SP20 Transition to Online Instruction and Student Services Survey Results

Report prepared May 19, 2020 by Mandy Billings, Planning and Assessment Coordinator, IRE, for the Leadership and Strategy Task Force

This report contains:
1. Executive Summary (pp. 1-2)
2. Complete Survey Results (pp. 3-49)

Executive Summary of Results

Population Surveyed: All enrolled SP20 WNC students as of May 2020 (excluding Prison Education) (3292 students)
Survey Open: 05/05-05/17/20
Response Rate:
- 12% (392/3292) Complete Response
- 14% (470/3292) at least Partial Response
- Note on response rate: Due to the low response rate of this survey, these results should be viewed as representative only of the participating student respondents. This survey was conducted at the end of a challenging semester and without the benefit of incentive prizes and on-campus promotion, which may have contributed to the lower response rate.

Result Highlights:

- 69% (322/470) of respondents were enrolled in or had previously taken at least one online course prior to the March 2020 transition.

- 84% (368/440) of respondents were still able to participate in all of their classes following the March 2020 transition.
  - Of the 16% (72/440) who said they were not able to participate in all classes, top cited reasons were:
    - Class was a lab or other hands-on course: 38% (27/72)
    - Difficult to get the most out of class in an online format: 33% (24/72)

- How satisfied were students with their courses that transitioned to online instruction?
  - 61% (268/440) of respondents were highly satisfied or satisfied with support from instructors.
  - 60% (265/440) of respondents were highly satisfied or satisfied with the availability of instructors.
  - 58% (256/440) of respondents were highly satisfied or satisfied with feedback from instructors on homework, quizzes, and/or exams.
  - 55% (243/440) of respondents were highly satisfied or satisfied with use of technology.
  - 51% (224/440) of respondents were highly satisfied or satisfied with interaction with instructors.
  - 35% (155/440) of respondents were highly satisfied or satisfied with interaction with classmates.
  - 46% (203/440) of respondents were overall highly satisfied or satisfied with their courses that transitioned to online instruction.

- Did students have access to the academic resources they needed to be successful? Students selected all that applied:
  - 36% (154/422) of respondents reported needing more contact with instructor(s).
  - 29% (122/422) of respondents reported needing more contact with other students.
  - 19% (80/422) of respondents reported needing more access to the library's resources.
  - 37% (156/422) of respondents reported that they did not need additional access to academic resources.

- Did students have access to the physical resources they needed for classes and accessing student services? Students selected all that applied:
  - 24% (94/397) of respondents reported they did not have a quiet or consistent study space.
  - 12% (49/397) of respondents reported they did not have reliable internet access.
  - 9% (35/397) of respondents reported they have limited access to a computer.
  - 61% (242/397) of respondents reported they had access to the physical resources they needed.

- Of respondents who reported using student services such as Counseling, Financial Aid, and others, 65% (137/210) reported that the quality of student services has stayed the same or improved since the transition, and 57% (117/205) reported that the availability of student services has stayed the same or improved since the transition.

- The top question respondents had regarding the upcoming summer and fall semesters is whether in-person classes will resume (63% or 249/397).

- What do students wish WNC faculty and staff knew about what they're going through? Students selected all that apply:
  - 50% (197/392) of respondents said it's hard to learn and do schoolwork from home.
  - 41% (162/392) of respondents said they miss interacting with their classmates.
  - 40% (158/392) of respondents said that after the transition to online instruction, they felt like they're on their own in some classes.
  - 31% (121/392) of respondents said they had an increase in the amount of classwork.

Short answer responses to questions, additional student feedback, and a full overview of all survey results are on the following pages.

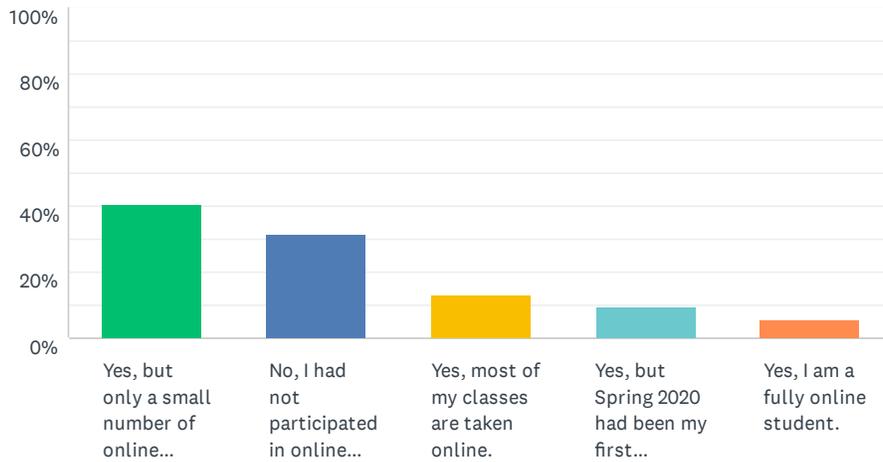# Q1 For the Spring 2020 semester, are you currently a full-time or part-time student?

Answered: 470   Skipped: 0
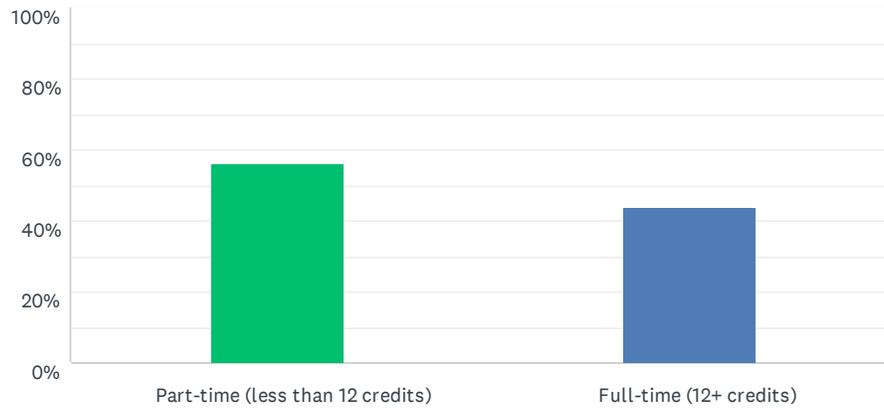
ANSWER CHOICES	RESPONSES	
Part-time (less than 12 credits)	56%	264
Full-time (12+ credits)	44%	206
TOTAL		470

