



Did You Know?

Student Feedback on Distance Education

Overview: The Office of Institutional Research gathered feedback from Chaffey College students about their experiences and needs associated with Distance Education. 2,311 students responded to the survey during the Spring 2022 semester.



53%

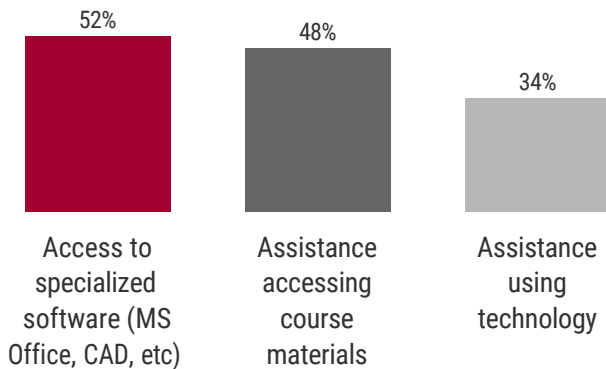
of students ranked **fully-online** courses as their #1 preferred instructional modality



18%

of students ranked **face-to-face** courses as their #1 preferred instructional modality

Resources students would find helpful:



There is room to improve student knowledge of online support services

I know where to access:	% somewhat or strongly agree
Online technical support	65%
Online counseling support	74%
Online library support	64%
Online tutoring support	66%
Online Admissions & Records support	73%
Online financial aid support	74%

Please direct students to the [Student Support Hub](#) for online support services, including Library, Success Centers, Counseling, Admissions and Records, and Financial Aid

Challenges with online learning

18% of comments were about feeling disconnected

"Sort of feel like I'm all on my own. It's rough just endlessly watching lectures and doing assignments, but not having that real interaction with teachers, advisors, and classmates."

14% of comments were about communication

"Communication with professors is challenging since they only respond to emails and messages on their time. This is a challenge when I am stuck on an assignment and cannot get the help I need right away."

To help students feel more connected, check out this helpful resource on how and why to [humanize online instruction](#)

Thank you, faculty!



"Thank you for being organized about the material so the student knows what to expect. Video lectures are a great tool, especially when clear and done with good audio and video. Thank you for being available for zoom contact and responding to emails."

"I have had great experiences with online learning. [Faculty] did a great job listening to me as a student, supporting me, and giving me all the tools I needed to learn"