. As a single parent who must work fulltime, I prefer online options so that I may go to school to obtain my degree and work fulltime.
I couldn't find asynchronous online classes for the summer classes I needed
I need there to be more classes that cover general classes.

I think every subject/class should have an online version that can be done on the students own time. I've had to hold off on some classes to do in the future when my kids get older since I don't have a babysitter and the campus only allows sitting until age 5. OR if online isn't an option extend the age of campus daycare/sitting to at least age 13.
I was looking to take a step by step math program, but the courses I needed, in order, were either filled or not offered during the logical terms/orders that made sense.
I was unable to find any classes in the computer science department
I would prefer more hybrid classes being afford
I'm not learning anything in asynchronous courses.
Math 101 and Ethnic study classes that are on the IGETC
Medical microbiology and general chemistry
More core classes like Physics 250 to cater to working professionals.
More of the math like calculus and statistics & Probability
Need more classes online
Need more options available.
Please offer more computer science and Information Technology courses
Psych III summer term
Psychology and communication
Psychology and sociology classes
research methods
Some Psychology classes are only available in person, but it makes it difficult to get to Crafton, so the higher level Psychology classes would be very ideal to be online. Also there is only 1 Biology 100 class that is online which is difficult as well.
Stem
While Crafton offers some 100% Online classes, there are typically only 1 or 2 classes and those classes fill up quickly. The options are fine, it's the amount of classes available that becomes a problem.

<b>Are there sufficient In-person Hybrid and/or Remote Hybrid Course Offerings to meet your needs at Crafton Hills?</b>	<b>#</b>	<b>%</b>
Yes	378	93.1
No	28	6.9
Total	406	100.0

**Highlighted below are the top requested courses in response to the question, "Which In-person Hybrid and/or Remote Hybrid courses do we need to have more of?"**

Accounting (n=1)	Business (n=1)	Computer Science Programming (n=1)	Multimedia courses (n=1)
Art (n=1)	Chemistry (n=2)	Math 102 (n=1)	
ASL (n=1)	Communications (n=2)	Math (n=1)	
Biology (n=2)	Computer Info Systems (n=1)	Microbiology (n=1)	

<b>You indicated that there are not sufficient In-Person Hybrid and/or Remote Hybrid Course Offerings. Which In-person Hybrid and/or Remote Hybrid courses do we need to have more of to help you achieve your academic goals? (n=22)</b>
Biology, chemistry
CLASSES THAT HAVE NOTHING TO DO WITH MY DEGREE. IM DOING SOCIAL WORK BUT ALL CLASSES ARE AT SBVC
Computer information systems Computer science programming

I am not able to do hybrid
I couldn't find a Math102 online course. As a single parent who must work fulltime, I prefer online options so that I may go to school to obtain my degree and work fulltime.
I had no course options for any hybrid classes that fit my major
I put no because I don't have any of these available for me due to the class I'm taking.
I really would prefer the courses I am taking now be hybrid, I enjoy having more interaction with my professor.
I will be done with my degree soon but I did have to wait a long time to take certain ASL courses because they were only offered in specific semesters.
I'm a full time caregiver for my mother so on campus does not meet my needs
In-person hybrid
InPerson Hybrid Communications.
It will be nice if there was more online classes
Math courses in general. Completing the courses online is good, but having a component that brings us face to face to work through more challenging skills would be great.
Micro biology chemistry
More Time options for In-person art classes. Possibly more evening classes
Multimedia courses
n/a
None
Not enough options, or evening classes
The last hybrid class I was in I failed due to inadequate teaching.
Would like to see more business and accounting classes afford

<b>Are there sufficient Remote Synchronous Course Offerings (e.g., Zoom based classes) to meet your needs at Crafton Hills?</b>	<b>#</b>	<b>%</b>
Yes	361	89.4
No	43	10.6
Total	404	100.0

**Highlighted below are the top requested courses in response to the question, “Which Remote Synchronous courses do we need to have more of?”**

Accounting (n=1)	Computer Science (n=2)	Math 102 (n=2)	Science and Labs (n=1)
Algebra (n=1)	English (n=1)	Medical Microbiology (n=2)	Spanish Classes (n=2)
ASL 4 (n=1)	Fire Tech (n=2)	Microbiology (n=1)	Trigonometry (n=1)
Biology (n=4)	General Chemistry (n=2)	Physics (n=1)	Web Development, Databases, JavaScript (n=1)
Calculus (n=2)	General Education Courses (n=2)	Psych 111 (n=1)	
CD Nutrition and Curriculum (n=1)	HighLevel Math Courses (n=1)	Psychology Classes (n=1)	
Child Development (n=4)	Human Sexual Behavior Psychology (n=1)	Research Methods and Biology (n=1)	

<b>You indicated that there are not sufficient Remote Synchronous Course Offerings. Which Remote Synchronous courses do we need to have more of to help you achieve your academic goals? (n=33)</b>
Accounting
Additional psychology classes and general education classes.
After 3pm Observation in child development
Asl 4
Biology, calculus, physics
Biology, psych I I I
child development classes specifically nutrition and curriculum
Child development classes.
Fire Tech classes. The last one I need to take is only In-person and I can't make that work due to working a full time 85 I wish that was offered online so I could graduate
I couldn't find a Math I 02 online course. As a single parent who must work fulltime, I prefer online options so that I may go to school to obtain my degree and work fulltime.
I didn't really know what the question was asking, so I just put no because I don't have any live Zoom classes available for the class I'm taking.
I don't prefer online classes
I think having more accelerated online courses would help students who have other responsibilities and do better with more accelerated courses.
I was unable to find any classes during this Spring semester in the Computer Science department
If she actually but the instructions in where the assignment is and not on the home page it would be easier to do her assignments.
Math classes
Math classes are slim and fill up way to fast even when your proactive. Algebra classes are always the same professor and not offered online really. For a full time employee, mother and student the classes offered are not enough to fit our schedules. Also the Algebra professors are not invested, one professor when asked to help just did all the problem and didn't walk me through it or helped me to see where i was having a hard time. Ive considered going to Valley for this reason.
Mathematics Computer Science
Medical microbiology, and general chemistry
microbiology, and general chemistry
More classes online
More high level math courses
More of the GE courses offered in all terms
More science and labs
More variety in types of course offering in general. Make more classes accessible for online synchronous and asynchronous students. Allows for potential in increased enrollment rates and faster transfer rates
research methods and biology
SBVC HAS ALOT MORE CLASSES TO OFFER BUT THEN I END UP GETTING CHARGED DOUBLE FEES FOR NON CAL GRANT THINGS
Spanish classes, Human Sexual Behavior Psychology.
There are not many options for online classes, sometimes they only have the main ones like English and Mathematics variety of times and days (just like the inperson classes)
We need more online or online hybrid courses available for trigonometry, as well as calculus, biology, Spanish, etc.
Web development, databases, javascript.
Yes, I needed to take multiple courses at San Bernardino Valley College.

When asked how difficult some tasks were, a notable number of students did not utilize the following features:

- Locating Zoom or teleconference link for remote classes (29.1%)
- Locating Zoom, teleconference, or chat link for synchronous office hours (26.6%)
- Locating tech help links (18.7%)

**How easy or difficult was it to accomplish the following in your online courses?**

Question	Very difficult		Somewhat difficult		Somewhat easy		Very easy		Total
	#	%	#	%	#	%	#	%	
Locating your syllabus in Canvas	5	1.2	16	3.9	80	19.5	310	75.4	411
Locating the Zoom or teleconference link for remote course offerings	6	2.1	16	5.5	79	27.2	189	65.2	290
Locating the Zoom, teleconference, or chat link for synchronous office hours	8	2.7	13	4.3	85	28.2	195	64.8	301
Locating course content in Canvas	6	1.5	14	3.4	62	15.1	329	80.0	411
Following the flow of content in Canvas modules	8	1.9	27	6.6	85	20.7	291	70.8	411
Locating assignments in Canvas	6	1.5	14	3.4	59	14.5	328	80.6	407
Contacting your instructor via Canvas	17	4.3	20	5.0	54	13.5	309	77.3	400
Locating your instructor's feedback on assignments via Canvas	8	2.0	25	6.1	69	16.9	306	75.0	408
Locating instructor's announcements in Canvas	4	1.0	13	3.2	57	13.9	335	81.9	409
Locating student services links in Canvas	13	3.4	20	5.3	89	23.5	257	67.8	379
Locating tech help links in Canvas	13	3.9	29	8.7	71	21.3	221	66.2	334
Other (please specify in the following question):	8	5.4	8	5.4	25	16.8	108	72.5	149
<b>Total Online Learning Components</b>	<b>102</b>	<b>2.4</b>	<b>215</b>	<b>5.0</b>	<b>815</b>	<b>18.9</b>	<b>3178</b>	<b>73.7</b>	<b>4310</b>

**Key points highlighting recurring difficulties experienced with online courses.**

- **Canvas Navigation:**
  - Challenges in finding due dates, which sometimes do not match what is shown on Canvas.
  - Difficulty navigating self-serve after changes were made.
  - Difficulty understanding coursework due to unclear instructions or changes in syllabus dates without prior notice.
  - Inconsistent assignment locations across Canvas, with some assignments under "Assignments," others under "Modules," and more under "Home."
  - Instructors setting up Canvas differently, causing confusion in locating assignments, modules, and home content.
  - Issues with locating course materials and grades, particularly after courses have ended.
  - Struggles with uploading assignments, such as converting Google Docs to PDFs or specific formats required by professors.