## Q2 Had you participated in online classes prior to the March 2020 transition to online instruction?

Answered: 470   Skipped: 0

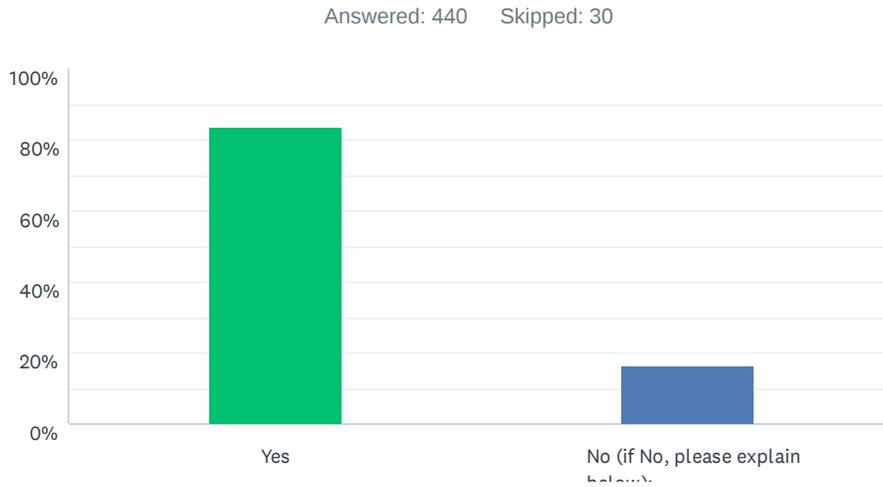| ANSWER CHOICES	RESPONSES	
Yes, but only a small number of online classes in the past.	40%	190
No, I had not participated in online classes prior to the March 2020 transition to online instruction.	31%	148
Yes, most of my classes are taken online.	13%	61
Yes, but Spring 2020 had been my first semester enrolling in online classes.	10%	45
Yes, I am a fully online student.	6%	26
TOTAL		470

Q3 What is your age range?

Answered: 470   Skipped: 0
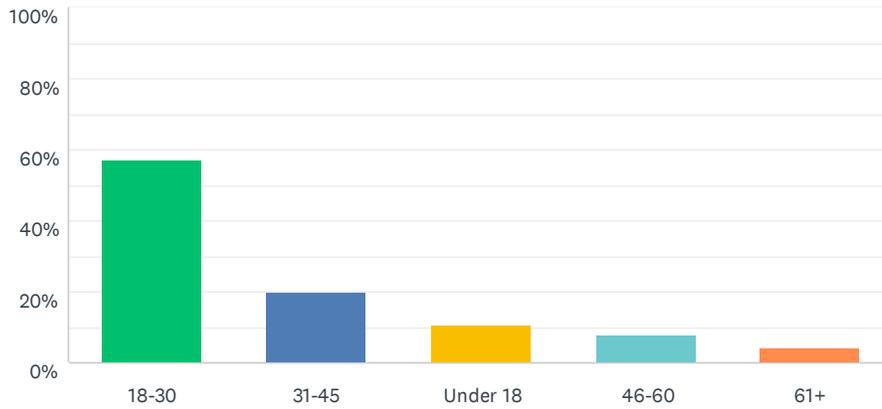
ANSWER CHOICES	RESPONSES	
18-30	57%	268
31-45	20%	94
Under 18	11%	51
46-60	8%	38
61+	4%	19
TOTAL		470

Q4 Were you able to participate in all of your classes following the March 2020 transition to online instruction?

Answered: 440   Skipped: 30

ANSWER CHOICES	RESPONSES	
Yes	84%	368
No (if No, please explain below):	16%	72
TOTAL		440

#	NO (IF NO, PLEASE EXPLAIN BELOW):	DATE
1	[Class name] we no longer met to discuss the [subject matter]. If we had any questions it was all done by email	5/17/2020 11:50 PM
2	I did not understand and I was unable to scan or attend zoom I emailed my teachers but no response	5/15/2020 11:23 PM
3	I dropped one class because taking [class name] online with a new baby was too difficult to manage both.	5/15/2020 2:46 PM
4	some of the classes were during my work which I was scheduled for alot because I'm in Healthcare	5/15/2020 1:53 PM
5	[Class name] is difficult to participate in online.	5/15/2020 12:15 PM
6	[Class name] was just book work and it made it very confusing.	5/14/2020 2:22 PM
7	[Class name] was an extremely difficult class to have to transition to online since [class name] is a "face to face" class. The professor stopped sending out reminders for things and assignments to do, due to the high possibility of nobody getting back to her. It was very disappointing to have to transition to online because I was looking forward to the visual/in person learning. :(	5/14/2020 12:44 PM
8	I had two lab classes and was not allowed to use [lab space] for my lab hours.	5/14/2020 10:11 AM
9	All the labs had to be transferred to online modules so all the hands on experience was now through a computer screen. (Not as beneficial)	5/14/2020 9:55 AM
10	Not available	5/14/2020 9:54 AM
11	Forgot	5/14/2020 9:54 AM
12	I was not able to participate in my [class name] class, partially because it was difficult for my professor to transition given the nature of the class, but also out of choice because I did not want to struggle learning [class name] online. I worked out a solution with my teacher that will not affect my grades too much and decided I will receive further tutoring in the fall when I take my next [class name] course, so that I can catch up on what I missed this semester.	5/14/2020 9:44 AM
13	After the pandemic hit, it took all my time and energy to get my kids through school. I have two 10 year olds and both have a type of special needs and they need extra time to get through school. The transition was stressful and very difficult and I was unable to attend classes like I had been before.	5/14/2020 9:42 AM
14	My class if for [class name].	5/14/2020 9:27 AM
15	Online [class name] is not the same as [in-person class name].	5/14/2020 9:24 AM
16	Unfeasible since the professor required 40 hours of study time a week. Also it required a lab which due to the situation was also unfeasible due to the fact we could not meet and the class started after the college has shutdown. The wise choice was to take it at a later date	5/12/2020 2:28 PM
17	[Program] courses for just this semester, so there was no online instruction avaliable. At least none that I ever found.	5/12/2020 1:05 PM
18	[Class name]	5/12/2020 12:33 PM
19	In one of my classes, [class name], we gave been given no new coursework and have learned nothing new.	5/12/2020 12:01 PM
20	One of my classes was [class name] and was mostly hands on.	5/12/2020 11:28 AM
21	No my [class name] class had to transition to online. This came to be a disappointment because we were no longer able to do our labs	5/12/2020 10:52 AM
22	Labs were canceled so online was hard	5/12/2020 5:01 AM
23	My [class name] lab was transitioned online very poorly. I wasn't given clear instruction so I switched to audit. the transition for the lab was done very poorly.	5/11/2020 9:20 PM
24	Lab portion of [class name] was no longer possible	5/11/2020 6:25 PM
25	We were unable to do [class name] work. Otherwise everything else was online.	5/11/2020 5:40 PM
26	[Class name] and [class name]	5/11/2020 5:34 PM
27	I've had to work almost every day of this transition.	5/11/2020 5:15 PM
28	Labs were simulated online. An example was given for lab results and left up to us how it was	5/11/2020 4:51 PM

