

Golden West College

.....



Spring 2024

Fall 2023 Preferred Modality Survey

For Courses and Accessing Student Services



Table of Contents

- Survey Campaign and Respondent Demographics
- Survey Results
 - Preferred Modality/Times to Access Student Services
 - Preferred Course Modality and Schedule by Modality
 - Challenges to Being On-Campus or Accessing Online Materials



Survey Campaign & Respondent Information



Survey Campaign

The Survey was administered to all Fall 2023 students.

	Number of Responses	Total Number	Response Rate
Fall 2023 Students	1,482	11,039	13.4%



Respondent Demographics

58% were enrolled in 3 or more courses

91% take credit courses only

35% were already enrolled or were planning to enroll in Winter Intersession 2024

55% were already enrolled or were planning to enroll in Spring 2024

Course modalities taken at college or university level:

83% have taken an Online class

78% have taken an On-campus class

54% have taken a Hybrid class

21% have taken a Hyflex class *

Note: n=1,482. These demographics are at the time of survey administration (Nov.-Dec. 2023).



Respondents' Average On-Campus Days Per Week

	Fall 2023	Future Semesters
0 Days	--	16.7%
1 Day	9.7%	8.4%
2 Days	27.1%	28.2%
3 Days	12.4%	20.5%
4 Days	20.7%	19.8%
5 Days	7.8%	6.2%
Did not go on campus this semester.	22.7%	--
No Response	--	0.13%