- **Communication Delays:**

- Delayed responses from professors, sometimes taking two to three days or longer.
- Lack of feedback on quizzes and assignments, making it hard for students to focus on improvement.

- **Technical Issues:**

- Challenges with using GoReact especially for feedback on Canvas.
- Library's lack of access to Adobe products, such as Photoshop.
- Technical challenges related to understanding and navigating Canvas, like emailing and assignment uploads.
- Wi-Fi or connection issues interrupting access to online learning.

<b>Please specify the other item(s) with which you had an easy or difficult experience. (n=75)</b>
<b>Difficult Experience</b>
Every teacher sets up Canvas differently, and that makes it difficult. Sometimes assignments are under Assignments, sometimes under Modules, sometimes under Home.
Finding due dates as sometimes they are inconsistent with what's shown on Canvas.
Getting ahold of any of my professors in general; two or threeday responses back are too long.
GoReact for ASL on Canvas is difficult to go back and look at feedback.
Had some difficulties regarding the new updated web advisor.
I didn't get to see scores on some of my quizzes; this was hard for me since I couldn't focus on improving in that section.
I feel that locating where to speak to my professor was easy; it was mainly getting the professor to respond to messages that I found difficult.
I had a hard time figuring out all the assignments that were due and when.
I had a hard time locating the Statistics class book for the assignments. When I finally found it, I was almost two weeks behind.
I had a somewhat difficult experience trying to locate my grades after a course ends.
I had one class that stopped showing my assignment due dates on my Canvas calendar. I couldn't figure out why this happened.
I'm having a difficult time understanding the coursework that's provided because she posts different dates than what the syllabus states. I am aware she is allowed to change what's on the syllabus, but she doesn't tell us beforehand.
Instructors are rarely available.
It is difficult to understand the Canvas mainly because the teachers do not make the instructions clear.
It was a little tricky to figure out how to email the professors.
Locating where course materials were.
Look for grades and also deadlines for all the assignments.
Many assignments were to be done in 2 parts, that had 2 different due dates. There were no notifications for the first due dates.
Messaging other students through discussion boards.
My instructor was extremely difficult to get in contact with and gave very little guidance regarding details needed for assignments or how she used Canvas to navigate the course. By the time she would respond to emails, it was already after the assignment was due, and her responses were still vague and not very helpful.
Only difficulties were accessing the discussion board. It was a lot of clicking around to get to the discussion boards.
Some professors format their modules very weird, and it makes it very difficult to follow, especially when they don't make an announcement or module showing us how to access the work.
Sometimes the assignments are located in too many different places, making it challenging to ensure all assignments are completed. Communication with instructors is expected via email or pronto.
The only trouble I had was learning how to navigate the selfserve when it changed.
Understanding why my grades change overnight and don't make sense sometimes.
Uploading my MLA9.

There is what must be a necessary complexity between all of the logins. CHCC, Canvas, email, I don't even remember the name of the platform we do registration through (maybe web advisor), etc. I don't think there's a quick fix, but to be able to log in, register, pay, find courses, coursework, email, support, counselors, etc. on one or far fewer platforms would be? It would feel like it was unified. One place. Home.
Setting time aside for online work. I happened to start an internship in the middle of my semester and was not able to go to open computer lab hours, and the library doesn't have any Adobe products (i.e., XD, Photoshop). Also, the library was too loud anytime I tried to stop by and do my homework.
<b>Easy Experience</b>
Canvas is very easy to navigate.
Contacting other students to work on projects together is very easy.
Easy experience.
Easy experience overall.
Easy time getting ahold of my professors.
Easy to access all online content for a course.
Easy to communicate with classmates through discussions.
Easy to get help from the instructor.
Easy to locate everything I need like textbook and stuff like that.
Everything has been well organized in Canvas; have not had any issues locating what I need.
Everything is quite easy.
Everything was easy.
Everything was easy to find on Canvas; didn't have a hard time finding homework or assignments and announcements.
I appreciate the calendar mode that allows me to see all my assignments and their due dates all at once, for all classes I'm enrolled in.
It was easy to see my grades, what was due, what I had already completed, and other things found in Canvas.
It was very easy being able to access my online textbook through Canvas. This is due to the fact that I just had to click on the section within Canvas and then select the link. This took me directly to my textbook and chapter assignments.
It's was easy to find feedback.
Locating all of those options was super easy to navigate.
Navigating Canvas has been an easy experience.
Online classes were easy to learn.
Overall, Canvas was good; I find it easy for the class assignments.
Peer communication through Canvas.
Professor has a very organized course.
Reviewing grades for each assignment done.
Super easy to locate a lot of things.
The calendar is super useful in seeing what assignments are upcoming. I really love this feature. It's very efficient.
They are often very organized, which I appreciate.
Turning in assignments on Canvas was somewhat easy. The only part I had difficulty with was figuring out how to turn a Google document into a Microsoft document; but, once I figured it out, turning in assignments was easy.
User friendly.
Very easy to reach for help.
Very easy to locate announcements.
<b>Miscellaneous</b>
Didn't use.
Find my total grade and the grade for my assignments.
GOReact feedback from professors and peers.
Had any physical assignments that had to be printed, taking a picture of, and uploaded.
I accidentally clicked it, but I love my course.
I did not have any trouble. I had to pick N/A.
I did not perform other activities in this class.

I have nothing to add.
I reviewed my answers and did not find where I indicated Other.
No other response is needed; I enjoyed my public health class.
Online is best for me, and it's not the teacher's fault; they just need to have a better platform.
Ordering books.
Other did not apply to my class.
Passing classes.
Understanding the source being taught.
Using the website.

<b>Which of the following resources would help you be more successful in your online course(s)? (select all that apply)</b>	<b>#</b>	<b>%</b>
Access to parking lot Wi-Fi	156	37.9
Access to specialized software (MS Office, CAD, etc.)	98	23.8
Access to hotspot check out	97	23.5
Assistance accessing course materials	71	17.2
Access to on campus charging stations	70	17.0
Assistance creating multimedia	65	15.8
Access to laptop checkout	65	15.8
Assistance using technology	62	15.0
Access to on campus computer labs	52	12.6
Other (please specify in the following question):	18	4.4

**Key points below highlight the additional resources students identified to help them succeed.**

- Better quality and time for Zoom calls.
- Detailed instruction for how to obtain scholarly articles through library database.
- Information about checking out a Microsoft workbook/laptop.
- More vending machines with nutritious foods.
- Study tips on how to handle online courses.

<b>Please specify the other resource(s) that would help you be more successful in your online courses: (n=11)</b>
Better quality and time for Zoom calls.
Detailed instruction for how to obtain scholarly articles through library database.
Did not have any issues with anything. Everything was self-explanatory. Being that I haven't been in school since 1998, returning back has been a pleasure
I found out there was an option to checkout a Microsoft workbook/ laptop on my own, by chance. I went to the library about 6 weeks into my course and had no idea there was a workbook I could check out. Canvas works much better on this device than the laptop or computers/ devices I have at home.
I online did online courses
Just to take 3 classes at most instead of 4
More online classes availability
More teachers that care
More vending machines placed throughout the campus that might hold more nutritious foods. Maybe like sandwiches and such. The vending machines are too far apart especially for those of us with mobility issues.
Simply making it an In-person class considering ASL should NOT be online and 100 of students and teachers agree.
Study tips on how to handle online courses

## How helpful have you found the following support services?

- A notable number of students did not use the following services, Online Technical Support (53.5%), Online Library Support (50.9%), and Online Tutoring Support (52.9%), indicating a potential gap in student awareness or accessibility of these resources.