reached and if it was correct

|		
29	Took a while before classes resumen again and transitioned	5/11/2020 4:48 PM
30	I had a hard time doing any of it.	5/11/2020 4:48 PM
31	I was not able to participate in lab or [class name]. The MOST important pieces of [class name]!	5/11/2020 4:29 PM
32	I was unable to fully interact with a single class, resulting in me paying almost 2 thousand dollars for nothing.	5/10/2020 8:15 PM
33	no [hands-on equipment] on my computer	5/9/2020 2:00 PM
34	I had a hard time from the beginning of the semester, because I had to get emergency surgery. And then everything that was going on with covid19 affected my family. My husband got laid off work. I currently work at BHS Carson Tahoe Hospital full time and I had to pico up extra shift at a nursing home. It has been very stressful year.	5/9/2020 7:31 AM
35	This is difficult as my class was "hands on" [class name] practice and we had on-line assignments, but no other [class name] practice was available.	5/7/2020 8:54 PM
36	Classes are all lab work. Its not realistic to learn lab work online	5/7/2020 9:34 AM
37	I study [class name]. It is impossible to study [class name] online!	5/6/2020 9:05 PM
38	Taking a single [class name] class. No way to remotely [complete hands-on work].	5/6/2020 5:42 PM
39	I struggled with [class name] online classes already and I was doing well in class. This was supposed to be my last semester, now I will have to find a way to pay for whatever classes I fail. This online was not good for me or my grades	5/6/2020 4:34 PM
40	Too much to handle during the covid epidemic	5/6/2020 1:01 PM
41	Not really. There was no continuity in the learniing process and I quickly lost interest	5/6/2020 11:30 AM
42	Some weren't transferred online, instead just transferred the work online with no zoom or video chat explanations	5/6/2020 10:12 AM
43	I even changed all my credits to audits. I dodnt want to do online when i payed for in person	5/6/2020 8:31 AM
44	I have a job and I have been working a lot since the we switched to online. I haven't had much time to.	5/6/2020 8:30 AM
45	[Class name] classes are difficult to complete online	5/6/2020 7:57 AM
46	No, all [class name] classes were canceled with no rescheduling as of now. Unfortunately my truck has been primered and ready to paint. Small classes 4-5 people should have been offered. 10 foot clearance could easily been observed.	5/6/2020 7:56 AM
47	Kind of. My instructor recorded all the classes an posted them on canvases. So we got to look do it when it was convenient for us. But it just made me procrastinate a million times more. I wish it was an interactive class.	5/6/2020 7:08 AM
48	Unable to actually do [class name] because we couldn't use the lab	5/6/2020 3:17 AM
49	had to audit one classs because i couldn't do it without proper instruction. i was already struggling, and when we transitioned that was the last straw	5/5/2020 9:41 PM
50	Completely fell behind and has ruined my semester. could delay my graduation.	5/5/2020 9:23 PM
51	Everything that was going on was hard for me to keep up with school and work	5/5/2020 7:14 PM
52	Zoom classes overlapped	5/5/2020 6:53 PM
53	Some lost their value as in-class discussions were huge for me.	5/5/2020 6:42 PM
54	You can't do [class name] online! ☹	5/5/2020 6:20 PM
55	I can't do [class name] online I feel like I don't understand the material as well	5/5/2020 6:17 PM
56	Inability to learn without personally being taught in a classroom. Cannot teach self.	5/5/2020 6:16 PM
57	computer issues at home, plus got sick...the quality of online compared to classroom instruction is horrible.	5/5/2020 6:05 PM
58	I dont have a laptop and i could only borrow one for one day	5/5/2020 5:56 PM
59	No, I was taking a class to learn [program name] program. To run this program I needed to use a school computer either in a lab or in the library as my personal computer could not accommodate it. upon the school's shut down, I lost any access to the program. Besides,	5/5/2020 5:52 PM

without the personal interface with an in person instructor, I would not be able to gain an appropriate education. No demonstrations, question and answer, discussions with the class etc. My instructor informed me that computers may be checked out from the school, but when I arrived on campus during regular business hours to inquire about this, I found only locked doors. Even so, as illustrated above, an online attempt at the course would not have been worth the money, as I payed for in-person instruction. I had to simply write off the money I paid for the course and move on with my life.

60	I had to withdraw from my [class name] class due to it becoming an online class because that a subject that I need to be in class for and it became too difficult, definitely with a professor who wasn't very tech savvy. It made it hard to get the help that was needed.	5/5/2020 5:34 PM
61	I just currently enrolled for just the Semester of Spring 2020. I was here so that I can transfer my [class name] credits into WNC.	5/5/2020 5:19 PM
62	[Class name] is not something that easily converts to online.	5/5/2020 5:18 PM
63	Due to distractions at home	5/5/2020 5:15 PM
64	The participation for particularly my [class name] course for the lab and lecture was disrupted quite abruptly and caused kind of a major issue. I have a hard time working with more than one online class per semester and it most definitely had been extremely stressful. I know I'm not the only one, but online school work is not my first option especially when it comes to more challenging courses such as [class name]. Also having difficulties with internet because I did not have the best internet support at home.	5/5/2020 5:10 PM
65	[Class name] was not able to continue due to the online transition	5/5/2020 5:08 PM
66	No lab time	5/5/2020 5:07 PM
67	Bad time management	5/5/2020 5:04 PM
68	Lack of computer access	5/5/2020 5:02 PM
69	I really struggled doing zoom because I don't have internet at my house due to my dad getting laid off and more important bills needing to be paid	5/5/2020 5:02 PM
70	I was called to full time national guard service.	5/5/2020 4:59 PM
71	[Class name] is a skill that can only be taught via [in-person coursework], no amount of book smarts will make you pass your certification testing. If I was taking a course heavily reliant upon bookwork I might have done it, but since I am only taking [class name] I decided against doing the online course.	5/5/2020 4:59 PM
72	I had to drop one of my classes. It was to hard to complete online.	5/5/2020 4:56 PM

Q5 What technology did you use in your classes that transitioned to online instruction that you did not use before the March 2020 transition? Please select all that apply.

