

# De Anza College Office of Institutional Research and Planning

**To:** Senior Staff

**From:** Ola Sabawi, Research Analyst

**Date:** 4/28/2020

**Subject:** Covid-19 Faculty Survey – Spring 2020

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The Faculty Spring 2020 survey was sent to all full and part time faculty teaching in spring 2020 to better understand their technology needs for a fully online spring quarter. The survey was sent to faculty members on the second day of the quarter and was open for two weeks. It resulted in 217 responses. A student survey was also administered for spring 2020 and can be accessed [here](#).

## Highlights

*Percentages were calculated based on the total valid responses to each question.*

1. Nearly all respondents **have access to a computer, telephone and video conferencing platforms** (question 1).
2. 80% or more of respondents **have access to high-speed internet, a quiet place to work, and a webcam** (question 1).
3. Almost half of respondents **do not have access to online collaboration platforms** (Instant Messaging, Microsoft Teams, Slack, etc.) **or access to special software necessary for course instruction** (Quickbooks, Adobe Premier, Excel, Java, ArcView, Matlab, Dragon, Music lab software, etc.) (question 1).
4. Almost all respondents indicated **they will be using Canvas and/or Zoom** this quarter to enhance their online course. **Less than 4% indicated they will be using Instagram, Facebook or YouTube** which were the highest rated tools students indicated they are comfortable using (question 2).
5. Nearly all respondents were **aware of online Canvas and Zoom training and support provided by the Online Education Center** to faculty and students (question 3).
6. A little over half of respondents were **aware of resources for video recording at home** (question 3).
7. Just over **half of respondents were aware of the online library resources** including eBooks, article databases, streaming videos, online newspapers and remote librarian support (question 4).
8. **Half of all survey respondents have not taught online courses prior to winter 2020** (question 5).

9. The top five student services respondents were least aware were provided remotely to students during spring 2020 include (question 6):
1. Tax preparation assistance
  2. Health Services
  3. Assessment Center
  4. Food, housing, internet, computer and financial emergency resources
  5. Counseling - Psychological
10. Respondents reported that **electronics, video, and audio resources, additional training and workshops**, and **connection to faster speed internet** were the resources and support needed to help them be more successful in teaching this quarter (question 7).
11. Respondents reported that students were most in need of **electronics and software, training and workshops on Canvas/Zoom and time management techniques**, and **connection to faster speed internet** in order to be more successful in their courses this quarter (question 8).

## Survey Results

### 1. Do you have access at home to the following?

|   | Total Responses | Yes |            | No |            | Not applicable/Not necessary for my |            |
|---|-----------------|-----|------------|----|------------|-------------------------------------|------------|
| High-speed and reliable internet  | 217             | 188 | <b>87%</b> | 28 | <b>13%</b> | 1                                   | <b>0%</b>  |
| A quiet place to work   | 217             | 177 | <b>82%</b> | 39 | <b>18%</b> | 1                                   | <b>0%</b>  |
| Computer (desktop/laptop)   | 216             | 211 | <b>98%</b> | 4  | <b>2%</b>  | 1                                   | <b>0%</b>  |
| Videoconferencing (Zoom, Skype, Google chat, etc.)  | 215             | 207 | <b>96%</b> | 4  | <b>2%</b>  | 4                                   | <b>2%</b>  |
| Online collaboration/communication platforms (Instant Messaging, Microsoft Teams, Slack,  | 213             | 103 | <b>48%</b> | 74 | <b>35%</b> | 36                                  | <b>17%</b> |
| Telephone (landline or cell phone)  | 213             | 204 | <b>96%</b> | 4  | <b>2%</b>  | 5                                   | <b>2%</b>  |
| Access to special software necessary for course instruction (Quickbooks, Adobe Premier, Excel, Java, ArcView, Matlab, Dragon, Music lab software, etc.) | 212             | 101 | <b>48%</b> | 63 | <b>30%</b> | 48                                  | <b>23%</b> |
| Webcam  | 214             | 166 | <b>78%</b> | 35 | <b>16%</b> | 13                                  | <b>6%</b>  |