Question	Not Helpful at all		Slightly helpful		Very helpful		Extremely helpful		I haven't use this support services	
	#	%	#	%	#	%	#	%	#	%
Online technical support	8	2.1	36	9.4	70	18.4	63	16.5	204	53.5
Online counseling support	13	3.4	37	9.6	101	26.2	103	26.8	131	34.0
Online library support	5	1.3	33	8.6	66	17.2	84	21.9	195	50.9
Online tutoring support	6	1.6	26	6.8	68	17.7	81	21.1	203	52.9
Online Admissions & Records support	8	2.1	50	13.0	97	25.2	94	24.4	136	35.3
Online Financial Aid support	11	2.9	56	14.6	83	21.6	79	20.6	155	40.4

## Key points below highlight the recurring challenges students face with online learning.

- **Communication Challenges:**

- Students frequently mention the difficulty of getting timely responses from their professors.
- Students mention that communication about course details, instructions, and feedback is often unclear or insufficient.

- **Canvas Navigation and Technical Issues:**

- Converting files or dealing with online textbooks that don't function well.
- Course design; too many links causing confusion and distraction.
- Frequent problems with WiFi connectivity
- Instructors not clearly laying out assignments or uploading broken links.
- Issues with finding assignments, notifications not being received despite settings, and required discussions not showing up on the dashboard.
- Lack enough course content; lecture notes, and recorded videos to fully grasp the material.
- Required discussions not shown in the Todo list on the dashboard.
- Requiring discussion posts by Wednesday for homework assigned on Monday.
- Students struggled to engage in language or visually oriented subjects due to the lack of direct practice.
- Some professors struggle with

- **Engagement and Interaction:**

- Students commonly reported difficulties with real-time communication, connecting with classmates, and staying motivated.

<b>What is the most challenging part of online learning? (n=201)</b>
<b>Communication (40)</b>
A lot of professors do not understand technology and it gets in the way of learning
Access to instructors, they never respond to you
Been pretty easy. Sometimes getting a hold of one of my instructors was difficult
Challenging part is sometimes getting into contact with your professor. There are some who respond quickly and some who don't, which is hard, but they try their best to respond as soon as possible
Communication with Professors
Communication with some teachers
For me, the biggest challenge can be getting a response from instructors. This is obviously case by case. I have had instructors keep in communication throughout the class and get back to me when I reach out for questions. But I have also had classes (sociology last summer) where I reached out to my instructor via canvas, personal email, and their school email weekly, asking for feedback on my assignments, and not once received any responses. And no assignments were graded until after the entire class ended. So until after the last day of class, I still had no idea how I was doing, which was extremely stressful
Getting help right away
Getting in contact with teachers when they lock assignments
GETTING INSTRUCTORS TO ANSWER YOU
Having no one-on-one connection with the professor and glitches in the system
Having to self-study the course. For asynchronous courses, there is no instructor to teach the course material, so building knowledge is all up to the student. It is also difficult to stay engaged and motivated for a course that is online versus one in person
I found that getting in contact with my professors was really difficult as some would not respond for months
I have found online classes to be easy to navigate and have not had any difficulties, but I guess the challenge is waiting for a reply from a professor if I have any questions
I think it is challenging to feel a personal connection with the professor. Other than that, I love online courses and don't find a problem with learning the material
Inability to instantly ask questions of Professor. I prefer on-campus for this reason
It's hard to directly ask questions because it's not in real-time
Lack of communication regarding details not covered in syllabus or assigned work. A lot of detail just comes from trial and error, which leads to late submissions and a lack of confidence in assignments turned in. No feedback on grades or tests either
Lack of communication, instructions are sometimes worded in a confusing manner
Lack of in-depth instruction and lack of Q&A sections
Not being able to ask a question and have it answered till email is viewed
Not being able to ask questions right away or receive answers if I'm stuck
Not being able to ask the professor a question in the class and get an answer right then
Not being able to communicate with peers and listen to their respective thoughts about a subject matter
Not being able to just raise my hand and get an instant answer
Not being able to speak to the professor directly
Not having a teacher to help with immediate questions
Not having enough face-to-face time with the instructor and class
Not having the live interaction of asking questions and receiving detailed responses
Not having the teacher reply right away
Not having the teacher there for a few explanations
Not seeing each other students and being able to ask questions like in a classroom. Where you can talk to the professor after class

Sometimes communicating your question to a teacher can be difficult
Sometimes when not quite understanding what the professor is exactly wanting and just messaging back and forth
The disconnect from the teacher and being able to discuss your questions rather than sending an email. My Chem class, for example, I had to go out of my way to meet with the teacher to have an actual discussion about my questions and concerns. Online learning is more convenient but leaves a disconnect from group interaction or discussion of a topic. It also distances the student from the teacher
The most challenging part is trying to get feedback from some professors on why they gave you a certain grade on an assignment
Trying to reach a professor that never responds in a timely manner
Waiting to hear back from a professor when you have questions
When professors try to make an asynchronous class synchronous and try to force in-person meetings
When teachers do not give enough explanation on what they are teaching
<b>Canvas Navigation and Technical Issues (29)</b>
Canvas faulty web design. Lacks accessibility and too many links cause a student to get lost and distracted. Narrow down the design and make it simple. make it basic
Finding assignments and not getting notified for announcements despite allowing notifications
For me, the most challenging part was changing google docs into PDF or certain programs that the professors only took
Having connection issues
Having to use electronics to do homework when you would rather be outside
In my specific course, It's a lot of reading and there are no pre-recorded lectures of my professor going over the material
Just because some classes are brief and the containing material is informative, it's a little bit challenging to catch up with all the information provided. That is probably one of the cons of online classes
My email not working with office 360
Navigating through Canvas at times
Online textbooks
Required discussions are not shown in the Todo list on the dashboard
Some online courses do not have enough course content, lecture notes, and recorded videos to fully learn and understand the material
Sometimes the assignments that are marked "due" on a certain day require you to input something before the actual due date, which makes it confusing when getting half points when turning in your work. For example, for English, we had a peer review due on Sunday with a template already proved to use for other students, BUT the teacher asked to post our essay on Friday so we can choose partners, but almost the whole class was not aware and it ended up being confusing for the rest of the class. Due to that Friday activity not being posted on announcements or any type of highlight where the students can see beforehand, it caused a lot of confusion and panic within those students who prefer to finish everything before the due date
Sometimes the class videos are hard to understand because the professor's explanation isn't right to the point. They add in extra stuff that gets lost in translation or isn't on topic, so they should just leave out talking about it
Staying connected when WiFi gets cut off at home
When a teacher accidentally creates a broken link or forgets something in the material. Then I must reach out to them and wait for a response. Sometimes life is full, and these delays complicate it
When assignments don't load properly, I tend to freak out. I'm not very tech-savvy, but lately, I've been able to figure it out since all of my classes are online
When instructors don't lay out all of the assignments and wait till the beginning of the week to post them. We take online classes because they can be conformed to our life outside the classroom. It's hard to prepare for the weeks ahead if we don't know what to expect
When my home internet goes down. Or the professor's internet is spotty
When the software the professor wants to teach on does not work properly or consistently
When there are scheduled due dates throughout the week
Wifi Coverage