Answered: 440   Skipped: 30
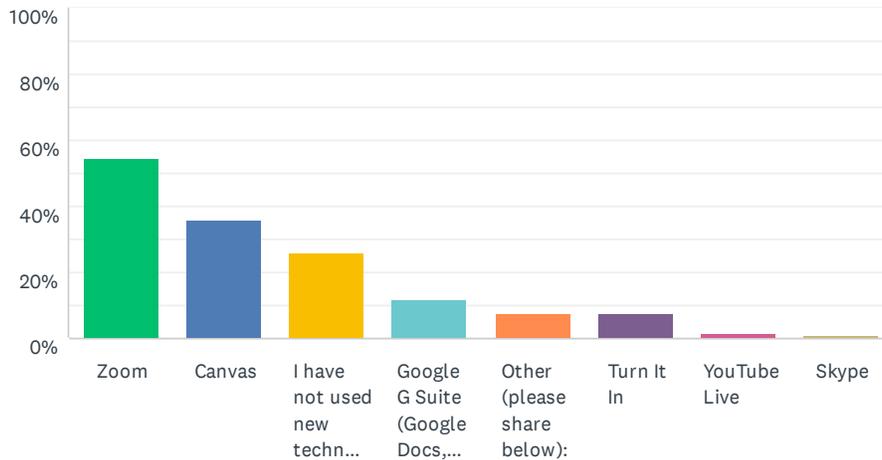
| ANSWER CHOICES	RESPONSES	
Zoom	54%	239
Canvas	36%	158
I have not used new technology that I did not already use for my classes prior to the online transition.	26%	114
Google G Suite (Google Docs, Google Drive, etc.)	12%	53
Other (please share below):	8%	33
Turn It In	7%	32
YouTube Live	2%	7
Skype	1%	5
Total Respondents: 440		

#	OTHER (PLEASE SHARE BELOW):	DATE
1	Cengage	5/17/2020 5:25 PM
2	Zoom	5/17/2020 2:23 PM
3	I was unable to attend	5/15/2020 11:23 PM
4	discord, its superior to zoom in every way	5/14/2020 2:22 PM
5	Discord	5/14/2020 10:36 AM
6	vimeo	5/14/2020 9:54 AM
7	Discord	5/13/2020 11:28 PM
8	Google Meet	5/13/2020 11:27 AM
9	We ran our class through email and the postal service as my teacher was unsure of how to completely use any of these current technologies.	5/12/2020 3:53 PM
10	Google hangouts	5/12/2020 2:28 PM
11	Goreact and Marco Polo	5/12/2020 11:09 AM
12	I am using cengage for instruction that I hate	5/12/2020 7:06 AM
13	Discord	5/11/2020 7:26 PM
14	Google hangouts	5/11/2020 6:32 PM
15	Just basic email. For my [class name] class we email documents of what we [completed]	5/11/2020 5:40 PM
16	All my classes were online	5/11/2020 5:28 PM
17	Google Hangouts	5/11/2020 5:14 PM
18	Discord	5/7/2020 7:27 PM
19	I am not aware of an online [class name]. Like I said, it cannot exist!	5/6/2020 9:05 PM
20	cengage	5/6/2020 8:04 AM
21	You cannot virtually [complete work in specific class]	5/6/2020 7:56 AM
22	Webassign and Big Blue Button	5/5/2020 9:44 PM
23	webex cisco	5/5/2020 9:41 PM
24	Marco Polo, GoReact,	5/5/2020 6:23 PM
25	Marco Polo and YouTube to get a link to then paste into canvas.	5/5/2020 6:19 PM
26	i used canvas b4 and after	5/5/2020 6:05 PM
27	Google meetings	5/5/2020 5:43 PM
28	Mediasite	5/5/2020 5:42 PM
29	Google Meet	5/5/2020 5:12 PM
30	Unlisted youtube videos	5/5/2020 5:00 PM
31	As soon as [class name] class went to online only I stopped doing schoolwork, as one cannot get good at [class name] without actually being able to [complete work in person].	5/5/2020 4:59 PM
32	WebAssign	5/5/2020 4:57 PM
33	Several [class name] online sites for class	5/5/2020 4:56 PM

Q6 Thinking only about your classes that transitioned from in-person to online instruction, please rate your satisfaction the following (if you were not in any classes that transitioned, please select N/A):

Answered: 440   Skipped: 30
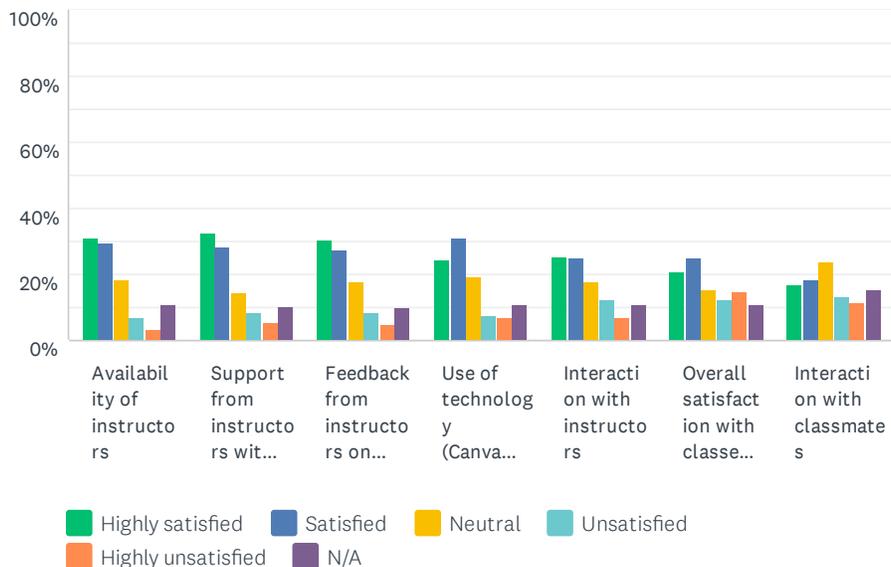
	HIGHLY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	HIGHLY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Availability of instructors	31% 136	29% 129	19% 82	7% 30	3% 15	11% 48	440	3.87
Support from instructors with class content and assignments	33% 143	28% 125	15% 64	8% 37	5% 24	11% 47	440	3.83
Feedback from instructors on homework, quizzes, and/or exams	30% 134	28% 122	18% 79	9% 38	5% 22	10% 45	440	3.78
Use of technology (Canvas, Zoom, etc.)	24% 107	31% 136	19% 85	8% 34	7% 30	11% 48	440	3.65
Interaction with instructors	26% 113	25% 111	18% 80	13% 56	7% 31	11% 49	440	3.56
Overall satisfaction with classes that transitioned to online instruction	21% 93	25% 110	15% 68	12% 54	15% 67	11% 48	440	3.28
Interaction with classmates	17% 74	18% 81	24% 106	13% 59	12% 51	16% 69	440	3.18