2. What tools will you be using this quarter to enhance your online course? (Select all that apply)

|                  | Responses |            |
|------------------|-----------|------------|
|                  | Total     | Percentage |
| <i>Total</i>     | 445       | 100%       |
| Canvas           | 202       | 94%        |
| Zoom             | 195       | 91%        |
| Facebook         | 10        | 5%         |
| Instagram        | 9         | 4%         |
| FlipGrid         | 8         | 19%        |
| Skype            | 5         | 2%         |
| Microsoft Teams  | 5         | 2%         |
| CengageNow       | 4         | 10%        |
| Google Chat      | 3         | 1%         |
| Google Drive/For | 2         | 5%         |
| Publisher Tools  | 2         | 5%         |

3. Are you aware of the support provided for online teaching through the Online Education Center including:

|   | Total | Yes             | No            |
|---|-------|-----------------|---------------|
| Online Canvas training  | 215   | 214 <b>100%</b> | 1 <b>0%</b>   |
| Online Zoom training  | 216   | 208 <b>96%</b>  | 8 <b>4%</b>   |
| Resources for video recording at home   | 210   | 119 <b>57%</b>  | 91 <b>43%</b> |
| Webinars about pedagogy, accessibility and equity in online instruction                                 | 211   | 171 <b>81%</b>  | 40 <b>19%</b> |
| Assistance with Canvas or Zoom, provided by the Online Education Center to faculty members and students | 206   | 191 <b>93%</b>  | 15 <b>7%</b>  |

4. Are you aware of the online resources provided through the Library including:

|                             | Total | Yes            | No             |
|-----------------------------|-------|----------------|----------------|
| eBooks                      | 211   | 121 <b>57%</b> | 90 <b>43%</b>  |
| Online access to newspapers | 209   | 124 <b>59%</b> | 85 <b>41%</b>  |
| Article databases           | 207   | 134 <b>65%</b> | 73 <b>35%</b>  |
| Streaming videos            | 207   | 116 <b>56%</b> | 91 <b>44%</b>  |
| Remote librarian support    | 208   | 101 <b>49%</b> | 107 <b>51%</b> |

5. What percentage of your courses were online prior to winter 2020?

|              | Responses  |             |
|--------------|------------|-------------|
| 0%           | 108        | <b>50%</b>  |
| 1 - 24%      | 25         | <b>12%</b>  |
| 25 - 49%     | 35         | <b>16%</b>  |
| 50 - 74%     | 18         | <b>8%</b>   |
| 75 - 99%     | 9          | <b>4%</b>   |
| 100%         | 22         | <b>10%</b>  |
| <b>Total</b> | <b>217</b> | <b>100%</b> |

6. Select the services that you were not aware De Anza provides to students in an online format. Upon submitting this survey, you will be redirected to a website with information about each of these resources. (Select all that apply)

|   | Responses  |             |
|---|------------|-------------|
| <i>Total Responses</i>  | <i>123</i> | <i>100%</i> |
| Tax preparation assistance  | 82         | <b>67%</b>  |
| Health Services   | 55         | <b>45%</b>  |
| Assessment Center   | 53         | <b>43%</b>  |
| Food, housing, internet, computer and financial emergency resources   | 50         | <b>41%</b>  |
| Counseling - Psychological  | 49         | <b>40%</b>  |
| Veterans services   | 46         | <b>37%</b>  |
| Counseling - Academic   | 43         | <b>35%</b>  |
| Transfer Center resources   | 43         | <b>35%</b>  |
| Library resources   | 36         | <b>29%</b>  |
| Tutoring and Student Success Center (Tutoring, Writing Center, Science and Math Center)                     | 33         | <b>27%</b>  |
| Admissions and Records (registration assistance, add code help, paying fees, applying for graduation, etc.) | 33         | <b>27%</b>  |
| Technical assistance if having trouble with online courses  | 33         | <b>27%</b>  |
| Disabled student services   | 32         | <b>26%</b>  |
| Financial Aid   | 26         | <b>21%</b>  |
| Training on using Canvas and/or Zoom  | 19         | <b>15%</b>  |