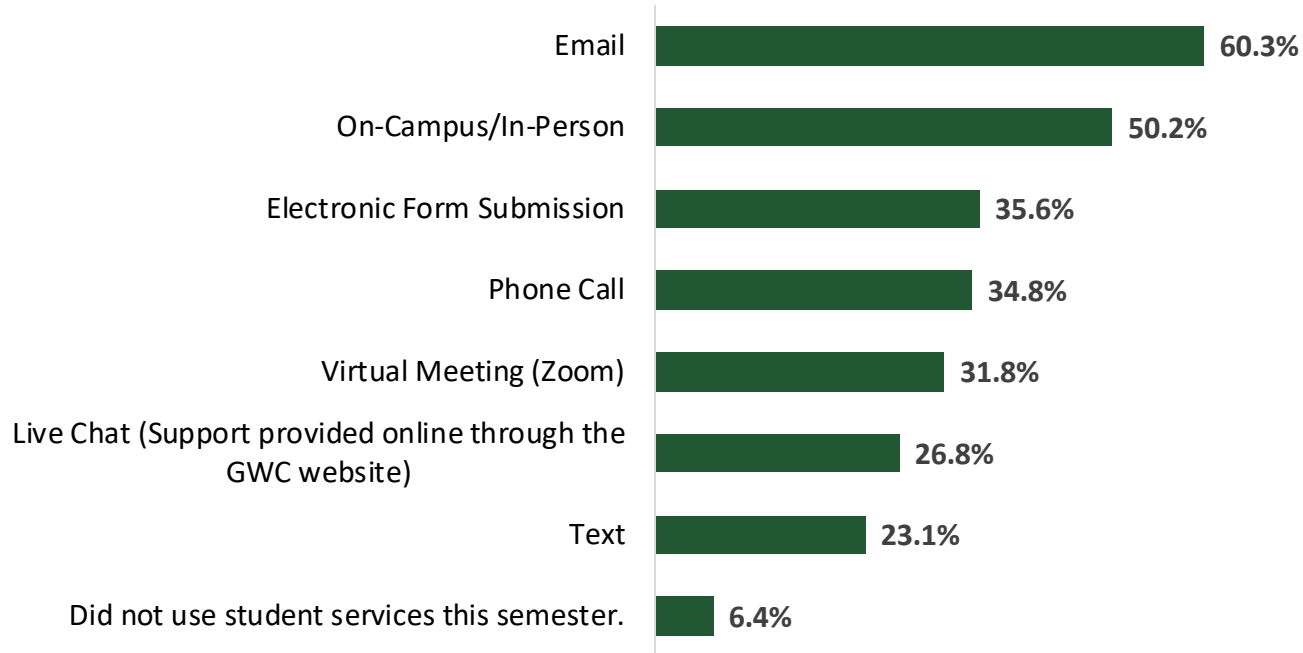
n=1,482



Preferred Modality for Accessing Student Services



Respondents' Use of Student Services in Fall 2023



n=1,482



Preferred Modality for Accessing Student Services

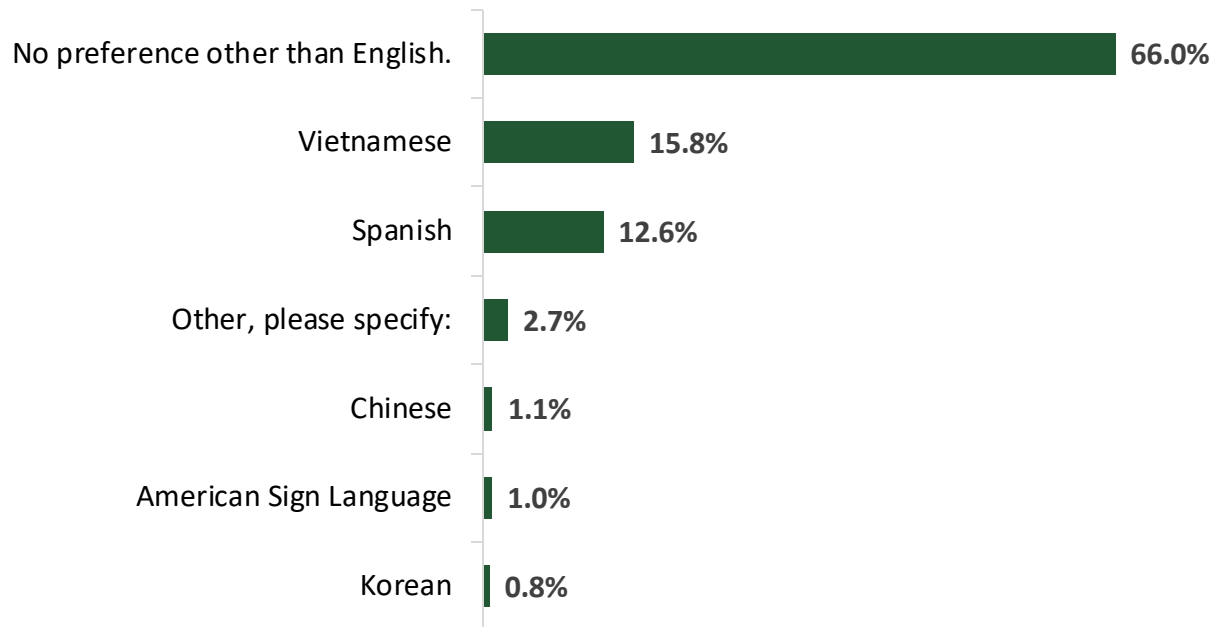
	Ranking		
	1 st (n=1,347)	2 nd (n=1,088)	3 rd (n=1,041)
On-Campus/In-Person	42%	11%	8%
Email	17%	22%	16%
Phone Call	7%	17%	18%
Electronic Forms	12%	10%	12%
Virtual Meeting	8%	14%	13%
Live Chat	10%	13%	16%
Text	5%	13%	17%



Preferred Modality by Student Service Area

	On-Campus/ In-Person	Virtual Meeting (Zoom)	Email	Phone Call
Admissions and Records	51.6%	11.4%	12.5%	9.3%
Academic Success Center (e.g., Tutoring, Writing Center, Workshops, Math Lab)	68.7%	16.0%	4.8%	2.2%
Bookstore	74.1%	2.9%	6.8%	5.0%
Bursar's/Cashier's Office	62.0%	6.4%	8.9%	9.2%
CalWORKS	50.6%	11.5%	14.0%	9.1%
Campus Life (Student government and student clubs)	67.9%	9.9%	9.4%	3.5%
Career Center	64.2%	13.6%	8.6%	4.5%
International Student Program (Center for Global & Cultural Programs)	63.1%	13.6%	9.5%	4.3%
Counseling	61.4%	21.3%	5.3%	6.3%
Disabled Students Programs & Services (DSPS)	61.0%	16.3%	9.0%	5.8%
EOPS/CARE/Guardian Scholars	56.8%	17.1%	11.0%	5.6%
Financial Aid	52.0%	13.3%	13.0%	9.6%
Health Center	74.9%	8.0%	6.4%	5.0%
Library (including Librarian reference help)	75.3%	6.6%	6.1%	4.1%
Public Safety	62.4%	6.1%	11.0%	10.0%
STEM Center	73.6%	7.6%	8.2%	3.4%
Basic Needs (e.g., Food, chromebooks, emergency grants)	72.5%	4.6%	8.5%	4.6%
Transfer Center	63.6%	14.2%	9.4%	5.2%
Veterans Resource Center	61.3%	11.3%	12.3%	4.6%