Q7 For your classes that transitioned from in-person to online, was there a change in the amount of time you spent on your classes?

Answered: 422   Skipped: 48

ANSWER CHOICES	RESPONSES	
I spent more time on my classes than I did before.	33%	140
I spent less time on my classes than I did before.	30%	125
I spent the same amount of time on my classes as I did before.	23%	98
Not applicable--all of my classes were already online.	14%	59
TOTAL		422

Q8 Since the transition to online instruction and services, have you had access to the academic resources needed to be successful in online or remote access classes? Please select all that apply from the list below:

Answered: 422   Skipped: 48
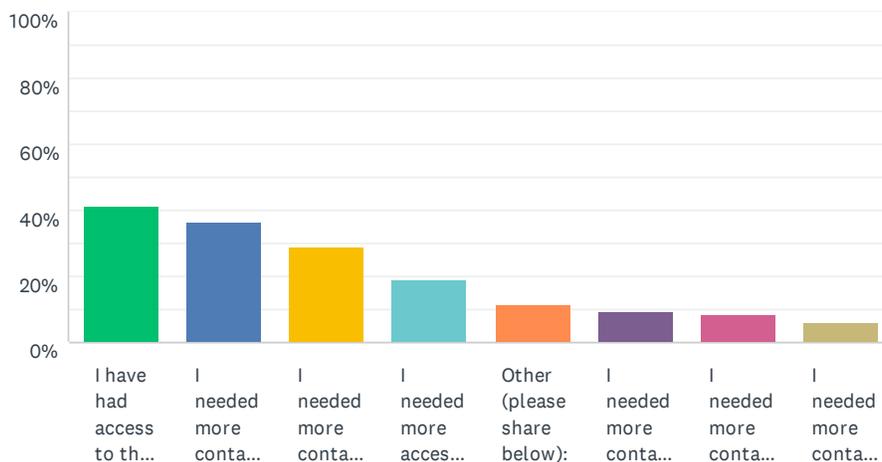
ANSWER CHOICES	RESPONSES	
I have had access to the academic resources I needed.*	42%	176
I needed more contact with my instructor(s).	36%	154
I needed more contact with other students.	29%	122
I needed more access to the library's resources.	19%	80
Other (please share below):	12%	49
I needed more contact with Academic Coaches.	9%	40
I needed more contact with my Academic Advisor.	8%	35
I needed more contact with librarians.	6%	26
Total Respondents: 422		

***NOTE**: Respondents were allowed to check all that apply when responding to this question. 20 students selected "I have had access to the academic resources I needed." while also selecting one or more resources that they additionally needed to be successful. 156 students, or 37%, selected "I have had access to the academic resources I needed." *without* selecting any additional resources that they needed. This 37% figure has been reported in the Executive Summary of this report, while the above table reports all students who selected each option.

#	OTHER (PLEASE SHARE BELOW):	DATE
1	I did not need anything beyond the instructor. I do like the in class better than online. However, I realize the need for the College have online classes during this time.	5/17/2020 9:57 AM
2	I'm in [class name], no online schooling	5/17/2020 8:48 AM
3	Nothing changed as I was already taking online classes	5/15/2020 8:54 PM
4	i needed better contact with the school counselors	5/14/2020 2:25 PM
5	N/A	5/14/2020 12:47 PM
6	I needed access to [lab space].	5/14/2020 10:13 AM
7	N/A	5/14/2020 10:05 AM
8	Needed more information from the book from instructor	5/14/2020 9:56 AM
9	I was without a computer but WNC was able to fix that, though I am very behind	5/14/2020 9:43 AM
10	[Class name] was difficult online	5/14/2020 9:28 AM
11	Complete disaster, almost all of my classes I expect to get a D grade.	5/14/2020 9:18 AM
12	I needed a space to study. My home is small and has children. Hard to study at home. I'm used to using the campus to study in quiet setting	5/13/2020 10:22 AM
13	I need more actual hands on	5/12/2020 8:57 PM
14	I never had access to the class in general after the transition	5/12/2020 1:09 PM
15	N/A	5/12/2020 12:36 PM
16	I learn better in class	5/12/2020 11:01 AM
17	Total shit show is how WNC has handled the pandemic.	5/12/2020 8:51 AM
18	N/A	5/11/2020 8:42 PM
19	Tutoring	5/11/2020 7:27 PM
20	I paid to be in a class live, face to face, because that's how I learn. I can't learn online. It's difficult and hard to be accountable. There are too many distractions at home. That's why I chose not to take the class online in the first place.	5/11/2020 6:49 PM
21	Needed more hands on lab time which wasn't possible	5/11/2020 6:27 PM
22	No	5/11/2020 5:17 PM
23	already on-line class	5/11/2020 5:06 PM
24	דק	5/11/2020 4:47 PM
25	I required access to the classroom time i payed for and was not given.	5/10/2020 8:20 PM
26	I need [access to equipment on campus]	5/9/2020 2:01 PM
27	My home life has made it difficult to keep up with courses that I had chosen to take in person at the campus. The in person instruction was really important in order to free me from the difficulties of attending classes from home.	5/8/2020 8:18 AM
28	I needed the hands on experience in [class name].	5/7/2020 9:13 PM
29	I needed on-site weekly [class name] practice to improve my skills in order to pass certification.	5/7/2020 9:01 PM
30	Testing is stupid and one needs to memorize the text to be able to answer them	5/7/2020 6:59 PM
31	One of my classes still does not have a sylabis loaded and does not have any information on the assignments besides the due date.	5/7/2020 11:24 AM
32	I was barred from using equipment secondary to campus closure	5/7/2020 7:48 AM
33	No transition. Can't [complete class name] online!!!!!!!	5/6/2020 9:07 PM
34	[Class name] classes did not transition to on-line.	5/6/2020 5:44 PM
35	In person help so I understand what I'm doing	5/6/2020 4:37 PM
36	i made no attempt to use any resources.	5/6/2020 1:46 PM
37	As i said i knew thia was going to happen so i changed everything to audit	5/6/2020 8:33 AM

