Summary of Key Findings
Response Rate:
A total of 1,276 of 8,714
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 students enrolled in Spring 2020 classes responded to the survey for a
response rate of 14.6%. The following list provides a high-level summary of the results of the
survey.
Key Findings:
● 75.3% of student respondents say it’s been easy or not bad adapting to online-only
classes in Spring 2020; 24.7% of student respondents have found it difficult to adapt
to online-only classes in Spring 2020 (Q1).
● Overall, respondents are satisfied with the supports provided by Hartnell with
satisfaction rates
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 ranging from 74.9% to 82.3% (Q3).
● 75.7% of respondents said that the switch to online-only courses has not affected
their communications/interactions with other students/classmates (Q4).
● Respondents have split opinions about their communication with their instructors
since we've switched to online-only classes (Q5):
o Easier: 26.1%
o About the same : 43.3%
o More difficult: 25.7%
o Other: 5.0%
● Most support needed by respondents is Instructional Support (e.g. teaching
methods, course requirements) (40.4%), followed by Financial Support Service,
(35.2%), Counseling Support Services (33.6%), Technical Support Services (e.g. IT,
help desk) (23.2%), and Other Supports (12.5%) (Q6).
● A large majority of respondents have not had any issues accessing course materials
(78.0%), accessing essential services (87.0%), and accessing/completing course
assessments (80.7%) (Q12, Q13 & Q14).
● A little over one-third of respondents (36.2%) indicated that their home internet is
not reliable (Q15).
● 7% of respondents indicated that they need special software for their class, and
30.5% are not sure (Q16).
● 26.4% of respondents sometimes or always have technical difficulties with the
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