Wifi or power outage issues
Having most work due on the same days as all other online courses and assignments that have to be done in a group is practically impossible since everything is asynchronous
Having time to go on-campus to use the computer lab, also hands-on training
Some professors recycle recorded Zoom meetings instead of doing new ones for each class. Hard to ask questions if they are recorded lectures only
Professors recycle recorded Zoom meetings instead of doing new ones for each class. Hard to ask questions if they are recorded lectures only
Required discussions are not shown in the Todo list on the dashboard
Having sufficient time to complete assignments for all classes. For example, when multiple teachers open homework on Monday and all expect discussion posts by Wednesday, yet submitting a good post requires having the chapter(s) read and PowerPoint presentations reviewed. You're asking a lot for anyone, but especially for people who work and go to school
<b>Engagement and Interaction (26)</b>
Being able to ask questions on the spot as we are reading or listening to a lecture
Connecting with classmates
Engagement
Feeling alone and not having a connection with the teacher or learning things in the most effective way
Finding the motivation to push forward
Finding ways to stay engaged with the course and motivated. With general education courses, it is easy to do online work, but with major specific courses, it becomes difficult. Instructor engagement as well; some teachers forget they teach asynchronous or online courses
Group work. It's difficult to do group projects or assignments with other people online and communicating with them
I enjoy face-to-face learning as I feel like it helps me pay attention and retain information better
I love Online learning because I am very shy and have social anxiety, but it makes it hard when the professor doesn't keep the lecture videos open the whole semester
I took an ASL class this semester. In which made me realize the difficulties in learning a language without others there as often as on-campus classes
It being able to socialize with your classmates
No interaction
Not being face-to-face. As a professional (teacher), I only have evenings for my education, but very few courses (that I've needed) have a face-to-face component in the evenings
Not being in a classroom and having less opportunity to practice with other students
Not have any classmates to communicate with
Not having the opportunity to study and practice a language In-person with other students
Socializing
The disconnect from the teacher and being able to discuss your questions rather than sending an email. My Chem class, for example, I had to go out of my way to meet with the teacher to have an actual discussion about my questions and concerns. Online learning is more convenient but leaves a disconnect from group interaction or discussion of a topic. It also distances the student from the teacher
The most challenging aspect of online learning is the inability to get to know classmates beyond discussion forums, which can leave one feeling isolated
The most challenging part about learning online is remaining engaged with the class. For many students, it is already a challenge to be engaged in a consistent and forthright manner regarding a class demanding physical attendance on the campus. This challenge is only further magnified when a student's solitary connection to a course is the due dates of assignments in which the canvas calendar so rigidly reminds them of so. This is the issue with asynchronous learning, for the reason that the aforementioned student quickly begins to withdraw their attention from the course, and consolidates themselves only to the goal of a passing mark upon their transcript which is unaccompanied by the courage and consideration required to adequately educate themselves in this environment

The most challenging part of online learning is not being able to communicate with my classmates as much. Sometimes it is nice to talk with my peers to help me understand the concepts and gain different perspectives
The most challenging part of online learning is staying focused. Most professors are understanding and help through online learning
The most challenging part would be having to adjust when having offline learning for an extended period of time
The fact that I'm doing a visual language and I can't even converse with my teacher nor students directly
The most challenging part is trying to get feedback from some professors on why they gave you a certain grade on an assignment
Zoom hate it
<b>Balancing School &amp; Time Management (106)</b>
Balancing school work into work life
Balancing work and class time. Remote learning makes this easier
Being consistent
Being in charge of the timings of your learning, participation, and finishing assignments
Being motivated because since there is no going to a classroom or lecture hall, it is less engaging
Clear instruction from Professors, but most of the time it is relatively straightforward. Nothing too challenging other than that
Consistency, you have to have a consistent schedule to handle online school
Consistently logging in
Dedicating myself to finishing assignments in a manner that leaves me with the least stress possible
Dedicating time to set aside and do the work
Distractions from the outside world (Family, friends)
Due dates since I work on the weekends
Everything has been great so far
Finding the time
Focusing and trying to be present and manage your time
Focusing in a nonschool setting
Focusing is the hardest part of online learning
Focusing on my work when at home. Also staying awake lol
Focusing on the material without being distracted
Focusing on what I need to get done because there are so many distractions around me
Getting started
Getting started and setting up
Having the time, being financially stable
Holding myself accountable for all of my assignments
Holding myself accountable. Staying focused
Honestly, I did not find any challenges in this class
I believe it is when a brand-new student isn't used to navigating through online apps such as Canvas
I did not have any challenges. I enjoyed it because I am able to work in the day and in the evening at any time and be able to do my work. I love the asynchronous because I can learn at my own pace but still be able to contact my professor for any help
I don't find online learning hard. I actually prefer it over in-person instruction
I love online learning, I don't have any challenges with it. I would not be able to take classes without online learning
I really didn't have a problem. Thank God for the tutoring center. They were able to assist me
I'd prefer a physical book
In my specific course, It's a lot of reading and there are no pre-recorded lectures of my professor going over the material
It is easy

Keeping a good schedule
Keeping myself accountable for time and due dates
Keeping myself disciplined and getting help from my professor within a reasonable time frame
Keeping on track
Keeping track of due dates and ensuring you don't miss an assignment
Keeping up
Keeping up good organization
Keeping up with assignments when they are all due on the same day (Sunday)
Keeping up with assignments when they're hard to follow
Keeping up with course work
Keeping up with the course material and staying engaged with the class
Keeping up with the professors; most of them think that we have all the free time in the world when we don't
Keeping up with the work
Keeping your own schedule
Learning to manage my time and get everything done
Less Accountability for doing homework/Assignments
Maintaining the discipline to do your work
Making sure I finish all my work
Making sure to stay on the same page as the class
Making sure to stay on top of assignments
Making the time to do your work and not wait until the last minute
Managing my time
Managing self-discipline and how to properly function within an online course structure
Managing the balance between daily life and assignment due dates
Miscellaneous
Most challenge would be the deadlines for the classwork. It's Fridays, and it's helpful when it's on a Sunday
Motivation/discipline to keep working and no peer support
Not sure. It's very well set on Canvas
Nothing for me. I'm self-employed and it works out perfectly for me and my schedule
Nothing, I love online learning
Organizing my time
Pacing yourself and staying on top of deadlines
Personal accountability
Personally none
Procrastinating, since you go at your own pace
Remember to Keep up with homework due dates when they give you two different dates it is due
Remembering due dates
Remembering that you have online homework to do
Remembering to do school work at home
Remembering to do work
Required discussions are not shown in the Todo list on the dashboard
Scheduling when I will do the class work
Self discipline
Self Motivation
Staying focused
Staying focused and keeping up with some work

Staying focused and motivated to pay attention
Staying focused and on top of my tasks
Staying focused in between work/home/school
Staying focused in the spot you chose to learn at, without getting distracted
Staying Motivated
Staying on top of all your assignments since they're all compiled. It can get very easy to procrastinate and put off work since you don't have an actual class to attend
Staying on top of work and not getting behind
Staying on track and turn things in on time. Much more tough if professors don't accept late work
Staying on track, getting to know your professor
Teaching yourself
That I have to teach myself, I am not really learning anything
That it exists
That teachers don't teach. It's 100 learn on your own, ask for help and hope you get it
The amount of time it takes to finish the course when they are 16 weeks long
The first part is getting organized and setting a schedule on when to do the lessons, homework/assignments, and quizzes and tests
The lack of structure
The most challenging part of online learning for me is time management
The most challenging part of online learning is answering questions in class. I'm
Time management (12)
Time management and not being able to ask professors questions at the moment you have them
Time management and receiving help
Time management: make sure you're checking in and not missing any information
Tracking everything that's due
Trying to figure out some of the material
Trying to motivate myself to learn the content of the class
Understanding the content

**Key points below highlight the additional barriers students faced in online learning.**

- **Connectivity/Technology/Equipment:**
  - Unreliable WiFi or internet connections.
  - Reliable technology, such as laptops or computers.
- **College/Communication:**
  - Students struggled with delayed email responses from professors
  - The absence of multimedia resources, like videos, made it harder for students to understand assignments and course content.
- **Work-Life Balance/Time Management:**
  - Balancing online learning with caregiving duties, particularly for those with young children or other dependents, was a significant barrier.
- **Housing and Space Issues:**
  - Inadequate housing and a lack of quiet, dedicated space for studying were frequently mentioned as obstacles to effective online learning.

**What are additional barriers to participating in online courses (e.g., housing, connectivity, caregiving)?  
(n=145)**

**Connectivity/Technology/Equipment (43)**

A few times I had problems with connectivity because my wifi was not working.

Access to MS applications.

Access to other students to build study groups.

Additional barriers would be having access to WiFi and a computer. Fortunately, I do not have any problems with this but I could see how some do.