38	Doesn't work for hands on classes like [class name].	5/6/2020 7:58 AM
39	I needed the class to be an interactive class. I'm taking higher level [class name] classes and I wasnt able to ask questions. It made it really hard for me.	5/6/2020 7:14 AM
40	As I said; online doesn't work for [class name].	5/5/2020 6:24 PM
41	Learning [class name] I needed the exposure and access to have contact with people who are [subject matter experts]	5/5/2020 6:23 PM
42	this online stuff sucks!	5/5/2020 6:07 PM
43	I need to have the hands-on skills especially for our lab to prepare me for [class name]. It's difficult to just watch videos and read the book but not being able to do hands on practice.	5/5/2020 5:42 PM
44	i hace classes online already	5/5/2020 5:27 PM
45	I learn better with lecture.	5/5/2020 5:24 PM
46	I needed the Lab.	5/5/2020 5:20 PM
47	need to be able to go up to the college to study	5/5/2020 5:17 PM
48	No access to [lab space]	5/5/2020 5:07 PM
49	I needed more non-online courses, aka in person classes.	5/5/2020 5:07 PM

Q9 How would you rate the ease or difficulty of the transition from in-person to online classes for you?

Answered: 422   Skipped: 48
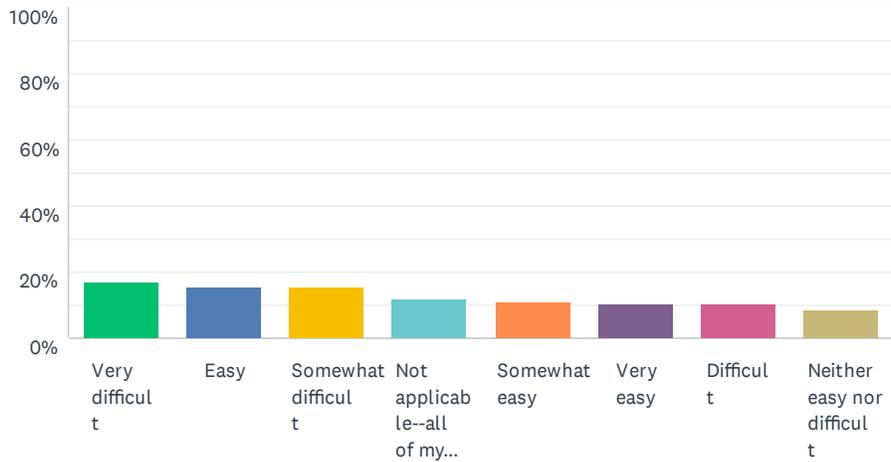
ANSWER CHOICES	RESPONSES	
Very difficult	17%	71
Easy	15%	65
Somewhat difficult	15%	65
Not applicable--all of my classes were already online.	12%	50
Somewhat easy	11%	46
Very easy	11%	45
Difficult	10%	44
Neither easy nor difficult	9%	36
TOTAL		422

Q10 Please share any comments or concerns you may have about how the transition from in-person to online classes has affected your experience or ability to be successful below.

Answered: 210   Skipped: 260

#	RESPONSES	DATE
1	I purposely choose in person classes as I don't do well with online courses.	5/17/2020 11:52 PM
2	It is harder to stay motivated to do work online and I like learning with hands-on activities or in person.	5/17/2020 7:40 PM
3	It was hard to pay attention and harder to take notes and be on top of everything.	5/17/2020 4:47 PM
4	Poor internet at my house. Made doing my assignments and exams difficult.	5/16/2020 12:08 AM
5	I don't believe I should be held responsible for not passing when I am unable to learn this way I need to be in person to learn	5/15/2020 11:25 PM
6	No comments.	5/15/2020 8:54 PM
7	I dread online classes I have never been good and avoid them if I don't need them so it was a real struggle	5/15/2020 1:56 PM
8	I tried my best in [class name] but in my case I don't even know what questions to ask to help me understand the material. That's why I take in person classes because hearing other students questions helps me figure out what to ask.	5/15/2020 10:29 AM
9	It didn't affect me greatly.	5/15/2020 6:36 AM
10	Only downfall was not being able to do our [lab work]	5/14/2020 11:06 PM
11	We need more contact with students.	5/14/2020 5:18 PM
12	I was extremely challenged by this transition. I adapted well and continued to put in the necessary work, but the magic of campus was lost for me. Unlike a younger unfocused student; I pay for the in person experience for a variety of reasons. To quickly list: accountability, library resources, fellow student resources, and the ability to ask pointed questions directly to the instructor. The last reason is hard to quantify into words, but it is what I am missing most from school. I have maintained A's across the board, but think about the person who just started school. They may NEED the campus and in person accountability, not just preferentially, but as a necessity to continue to their education. This person is left in the dark to fall off the wagon. I am aware that I was this person and no matter the challenge I will never go backwards; but I fear for the younger students who were in my boat.... I hope we can keep the campus open the entire semester for the students who wish to attend; white the other students can do flex classes if they choose to. I understand the professors may be at risk and this is the most complex situation the world has encountered, but taking away in person instruction that I paid for isn't right either. I wrote this extremely fast, but the message is their...	5/14/2020 5:17 PM
13	NONE all online already	5/14/2020 3:52 PM
14	much prefer in person	5/14/2020 3:00 PM
15	I wished I had met with all my instructors at the same time over zoom with the same material like lectures and discussions. It would have made it very easy to transition.	5/14/2020 2:57 PM
16	i didnt learn anything from [class name], it was impossible with only the book and no form of lecture	5/14/2020 2:25 PM
17	N/A	5/14/2020 2:18 PM
18	My [class name] with [instructor name] was completely affected in a negative way from this transition. The whole class could not [use on-campus equipment] anymore and that was extremely disappointing, as [class name] is my most favorite subject and I enjoyed getting to [using on-campus equipment]. Also, it is my last semester so I have no idea if I'll be able to do anything that we did in class again. :(	5/14/2020 12:49 PM
19	N/a	5/14/2020 11:41 AM
20	I was hard with Lab espically not doing it for [class name] or [class name]	5/14/2020 11:39 AM
21	I hope in-person classes will be able to resume for the fall semester. This is my preferred learning environment.	5/14/2020 11:34 AM
22	The [class name] instructors are amazing and took every step necessary to ensure all of our success, they are amazing!	5/14/2020 10:54 AM
23	The only class that changed from in-class to online was my [class name] class. The instructor was able to give us the [class materials] we needed before the quarantine, but I really missed the interaction with the other students and the personal instruction from the teacher. I feel I missed out on a lot of information that can only be obtained by being in the [classroom] with other students and the teacher. It feels like I only got half of the instruction I would have had in the [classroom]. This is no fault of the teacher nor WNC, but because of the nature of the class I really needed to be in the [classroom].	5/14/2020 10:45 AM