Language Preferences for Accessing Student Services



n=1,165



Preferred Day/Time for Accessing Student Services



Preferred Day/Times to Access Student Services On-campus/In -person

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Before 8am	172	154	157	138	104	80
8:05am-10am	422	413	416	386	302	163
10:05am-12pm	515	509	511	487	346	195
12:05-2pm	533	526	527	505	360	200
2:05-5pm	433	449	443	434	319	195
5:05pm-7pm	268	270	265	259	203	134
7:05pm-9pm	165	178	165	160	131	91



Preferred Day/Times to Attend On-campus/In -person Events

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Before 8am	153	146	143	133	99	74
8:05am-10am	314	338	334	309	211	124
10:05am-12pm	463	495	466	462	295	167
12:05-2pm	497	515	505	492	320	180
2:05-5pm	412	423	419	416	284	182
5:05pm-7pm	272	266	262	260	208	160
7:05pm-9pm	176	168	171	169	138	119



Preferred Course Modality



Preferred Course Modality – Single Option

	Number of Responses	Percent of Responses
On-Campus/In-Person	561	46.9%
Online Asynchronous (Online)	319	26.7%
Hybrid In-Person (On-Campus & either Online or LiveOnline/Zoom)	165	13.8%
Online Synchronous (LiveOnline/Zoom)	48	4.0%
HyFlex (Simultaneously On-campus and LiveOnline/Zoom)	35	2.9%
Hybrid LiveOnline/Zoom (Online & LiveOnline/Zoom)	20	1.7%
No Preference	48	4.0%
Total	1,196	100.0%

Preferred Course Modality - Ranking

	Ranking		
	1 st (n=1,179)	2 nd (n=1,168)	3 rd (n=1,172)
On-Campus/In-Person	48%	10%	8%
Online Asynchronous (Online)	28%	18%	15%
Hybrid In-Person (On-campus & either Online or LiveOnline/Zoom)	9%	23%	24%
Online Synchronous (LiveOnline/Zoom)	5%	26%	19%
HyFlex (Simultaneously On-campus and LiveOnline/Zoom)	7%	11%	12%
Hybrid LiveOnline/Zoom (Online & LiveOnline/Zoom)	2%	11%	23%



Preferred Course Modality by Subject/Area

	On-Campus/In-Person	Online Synchronous	Online Asynchronous	Hybrid In-Person	Hybrid LiveOnline
Business Courses	48%	11%	27%	6%	4%
Career Technical Courses (ex. Automotive, Cosmetology, Criminal Justice, Nursing)	68%	6%	13%	8%	3%
Communication Courses	46%	15%	28%	6%	4%
Counseling Courses	43%	16%	29%	7%	4%
English Courses	44%	12%	28%	10%	5%
Humanities Courses	40%	14%	32%	7%	5%
Language Arts Courses (ex. Spanish, Sign Language, Vietnamese)	58%	10%	19%	7%	4%
Math Courses	56%	10%	21%	6%	4%
Science Lecture Courses (ex. Biology, Chemistry, Geology, Physics)	58%	8%	19%	9%	4%
Science Lab Courses (ex. class usually held in a laboratory that is separate from lecture)	71%	7%	11%	7%	3%
Social and Behavioral Science Courses (ex. Sociology, Political Science, Psychology)	40%	13%	32%	8%	5%
Studio Arts/Performance Courses (ex. arts courses with hands-on component; design/dance/music)	69%	8%	14%	5%	2%
Theater Arts Courses	62%	12%	17%	5%	3%

Preferred Course Schedule by Modality



Preferred On -campus/In -person Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
Before 7:50am	92	94	92	89	58
7:50am-9:25am	193	182	184	173	111
9:30am-11:05am	321	302	308	283	179
11:10am-12:30pm	338	316	331	303	184
12:35pm-2:25pm	289	173	167	157	93
2:30-3:55pm	215	203	215	206	125
4:00pm-5:40pm	138	142	133	138	87
6:00pm-7:10pm	109	103	106	90	68
7:15pm-8:30pm	85	76	74	71	52
After 8:30pm	57	49	50	46	35