An additional barrier would be connectivity while in the car. My class meets on Tuesdays but my mom also picks me up from my high school on Tuesdays so I'm usually still in the car when class starts. There are some areas that I don't have good reception in and the class usually freezes for a minute in those areas. Sometimes I even end up needing to rejoin. I manage with it, though.

Connectivity (6).

Connectivity and no access to resources like a language lab.

Connectivity and technology would be the biggest ones.

Connectivity is very low, because you sometimes feel you are doing everything on your own.

Connectivity sometimes or software updates.

Connectivity, access to charging devices.

Connectivity, personality.

Connectivity. I wish we could get better wifi reception in the parking areas. The campus has many dead spots. I have to bring my kid in the car and so good wifi in parking would help.

Did not have a reliable computer so I had to check one out.

Disconnected to education.

I feel like the WiFi issue is a barrier, so hot spots would be a great addition.

Internet and password changes.

Internet connection on Campus.

Internet connection, when not working properly, can cause issues with submitting and working on assignments.

Internet connectivity, housing.

Internet cuts out and at times professor would have many problems getting on or using tools in zoom.

Internet is quite important, so you must have a decent signal.

Internet issues.

Internet.

Issues with wifi.

Lack of internet access and technology.

My connection/wifi would sometimes go out along with having generally a busy schedule.

Online learning can be difficult without a laptop, home computer, or any electronic device.

Outdated tech, trying my best to make it last until I really have to buy another laptop. And staying connected when my family can't pay the wifi bill.

Sometimes bad connections to internet.

Sometimes connectivity. Assignments take a while to appear as turned in in Canvas.

Sometimes internet issues will come up but other than that complete asynchronous classes help with time management because I can work all day and do that school work any time I can fit it in.

Sometimes it can be connectivity.

Sometimes my internet is terrible, and other times I can just forget the times of the meetings.

Sometimes technology can malfunction which could cause not being in the class. Also, lessons can be difficult to access because of the online.

Technology would be one. If you don't have a laptop I would say do take online classes.

The Canvas program isn't the same among different devices. The recommended device for Canvas to run smoothly should be made known CLEARLY and LOUDLY prior to a student registering for an online class. It will make it easier to get a good grade.
The Canvas should be updated with the correct college.
Unreliable technology so I had to rent a Chromebook from the school library.
Webcam disconnecting.
WiFi and power problems can be a massive barrier.
Wifi issues.
Wifi/internet connection.
<b>College /Communication Barriers (10)</b>
Emailing if we have a question and not getting an immediate response because it isn't in person.
For me, the barriers include not being able to ask my professor questions and receive immediate responses, as well as feeling overwhelmed by my surroundings due to personal issues.
Having computer literacy and the patience to wait for a professor's response to a question.
No communication with professor.
Not always having a physical textbook can be difficult.
Not being able to talk to your peers.
Only text courses, no videos helping explain assignments or chapters.
Some professors act like students don't have lives outside of their classes and it can be hard to keep up with assignments, especially when it's back-to-back massive assignments such as a ten-page essay and a debate video due on the same day with little time to do both assignments.
The connection with classmates and professors.
The limit there is to contacting your professor and asking them questions since sometimes it takes time to respond.
<b>Work-Life Balance/Time Management (35)</b>
Attention problems, I can't focus on online work while also doing In-personclasses, online work seemed to fade into the background.
Balance time to study while working. Basically self-study more and don't get enough help.
Balancing with work since I cannot be on my laptop during work and don't always have service when I am not home.
Balancing work and school.
Being a parent LOL.
Being able to create a good schedule to not fall behind in class.
Fall back fast.
Family and work.
Finding the right time to work on everything due to a busy home.
Finding the time to do assignments in busy schedules.
Having household duties.
Having to create my own schedule for doing my work.
Maintaining consistent schedule.
Making sure I pay for wifi.
Me being a single parent, at times the distractions of my kids calling me and/or wanting to be with me while I do my online homework.
One of the additional barriers to participating in online courses is that I am also taking in-person courses and working throughout the week.
Professors aren't as helpful. They tend to be instructors and not teach so the student understands the "why" and how it may be applicable to real life.
Professors not very understanding or flexible. Literally 56 assignments due on one day. Learning style.
Schedule overlaps.
Schedules, timing.

Staying motivated at home to do work. Sometimes a change of scenery is very helpful.
Time.
Time and work/life balance.
Time management.
Time, commitment, work.
Work.
Work hours.
Work hours had prevented several unattended zoom calls.
Work is a barrier because due dates and work go against work schedule sometimes.
Work/kids/house/school/wifi trouble.
Working.
Working full time.
Working with other students who won't be there with 100% commitment.
Work School scheduling conflicts.
You can save on gas because you're not driving to campus and it's easy to get other priorities done.
<b>Housing and Space Issues (28)</b>
Caregiving (8).
Caregiving as a single mother.
Caregiving my 3-year-old who has autism and doesn't have access to a babysitter or daycare makes it hard to take proctored tests as I cannot find space on my home that's quiet where I can focus so I go to the library. Connectivity issues with my laptop.
Caregiving to kids/parents. Fully understanding the material is difficult to get "real-time" questions answered.
Caregiving, time management.
Childcare and transportation.
Childcare.
Dependent younger family members out of school become distractions.
Distracted if you're not in an isolated place.
Distraction.
Having kids. (Online classes make it easier to do schooling when you have kids.)
Having to be home, eye pains, losing track of time.
Housing (4).
Housing and internet.
Housing and wifi.
Housing and work schedules can pose potential barriers to participating with the necessary attention or dedication in online courses.
Housing yes.
Housing, employment, etc.
Housing, I live with 8 people and they don't really seem to get the idea of I'm in college.
Housing, work, extracurricular activities.
I believe it can be caregiving, which can take time away from doing work at school.
I do not have the best setup at home for taking fully online courses.
Living with other people.
Lunches for students, snacks, access to check out hot spots or laptops.
Navigating through the site can sometimes be difficult but I manage.
Not always having a quiet place with access to WiFi at home/nearby.
Quiet place to study, sufficient computing power.

Securing connectivity, housing, and overall support. Lonely, no one gets to know how much effort you put into studying alone, and completing assignments/projects. Online students are not really recognized. Professors can't really connect with students.
<b>Miscellaneous (11)</b>
Disconnected to education.
Done for me.
I don't find any barriers for online courses.
I don't really struggle with barriers, thankfully.
I don't know what this means.
I feel the learning is more satisfying and a student can be more involved in understanding the subject in person. Students don't know or see their classmates and there's a complete lack of interpersonal connection when you are taking an online class.
I have not experienced any barriers in online courses.
I have not had any.
No additional barriers.
No barrier. It helped me to be able to stay home this semester for caregiving spouse.
Noise in the background, having young children.

**Key points below highlight the top three advantages of enrolling in an online course.**

- **Flexibility in Scheduling:** Allows students to complete work at their own pace and on their own schedule.
- **Work-Life Balance:** Helps balance work, family, and education by fitting into busy schedules.
- **Commuting:** Eliminating the need for commuting and saving on gas and parking expenses.

<b>What are advantages to enrolling in online courses? (n=274)</b>
Ability to log in when you want/can. You can work as slow or as fast as you want (as long as the class shell is open).
Able to be flexible with your hours throughout the day, at your own pace, all information is on canvas.
Able to do it anytime of day along with not having to worry about child care since school only has it until age 5.
able to log in on my own time, especially having to work full time and family
Able to manage schedule on my own time
Adjusting time around your schedule
Advantages are doing it at your own pace and self-learning
Advantages to enrolling in online courses are obviously the credits I get for college and high school, but also the things I learn in the class. I have learned new words and things to look for in art that have helped me in my English class. When we do synthesis essays, sometimes one of the sources is a picture or painting so it helps being able to look at the image and recognize what the artist is trying to convey.
Again, as I mentioned, there are so many advantages in online courses because I can continue to do my duties such as work in the day, and in the evening or even at midnight. I am Able to not rush and do a bad job and instead take my time to do a good job.
Allows for easier and more versatile learning experiences
Allows more flexibility in my schedule to complete homework on my own time
Applying my own schedule
Being able to do classes on my own time.
Being able to do it on my own time with assignments being due on the weekend it's easier to complete courses of the weekend than the middle of the week.
Being able to do my work at any time of day.