24	None at this time.	5/14/2020 10:37 AM
25	Seemed to have put more time and effort into being successful	5/14/2020 10:32 AM
26	We were unable to learn how to properly [complete classwork] as the [class equipment] were unavailable.	5/14/2020 10:05 AM
27	In person learning is the most effective for me and I learn the most just by listening to the instructor. Online classess have affected my main source of learning, and this has affected my grade.	5/14/2020 10:02 AM
28	The transition will never supplement hands on experience with [class name]. It was harder with all the time that was needed to complete assignments and try to supplement the learning needed for labs or hands on assignments missed. The teachers were flexible and tried the best they could to help and not make it too hard but in the future there are things that should be done in a active hands on learning environment to make us all more prepared for future careers.	5/14/2020 9:58 AM
29	Although enough recourses were provided for me, online and in person is just not the same, it's a different way of learning that I was not use to.	5/14/2020 9:57 AM
30	I attended class partially because of lab requirements for [class name]. In that time I appreciated the fact that our class was split into two groups during lab. It made me feel more connected and less stressed around the students in my course. Otherwise, I feel like I still have a lot to learn so it's motivating me to continue to study throughout the summer. In addition, I found that it was extremely hard to get ahold of anyone that was in the financial aid, admissions and records, and the counseling offices. I've gotten completely different answers and have been passed around to different departments/people. I wish I could've been able to resolve it faster so I could be eligible for my pell-grant financial aid.	5/14/2020 9:56 AM
31	I just wanted to share that although I know the circumstances dictated a change to online courses and that everything happening is unprecedented and difficult for everyone at the school, I would have liked to see more support given to my professors and more help training them to transition to online. I know my [class name] professor struggled greatly with that since [class name] is not exactly meant to be online and she has not had much online experience. My other professor this semester made it work, but I know it has been sort of confusing for him and the class after the transition and whatnot. Not sure what happens/ed behind the scenes. I know WNC staff have all been doing the best that they can. Just from my perspective as a student I am reporting my concerns. I know I don't have much knowledge.	5/14/2020 9:50 AM
32	Amazing instructor! Great transition, especially for her first time!	5/14/2020 9:49 AM
33	The amount of work that is added when transitioning to online was ridiculous and so overwhelming. Our teachers continuously told us they were going through the same thing, just didn't feel like we had any support.	5/14/2020 9:48 AM
34	The transition was extremely difficult for me because I had to become my kid's full time teacher and my kids are special needs. This whole situation was terrible for me and I had no time or energy to complete my classes.	5/14/2020 9:46 AM
35	The transition of [class name] was done efficiently and effectively. The instructors have been more than accommodating and very supportive. Before transition I had NEVER taken an online course because online is not for me. However, I became successful and did not find it difficult.	5/14/2020 9:39 AM
36	My professors were amazing however given the circumstances there was not time to prepare to become fully online	5/14/2020 9:39 AM
37	Undoubtedly there is a great loss when you cannot interact face-to-face, but our instructors facilitated as much access to contact that they could. I think having live lectures scheduled during when live lectures would have normally occurred, rather than watching a three hour video on our own time, would have been more beneficial both for interaction and time management.	5/14/2020 9:37 AM
38	I always underestimated how much I needed the academic coaches until the transition. So I think they should be available to students in different platforms for when they need the help. I would say the same for the professor with their office hours.	5/14/2020 9:34 AM
39	It sucks since all the work I did for my classes was in the library with a available applications but since then I have had to purchase those apps on my personal computer	5/14/2020 9:32 AM
40	My Professors were very professional and handled a chaotic situation in an organized matter. They communicated daily and answered questions promptly. It is because of them, that I was able to continue and finish the semester. I am referring to [program] instructors and staff.	5/14/2020 9:32 AM