Preferred Hybrid LiveOnline /Zoom Schedule

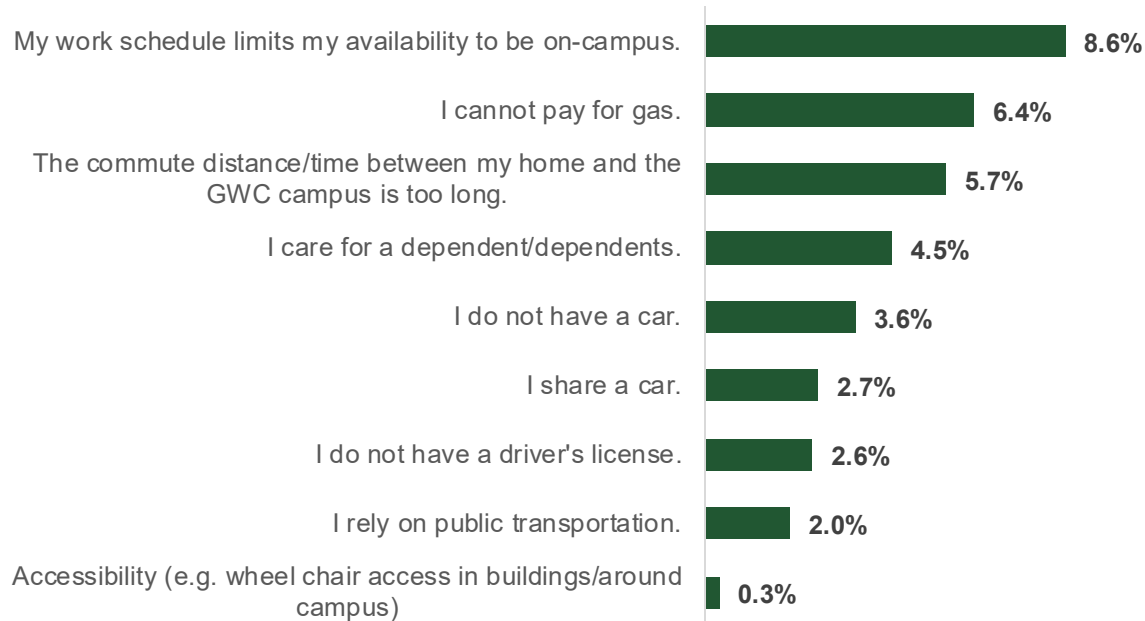
	Monday	Tuesday	Wednesday	Thursday	Friday
Before 7:50am	12	8	11	9	7
7:50am-9:25am	8	10	6	14	8
9:30am-11:05am	12	14	14	13	13
11:10am-12:30pm	10	16	15	12	12
12:35pm-2:25pm	13	14	10	15	12
2:30-3:55pm	19	17	18	19	17
4:00pm-5:40pm	20	19	19	24	18
6:00pm-7:10pm	25	22	23	26	19
7:15pm-8:30pm	22	20	22	20	19
After 8:30pm	16	16	18	18	16



Challenges

Challenges to Being On -Campus

24% of respondents indicated it was difficult for them to get to campus for a course or to access student services.

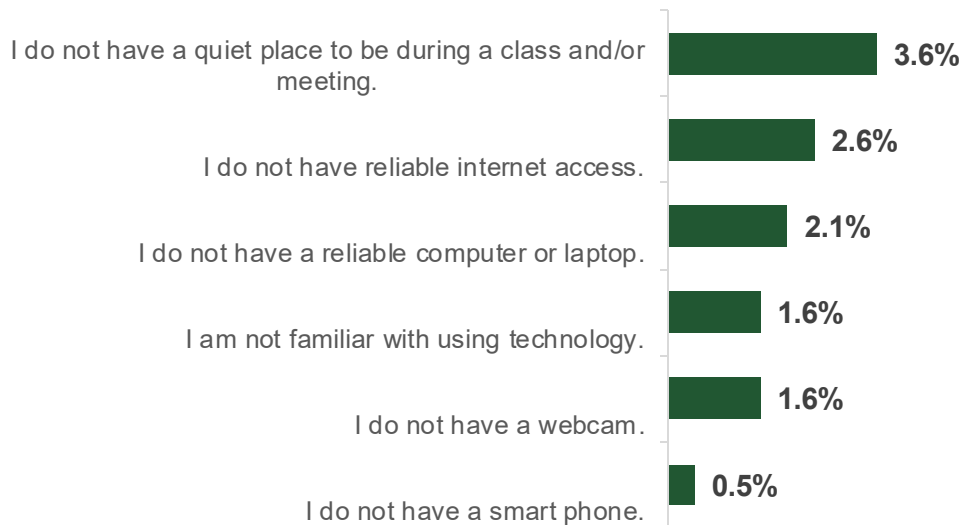


Note: 24% of respondents is 235 of the 971 who answered the question.



Challenges to Accessing Online Materials/Resources

11% of respondents indicated it was difficult for them access materials for online courses or to access student services via Zoom, phone call, text, and/or live chat.



Note: 11% of respondents is 107 of the 971 who answered the question.



Discussion