Being able to do work anytime of the day.
Being able to not have to worry about child care for my kids. I love being able to get everything done and then at night before bed do my homework in peace and quiet
Being able to study at home if needed
Being able to study more
Being able to take classes at home, and not having to go to college.
Being able to work
Being able to work and still go to school
Being able to work on class work when I have the time and not having to be in a classroom for a specific block of time.
Being at home
Being at home and doing work whenever
Better balance with personal life and academic life. I am able to work at my own pace and time
can be stay at home mom
can do classes just about anywhere
Can do homework 24/7...save gas
Can finish ahead, no time limit
Can work from home
Can work with your schedule.
Childcare
Comfort
Comfort from my home
Convenience (3)
Convenience and time
Convenience of being able to attend college while still having to be a full time employee.
Convenient, dont have to drive to campus
Convince. at your own pace
Convenience, saving time, organization, etc
Creating study times that fit my schedule and easy access to coursework and lessons.
Do you own pace
Does not disrupt work.
Doing the work when I can and want to! I can do it anywhere even if I don't have wifi at home! At Starbucks , library , etc
Don't have to go anywhere, can learn at your own pace, can take more courses.
don't have to go to school In-person and struggle to find parking spots. Flexible to work and study.
Done on your time. They're are more options for 5 week courses
<b>DONT HAVE TO BE SOMEWHERE AT CERTAIN TIME</b>
Ease of access
Easier courseload, more time for nonschool related duties. Allows me to focus more on my harder In-personmajor classes.
Easier to attend classes
Easier to fit in a students schedule don't need to drive to class which saves gas money
Easy access to assignments
Easy to do
Easy to navigate and way more convenient (in saving gas)
Easy to sign up
Easy to work into schedule

Fast paced, school work at your own time/ confront of home. being able to learn how to balance assignments and life and work
First and foremost the time. I don't have to spend time to drive to the campus and drive back home and then spend time on my classes. Meanwhile I am just connected online and instead of driving I am able to do some important assignments.
Flexibility (3)
Flexibility and being on my own time
Flexibility around my job and extracurriculars
Flexibility for busy parents/working adults
Flexibility for schedules
Flexibility for your own schedule and going at your own pace (if the workload isn't extreme)
Flexibility in your schedule
flexibility of doing assignments
Flexibility of doing classes that would not be possible in person
Flexibility of time
Flexibility to complete assignment around work and family responsibilities.
Flexibility when having to work a fulltime job
flexibility with scheduled time.
Flexibility, remote
Flexible flow of information.
Flexible schedule and more time to work on assignments.
Flexibility within work and personal life situations.
For me personally I was able to go back to the videos and listen to it multiple times. And I get to work at my pace. Dr. Firtha was very good with communication with all her students. I personally think she should have a fulltime job at Crafton Hills College.
Freedom of picking what courses you want.
freedom to work when I can
Freedom, I don't like being trapped in the classrooms.
Frees up space to take more classes and do more campus activities
Gas, timesaver
Getting stuff done at one's own pace and having time to get other classes done
Getting to be home.
Goes by very fast and very accessible
Going at own pace and setting time aside whenever you are free.
Have more time to get things done
Having a stress free environment.
Having it be on my time.
Having no options for daycare has left me no time to do real time classes so being online makes it possible to complete classes
Having time at home to do it and not in a rush to go to class
Having to create your own schedule and learning at somewhat your own pace
I am able to work full time and also able to finish school
I can attend anytime at my own house and I get to make my own schedule. Plus these classes do not interfere with other class schedules.
I can be at home, I can do it if I'm sick, I can travel easier, I can set my own schedule, I don't have to go anywhere, and I don't have to deal with whatever dangers are in a real high school.
I can be the caregiver my son needs me to be and I'm not far.
I can choose times that work with my life, and submit assignments from home, etc.
I can do all the work at my house and I don't have to physically be there.

I can do assignments from home or remotely.
I can do classwork around my work schedule
I can do it in my own time and don't have to commute everyday. I also don't need to leave my baby with anyone.
I can do it on my own time. (2)
I can do school around my work schedule
I can do the assignment on my own time and I can do homework at work
I can do the work pretty much at my own pace, I can take more courses which allowed for faster transfer, and the counselors is generally better.
I can do them anywhere and at any time.
I can fit my assignments in my schedule due to no set meeting times like on campus classes.
I can get a degree without the worry of child care or transportation.
I can go to work and not have to worry about attending class.
I can have my own schedule, have the freedom to come and go
I can learn and pursue my degree faster
I can make time when i have to complete work
I can manage my own time.
I can provide care for my mom while attending classes online
I can stay at home and still have access to education.
I can still work and be a present parent for my children while achieving my school goals.
I can still work and be present for my young children while being able to expand my education.
I can study and complete the work at my pace and time. Being a full time parent and full time job on line classes are helpful
I can study on my own time and be able to take care of my kids at the same time
I can successfully attend classes and provide my mother caregiving support
I can work at times that work the best for me. It also allows me to be more flexible with my work hours.
I can work full time morning shift and come home to still do my education studies.
I can work, get things done around the house, and still meet with my friends.
I don't have to go to school to learn. I can learn in my bed.
I don't need to go to the campus
I don't have a car or transportation to classes, so online courses are the only option for me.
I don't have to go in person, I have anxiety so it's nice
I don't have to worry about dealing with traffic and looking for parking.
I don't miss anything it's already there for me
I get a lot of time doing stuff at home and work and still get the time to do school work at home also I save gas and it's also really helpful for people who are having a baby . People who are in need of trying to get their classes done but it's hard with healing from giving birth to your child is hard. People who choose online classes is because they have so much going on at home or taking care of someone or really have a lot busy lifestyle do it for a reason. I work graveyard shifts 10 hours a day 6:30am. I wouldn't be having enough sleep to get to a class In-personthat's in 11 or 12 so it's really helpful with online classes come in handy and it's really helpful
I get to be home with my kids.
I get to stay at home and look after my baby while focusing on school.
I get to work from home and not have to sit in a classroom.
I get to work to support myself and also the times are more flexible.
I have 3 kids and a fulltime job, so if it were not for online courses, I would not be able to further my education.
I have more flexibility to complete work.
I learned how to manage my time well. It was exciting knowing I could work 86 and do my schoolwork when I got home rather than having class twice a day and that day feeling wasted.

I like enrolling into online courses because I'm familiar with them and it's easier to have "freewill" to do my courses than to have to attend In-person classes.
I like to take half my courses online and half in person. For me, this is a good balance. Unlike most people, I do not struggle with one or the other; I am equally as engaged in both. I like the social aspect of In-person classes. But, online courses allow you to become more tech savvy, typically are more work heavy, and are easily adaptable to your schedule, all of which I enjoy.
I love online classes because some days I don't feel so well and I can just study alone at home. But some days I do want to be in class.
I was able to do things at my own pace within reason.
I would not be able to take more inperson courses.
I'm a single parent whose ex resides out of state. I have to work fulltime so that we can survive. These courses allow me to work on obtaining my degree during whatever times I can focus on it.
I'm able to complete my degree at my own pace with assignments.
If you happen to be far away from the campus, online learning can help alleviate some of the worries of being able to finish your work and participate in class.
If you work a lot like me it's very easy to access the course and assignments at your own time on a timely manner
I'm a working professional and online courses are the primary way I continue my education. Being able to do "attend" lectures and complete coursework on my own time within deadlines is the only way I could attend these classes.
Inability to leave home due to caregiving spouse.
It allows me to have more time to focus on things at home since there is no physical meeting
It allows me to work and do school. It's easier for me to balance other aspects of my life
It can fit a complex schedule work, kids ext.
It frees up my schedule to either take other classes, work, or just have some down time
It helps for the people who work
It helps with allowing me to still continue with my regular adult/parent duties and still being able to complete a class to better my future!
It makes it easier and ideal to get my AA degree because at the moment I do not have a car to get to inperson classes. It is extremely valuable to have online classes at Crafton.
It works with your schedule such as work and other outside commitments
It's easy for me to handle the course along with others.
It's flexible with my job and allows me to still work full time.
It's flexible, it works with your schedule
Learn at your own pace
Learning and doing tasks at your own pace.
Less drive time to and from campus
lets me do my work on my own schedule, flexibility
Making own class schedule, challenging personal responsibility, saving gas not travelling to campus
Making your own schedule
More flexibility concerning when you learn and study. Also flexibility in where you study. I can visit my elderly parent out of state and still keep up with my schoolwork when class is online.
More flexibility less time commuting
More flexible schedule.
More free time (2)
More free time to get stuff done in the day.
More independence in work. And professor mcLurg is dope
More personal freedom to weekly schedules in order to manager household life, family life, or external employment.
More time for assignments
More time to do things in your everyday life
More time to work (2)