7. Please list BRIEFLY any additional resources or supports that could help YOU be more successful in teaching your courses this quarter. (300 characters maximum)

| <i>Total Responses</i>  | <b>Responses</b> |            |
|---|------------------|------------|
|   | 98               | 100%       |
| Electronics, video, and audio resources (microphone, webcam, scanner, touch pads, lights, computer monitor, printer and paper). Provide a system that allows borrowing equipment from campus office   | 20               | <b>20%</b> |
| Additional training and workshops about specific online learning topics (cheat resistant exams, more interactive courses, student retention techniques, canvas rubrics, workshops for beginners, connecting Chrome Book/cellphone to online learning software, Office365, Google Drive) | 18               | <b>18%</b> |
| Provide connection to fast speed internet/current connection too slow because of high demand from all household members   | 10               | <b>10%</b> |
| Better quality communication - daily Q&A, less generalized subject emails, less surveys, timely one-on-one technical support, available workshops, more messaging about being mindful of student hardships/managing expectations  | 9                | <b>9%</b>  |
| Course design and recording software, Adobe Acrobat, Vimeo, Doodle  | 5                | <b>5%</b>  |
| Provide alternative to 3CMedia closed captioning, which is no longer providing services for   | 5                | <b>5%</b>  |
| Guidance and support from the department /no communication from deans   | 4                | <b>4%</b>  |
| Satisfied with outstanding college support during transition  | 4                | <b>4%</b>  |
| Access to online tools subscriptions, such as Azure, G Suite, Qualtrics   | 3                | <b>3%</b>  |
| More time to adjust   | 3                | <b>3%</b>  |
| Provide solutions within canvas for test integrity/ cheat resistant exams (Proctorio or ProctorU)   | 3                | <b>3%</b>  |
| Ergonomic support/ physical strain because of too much screen time  | 2                | <b>2%</b>  |
| Opportunities to connect with other faculty members from department/division to discuss remote teaching experiences and online pedagogy or just connect   | 2                | <b>2%</b>  |
| Prefers an alternative to Zoom because of security concerns/Hesitant to use online tools because of security/consistency concerns (Zoom, Jabber)  | 2                | <b>2%</b>  |
| Provide a list of ADA compliant online tools and their discretion by discipline   | 2                | <b>2%</b>  |
| Regain access to offices on campus during shelter-in-place  | 2                | <b>2%</b>  |
| Reimbursement for electronics/equipment they had to purchase/Wi-Fi bill   | 2                | <b>2%</b>  |
| Support for instructors who teach evening courses, they are not able to attend training sessions offered during the day   | 2                | <b>2%</b>  |

8. Please list BRIEFLY any additional resources or supports that could help YOUR STUDENTS be more successful in your courses this quarter. (300 characters maximum)

|   | <b>Responses</b> |            |
|---|------------------|------------|
| <i>Total Responses</i>  | 79               | 100%       |
| Provide students with electronic/software access and resources (laptops with webcams, Adobe Suite, MS Office, eBooks, graphing calculators)                     | 32               | <b>41%</b> |
| Student workshops on Canvas and Zoom, Life coaching, time management techniques   | 13               | <b>16%</b> |
| Provide high speed internet access, students are having a lot of trouble with poor connection   | 12               | <b>15%</b> |
| Better advertise to students the availability of online student services, academic and tutoring support, A&R services, library resources                        | 7                | <b>9%</b>  |
| Financial support   | 6                | <b>8%</b>  |
| Communicate with students before courses start to update their browsers/software, to avoid smartphones when taking exams, and provide links to Canvas tutorials | 3                | <b>4%</b>  |
| More clear and concise communication, too many emails create confusion  | 2                | <b>3%</b>  |
| Provide alternative to 3CMedia closed captioning, which is no longer providing services for lack of funding   | 2                | <b>3%</b>  |
| Virtual whiteboard to write/draw science concepts (tablets, Styluses)   | 2                | <b>3%</b>  |