More time to work on assignments and studying, more lenient, less time consuming than commuting, and saves money due to gas money for transportation.
Much more efficient.
No need to travel
Not having to pay for parking and babysitter
Not having to travel to campus.
Not missing work, easier scheduling
Online classes allow me to continue with my job to earn a living and at the same time I can progress with my studies.
Online courses give many students opportunities to be flexible with school while maintaining a job or balancing it with their life.
Overall, online courses offer a convenient, cost effective, and accessible way to expand knowledge, acquire new skills, and achieve personal and professional goals. no complaints so far.
Quick and straightforward
Reduces cost of transportation
Save money on gas. (2)
Saves on gas and allows more free time
Saving gas
Schedule flexibility
Scheduling for people with children and prioritized responsibilities
Self-paced
Self-paced. Instructors are always an email away.
Since I work all day, I can log on to work on assignments and projects. I don't need to rush to get to school after working long hours. I can relax a little before doing homework or studying. Work on my own pace. Meet deadlines without rushing. Earn a degree just the same as the student who attends classes on campus. Less anxious and more time to distress.
Some advantages are being able to have a more flexible schedule.
Some can be scheduled around your time and some are self paced which is helpful
Some flexibility
Space to plan your day
Staying home when you can't go out do to responsibilities
Student can to create his personal schedule according to framework for the exact course
Students who live far from campus can do their work from home
Take classes at my own pace.
Thanks to online classes I was able to complete my prerequisites. The flexibility to being able to do homework and study on your own time. My job has variable schedule weekly, having online classes was very helpful. I also save time and money by taking them online.
The ability to do work anywhere or get ahead
The advantage for me was to work from home and my pace.
The advantage is completing coursework on my schedule rather than being obligated to sit in a classroom.
The advantage of enrolling in online classes is the freedom of your schedule. You create your own pace in class and can complete the work anywhere.
The advantages are being able to do your homework from anywhere and learning in different environments.
The advantages are I can do my work whenever I want.
The advantages are not having to deal with parking or running late to class.
the advantages in enrolling online classes is that its more easier than the classroom setting
The advantages of enrolling in online courses are that I feel more productive. I am not wasting more time driving to campus, sitting through a lecture, and then completing my assignments afterwards. Rather, I am able to have access to the materials and review the material as much as I need with my online courses.

The benefits of online courses for me are numerous, including the flexibility to continue learning while managing my children, job, or mental health, even on days when I'm not feeling well.
The drive to and from school, as well as less crowds.
The flexibility online gives for those working full time jobs
The flexibility, I have an 8 year old son and with online classes I'm able to take a break to make him dinner, or meet any other need, and then return to class when I'm able
The freedom to work on any assignments anytime you need to is a benefit of online courses.
There are several advantages to enrolling in online courses. Firstly, they offer flexibility in scheduling, allowing students to balance their studies with work, family, or other commitments more easily. Secondly, online courses often provide access to a diverse range of programs and resources, regardless of location. Also, you can learn at your own pace with online classes. Plus, they can help you get better at using computers and talking online, which is important these days. In general, online classes are a convenient way for lots of people to learn.
There are some but it does not outweigh the importance of being in person
There is more free time for yourself to get the work done when you have the time instead of feeling rushed to complete it.
They do not rely on other courses not taking up their time slot.
they easy to work with busy schedules such as participating in sports
They give you the time you need to work at your own pace.
Time and flexibility. (2)
Time efficient and personalized schedule.
Time management
Time management, work, commuting
Time saving and convenient
Time saving is the most important aspect in this case.
To have own access to the process.
Unpredictable schedule and a synchronous classes work perfectly for me.
Very flexible with my work hours and since it was done at home I had all the supplies I needed at my fingertips (I'm a art student)
Won't have to drive to yucaipa so often
Work at your own pace
Work at your own time
Work with schedule better
Working at my pace; Ease of access; Transportation not required meaning I save gas.
Working from home at your own speed
Working on assignments on my own time.
Working on your own schedule.
Working with your schedule
Works better with scheduling (on my own time)
Works with my busy work schedule and family life
Works with my schedule
Yes, more at your pace work
You are able to do them at home and you don't have to go in
You basically create your own schedule.
You can attend anytime
You can be in the comfort of your own home, you can do the work when you want, and you can use the internet to clarify some parts of your course to help you better understand it
You can create your own schedule.
You can do everything at your own pace and without having to worry about getting to class on time or being dropped for missing some classes due to work or child care

You can do the work on your own time
You can do the work whenever you want
You can do them throughout the week just don't wait till the last minute
You can do your work at your own pace whenever you have the time. It can be at 8am, or 2am, with online courses you have the opportunity to work it into your schedule instead of work your schedule around it.
You can do your work from anywhere at any time, you are your own boss.
You can manage your work flow at your pace and you are allowed to stop at any moment to take a break if needed.
You can schedule when you do your homework and class requirements around your other things you have to do
You can take the class on your time
You can work at your own pace.
you can work on the course at your own pace and preferred location.
You do the lecture part of courses on your time and your pace, as long as you meet assignments deadlines
You don't have to be in-person for every single class, so it saves time. You also get to complete the work at your own pace, whether that's at 2am or 2pm, it's all on your own schedule. It's also very helpful for people who work, because you don't have to have a certain availability for online classes.
You don't have to go to a class and can do the classwork whenever you have a good time to.
You get to work and do homework at night or on your breaks .
You get to work from home
You have to do it on your own time
you have more time throughout your day to get things done.
You have more time to get errands done, if you have a job it is less stressful, and if you are a parent it's easier to do online class instead of trying to look for a babysitter.
You have the freedom to fit classes in your schedule better. You do not have to drive to campus or pay for parking. You can be sick and still study or watch videos included in lecture. You save a lot of time not having to commute to campus.
You manage your own time
You're at the comfort of your own home and you get to do it any day and any time before the due date.
You're able to work independently and log in whenever.

### Key point on improving the online learning experience based on student feedback.

- **Communication and Support:**
  - Professors should be more responsive to emails, ideally within 24 hours.
  - Professors should offer live office hours, especially for asynchronous classes, and provide timely feedback and help.
- **Course Structure and Accessibility:**
  - Assignments should be provided at the beginning of the week with flexibility on submission.
  - Courses should include recorded lectures to aid in understanding material.
  - Instructors should have a standardized template for structuring their courses to reduce variability and confusion.
  - More flexible due dates and the ability to unlock courses for students to work at their own pace.
- **Technology and Resource Availability:**
  - Better access to technology, such as Office 365 in Canvas and reliable WiFi on campus.
  - Increase availability of laptops, hotspots, and other necessary resources for students.
  - Parking lot WiFi and campus access on weekends would help students without adequate home resources.
- **Personalization and Inclusivity:**

- Implement a system to send out notifications to students for due dates, similar to Google Classroom.
- More opportunities for students to connect online for support and study groups.
- Workshops and activities should be provided to engage online students more fully.

<b>Please provide any general comments to the college you have about how to improve the online learning experience. (n=144)</b>
<b>Suggestions for Improvement-Communication/Support</b>
A better-to-better online learning experience would be if professors didn't give zeros on assignments just because a student referred to them as professor instead of doctor because they are college professors.
Communication from professors is lacking. Online professors seem to treat these classes as an afterthought.
Could professors for asynchronous classes have some form of live office hours?
Have instructors answer students' emails more promptly.
Having professors explain more and get more help.
Instructor email response times should be within 24 hours.
Some professors put more effort into communications with students than others; a minimum commitment level should be set.
Teachers could be more active in assisting students.
Teachers who teach online courses without Zoom meetings should provide office hours specifically for those students.
When a student asks a professor for help, they should actually help them instead of just instructing them to reread something.
<b>Suggestions for Improvement-Online Course Structure and Accessibility</b>
An easier way to schedule classes without having to always go through the counselor.
An easy way to make an appointment with professors.
Better language when explaining how online classes work and how the tools will be utilized.
Encourage instructors to open new assignments on Fridays or Saturdays.
Everything went pretty smoothly other than the Turnitin tool used for papers.
Have more flexible due dates.
Have professors provide prerecorded lectures and more quizzes to balance out our grades.
I feel like these courses should not require you to log into Canvas daily; assignments should be assigned at the beginning of the week.
I just wish it was easier to follow the assignments.
I would like to see a more relaxed but guided assignment turn-in system.
It would be helpful if instructors had a template for structuring courses; the variability can be challenging.
Post recorded lectures to explain the material; reading the book doesn't help much.
Professors should provide more notes that highlight important details.
Provide more feedback to students.
Some professors were new to using Canvas, which caused issues with releasing and turning in assignments.
Teach professors how to format their Canvas courses so it's easier for students to learn.
Teachers need to teach! Assignments need to be graded timely so students have an idea of how they're doing in the class.
Treat online courses with the same respect as in-person; online classes aren't treated with the same weight.
Unlock courses so students can work at their own pace.
Working online is incredibly frustrating. The class interaction is superficial.
<b>Suggestions for Improvement-Technology and Resources</b>
Better access to Office 365 in Canvas.
I feel like there could be more courses offered online, as well as making computers and hotspots available for check out.
More access to study a language in-person or over Zoom with other students.
More availability of online courses.
More online classes with professors who know how to navigate it.

Parking lot WiFi and access to campus on weekends with a pass would be helpful.
Provide more professors to teach asynchronous and/or remote courses, not just one professor per course.
Provide more resources to laptops.
<b>Suggestions for Improvement- Personalization and Inclusivity</b>
Childcare to age 13 would be helpful for many parents.
Enhancing the online learning experience and fostering inclusivity are crucial goals.
I feel like the online classes aren't as personal as in-person classes; more hybrid options would be nice.
I think for online students, a list of workshops should be given to them to participate in and get credit for.
Maybe a way to get peers to connect online more for support.
Offer more math classes; professors should understand that everyone learns differently.
When sending messages through Canvas, there would be times when the messages would not go through, making it hard to communicate with professors and classmates.
<b>Miscellaneous</b>
Ask the rest of the school who aren't online about online classes. This survey is biased and should be expelled due to targeting your participants to this survey.
At the moment, none; I enjoy the online classes. No need for improvements.
Awesome experience!
Cant think of any.
Difficult at first; recommend finding someone to help you if online assistance is intimidating.
Discuss with professors the importance of following course guidelines.
Everything I've experienced has been good so far.
Everything is awesome.
Great experience.
Honestly, it wasn't bad at all, and I didn't struggle as much as I usually do with online courses, but some courses just shouldn't be online.
I am as a student fully satisfied with how online education works at Crafton Hills College.
I am aware that only those approved for childcare at Crafton can use it, but is there a way for any parent who is also a student to use it?
I am pretty happy with what I have experienced here at Crafton.
I am really happy with my online experience. Canvas is very easy to use, and we can communicate quickly and efficiently with our professors via Canvas.
I do not have any comments because learning online is a good experience.
I don't really have any feedback because you already improved how people register by not using WebAdvisor.
I don't think there is anything to improve. I will be graduating from Crafton in May with a 4.0.
I don't have any comments at this point. Thank you for all of your help and dedication to our education.
I feel that by doing only online courses, I have gotten better grades and stayed on top of my work.
I had no issues personally, though I would say it's important to implement intuitive platforms for easier use.
I have no comments at this time.
I have none.
I have thoroughly enjoyed hybrid courses.
I honestly loved it! I really like when professors do video lectures.
I liked my experience.
I love it.
I love the course that I am taking.
I personally haven't found anything I would like changed or improved.
I prefer WebAdvisor over the new software.
I really enjoy online learning.
I think everything has been working out pretty well.
I think everything is awesome, other than more available online classes.
I think it is great. No complaints.

I think that the online learning experience is great on my end.
I think the support is great.
It has helped me balance work and school.
It was a great experience for me, 100% recommend.
It's been a great experience for me.
Just continue offering online courses because they are very helpful.
Keep it up.
Learning how to navigate is easy; simplifying menus is best.
Love all the options Crafton offers its students!
Making the layout of everything in our classes on Canvas simpler.
Maybe a recording of the course from the professor.
More resources to laptops.
More selection in online classes.
More Zoom classes would be awesome.
No comments. Glad it was available when I needed it.
None; it's a work in progress.
None. In-person classes are superior.
Nothing to improve; it's good.
Nothing, it all depends on the professor.
Overall, the online classes are great. The professors are organized and compromise with the students.
Please keep online classes!
Please provide more online courses!
So far, the online course structure has been great.
Stay organized.
Thank you for all your help in getting me situated. It's been a pleasant experience.
Thank you for the opportunity to provide feedback. I have found the online learning experience satisfactory.
The college does an excellent job showing and providing care for students.
The online classes are important to me because I'm able to work part-time and still go to college.
The only minor issue I've had is that professors are unable to grade extra credit properly on Canvas.
There are no things I would change to the courses online.
This was a very helpful experience for me.

**Overall, the key themes and relevant points identified from the survey are as follows:**

- **Communication Issues:** There is a consistent challenge with timely and clear communication from professors. Students struggle with delayed responses, lack of feedback, and unclear instructions.
  - Delayed responses, sometimes taking two to three days or longer.
  - Lack of feedback on quizzes and assignments, making it hard for students to focus on improvement.
  - Professors should offer live office hours, especially for asynchronous classes, and provide timely feedback and help.
  - Students mention that communication about course details, instructions, and feedback is often unclear or insufficient.
- **Technical and Navigational Difficulties:** Many students face issues with navigating Canvas, dealing with technical problems, and accessing necessary resources like Zoom links, tech help, and course materials. There is also a need for better support and training for professors in using these tools effectively.
  - Better access to technology, such as Office 365 in Canvas.
  - Challenges with using GoReact especially for feedback on Canvas.
  - Difficulty navigating self-serve after changes were made.

- Availability of laptops, and hotspots.
  - Library's lack of access to Adobe products, such as Photoshop.
  - Parking lot WiFi and campus access on weekends
  - Technical challenges related to understanding and navigating Canvas, like emailing and assignment uploads.
- **Inconsistent Course Structure:** The variability in how courses are structured on Canvas creates confusion for students. There is a clear call for more standardized course layouts and consistent use of Canvas features by instructors.
    - Assignments should be provided at the beginning of the week with flexibility on submission.
    - Challenges in finding due dates, which sometimes do not match what is shown on Canvas.
    - Course design; too many links causing confusion and distraction.
    - Courses should include recorded lectures to aid in understanding material.
    - Difficulty understanding coursework due to unclear instructions or changes in syllabus dates without prior notice.
    - Implement a system to send out notifications to students for due dates, similar to Google Classroom.
    - Inconsistent assignment locations across Canvas, with some assignments under "Assignments," others under "Modules," and more under "Home."
    - Assignments are not clearly laid out, and have broken links
    - Issues with finding assignments, notifications not being received despite settings, and required discussions not showing up on the dashboard.
    - Issues with locating course materials and grades, particularly after courses have ended.
    - More flexible due dates and the ability to unlock courses for students to work at their own pace.
    - More opportunities for students to connect online for support and study groups.
    - Required discussions not shown in the Todo list on the dashboard.
    - Requiring discussion posts by Wednesday for homework assigned on Monday.
    - Struggles with uploading assignments, such as converting Google Docs to PDFs or specific formats required by professors.
    - Students struggled to engage in language or visually oriented subjects due to the lack of direct practice.
    - The absence of multimedia resources, like videos, made it harder for students to understand assignments and course content.
    - Workshops and activities should be provided to engage online students more fully.
  - **Engagement and Interaction:** Students express a need for more interactive and engaging online learning experiences, including real-time communication with peers and instructors, as well as more accessible and flexible course content.
    - Students commonly reported difficulties with real-time communication, connecting with classmates, and staying motivated.
  - **Work-Life Balance Challenges:** Many students are balancing online learning with other responsibilities, such as caregiving and work, which is compounded by inconsistent communication and inflexible course structures.
    - Balancing online learning with caregiving duties, particularly for those with young children or other dependents, was a significant barrier.
    - Inadequate housing and a lack of quiet, dedicated space for studying were frequently mentioned as obstacles to effective online learning.
    - Unreliable WiFi or internet connections at home.