41	I had a lot of trouble in [class name]. I hated it. I did not like being online, it made everything harder and I didn't have much help. The only classes I communicated mostly were [class name], [class name], and sometimes [class name]. But never [class name] the teacher for [class name] was more engaged with him personal life.	5/14/2020 9:30 AM
42	The online classes learning system are very unenthusiastic as compared to camaraderie of in person classes	5/14/2020 9:30 AM
43	Our instructors internet was terrible. There were many times that she would get kicked off the zoom meeting because of her internet capacity. Please make sure that online instructors have good internet or it becomes extremely frustrating and seems like a waste of time to attend classes in that fashion.	5/14/2020 9:29 AM
44	Overall, transitioning to online was made easy by the hard work our [class name] professors put into. [Instructor name] our [class name] professor recorded his lectures on you tube. I found this the best for my learning. I could Pause to write notes, I could re watch, it was very helpful.	5/14/2020 9:28 AM
45	None	5/14/2020 9:22 AM
46	I enjoyed my classes and most were heavily reliant on in class discussion. I learn a lot from having discussions in person after reading or writing assignments. I need structure to be successful and I know I perform badly in any online class that is not [in certain subjects]. Almost all of my classes were to complete my [degree] and I am already a poor student relating to [class names] etc. This is why I took as many classes in person as possible. Without discussions and insights from varying students and teachers I could care less about the subjects.	5/14/2020 9:18 AM
47	Two of my teachers were very on-top-of-it when transitioning, and were still there, having live meetings but also interacting other ways giving help. The other 2 of my teachers more-so just had all of the assignments explained through canvas, and although there was some contact with them, it was very minima. They were still very willing to help, but I liked it much more when I could have live lectures with my professors. It was definitely a learning experience, and it has helped me be able to adjust to the craziness and uncertainty that comes with life. More of the work was put on me to get things done, so it was slightly harder for success, but still very achievable, and teachers were willing to help.	5/13/2020 11:32 PM
48	It isn't fun working online in my opinion. I most certainly would rather be in a classroom with my teacher and peers doing what we are suppose to do for a certain amount of time and then go on with our day. Bring online had caused me to lose motivation to want to do better because it just isn't fun. And since the system had switched to pass/fail I feel like I don't need to do much (I still do it but I don't feel like I have to as much as I use to). I don't know how much it has effected my ability to really be successful though because I am still doing my work.	5/13/2020 4:59 PM
49	All of the [program] faculty were very graceful during this difficulty transition. I do not feel like my education was lacking at all. Anyone who put in genuine effort was given the resources needed to excel.	5/13/2020 2:34 PM
50	The online platform worked for the circumstances that we were facing. However, on a personal note, I do not enjoy the online platform. I felt that the online platform removed the organic conversation of the classroom. It was harder to learn the material online versus in the classroom. I didn't feel that I was receiving the full benefit of the education that I am paying for based upon the fact that I learn better in a classroom.	5/13/2020 11:30 AM
51	I did not enroll in online classes for a reason, I have taken them before and I don't at all like it, I am not paying company to send me information about a subject, I suppose to be paying an institute of higher learning to educate me on a subject. I don't want to come back if i have to take and online course for [class name] or [class name].	5/13/2020 10:49 AM
52	Needed study area	5/13/2020 10:22 AM
53	I prefer in-person classes and interaction with instructors and other students, but until we can meet safely, I am okay with online classes.	5/13/2020 12:11 AM
54	It doesn't really affect my experience or learning ability. But what did affect is the theoretical / practical process that could not be completed.	5/12/2020 9:59 PM
55	My transition from being in a class in-person to being in a class online has definitely been difficult. My concentration hasn't been the same and experience is not the same which makes it difficult to stay motivated to complete your assignments in class.	5/12/2020 9:00 PM
56	It is very disappointing I want real hands on learning in person with other people	5/12/2020 8:57 PM
57	The transition to online classes really effected my mental health and my understanding of the course content.	5/12/2020 4:58 PM

58	The home work assignments had to be printed and turned to PDF because cavas wouldnt accept my work	5/12/2020 3:57 PM
59	I focus better and able to accomplish more with in class classes rather than online.	5/12/2020 3:55 PM
60	That there was no back up plan for [class name] courses. At least none that were made apparent or readily available.	5/12/2020 1:09 PM
61	When I was going to school in-person I was much more motivated and successful in my school work, but from moving to online classes it was very hard for me to get motivated and continue my school work.	5/12/2020 12:36 PM
62	I found that I was capable enough to take classes online and feel as though it's not a problem.	5/12/2020 12:03 PM
63	Some teachers were great with the transition only one of my teachers was I dissatisfied with the transition	5/12/2020 11:12 AM
64	I rather be in class. That way I can speak to the teacher one on one and hear my classmates opinion and questions about what we are learning.	5/12/2020 11:01 AM
65	The transition to online classes affected my ability to have the hands on learning that is important to me which effected my overall motivation	5/12/2020 10:54 AM
66	I thought the transition was great. My [class name] teacher did a fantastic job in continuing to teach us even though we couldn't be together in person.	5/12/2020 10:26 AM
67	As mentioned earlier a total shit show.	5/12/2020 8:51 AM
68	N/A	5/12/2020 8:06 AM
69	[Class name] is difficult to learn in an online format.	5/12/2020 7:37 AM
70	It was very haphazard. We lost our off-site location prior to the college switching, so we went online before others. There was no guidance for instructors on what format to use, how to use it, and have access. We used multiple platforms. Not all students have good internet, so we may have lost students	5/12/2020 7:07 AM
71	I'm a hands on person so when lab was moved to online it was hard for me to get the full information	5/12/2020 5:02 AM
72	The transition did not disable me to be successful in the classes, but I lacked to classmate interaction, which made my experience less enjoyable.	5/11/2020 11:33 PM
73	All my classes this semester were already online.	5/11/2020 10:31 PM
74	The [class name] teacher did great but my [class name] teacher did awful. she wasn't available to meet online and wasn't giving clear instructions.	5/11/2020 9:21 PM
75	I liked the experience because i could be in the comfort of my own home	5/11/2020 7:27 PM
76	Having the switch from in person to online has been somewhat difficult. Only using the library's computer I had nothing to go on do do my work at home.I had did not had the funds to buy a laptop or computer at the time so I needed to borrow money since I had been laid off of work due to the COVID-19.	5/11/2020 7:08 PM
77	There's a good reason I don't take [class name] Classes online. I needed that extra help from in person instructors.	5/11/2020 7:06 PM
78	With the 4 eye surgeries. I had my cataracts removed, and torn retna. I can't work on the computers that much. When I test, the room starts spinning and I'm nauseous for half the next day.	5/11/2020 6:54 PM
79	My ability to learn and stay focused has diminished. My strive to do the best I can has diminished. Online sucks.	5/11/2020 6:49 PM
80	My class was already online	5/11/2020 6:47 PM
81	I am an in class learner because I find it hard to learn over a screen. I believe I wasn't able to get everything I needed to get out of my [class name] class because of the unfortunate change to online. Assignments were turned in for the purpose of receiving the points and not for learning	5/11/2020 6:35 PM
82	All good	5/11/2020 6:11 PM
83	I feel as though professors did not understand how challenging this change was for their students and did not help with the transition at all. There was no sympathy for the drastic change in our lives.	5/11/2020 6:02 PM
84	I have no comments	5/11/2020 5:49 PM

85	The transition wasnt hard for any class except [class name]. It's so much easier to ask for help and get clarification on little things and keep asking for specification when in person.	5/11/2020 5:42 PM
86	Hands-on experience for [class name]; taking exams online	5/11/2020 5:35 PM
87	Online video sharing with a class is a terrible idea.	5/11/2020 5:30 PM
88	It was difficult to concentrate and stay focused	5/11/2020 5:27 PM
89	the transition of using new software was a little intimidating but overall the transition wasn't horrifying	5/11/2020 5:24 PM
90	It was just a lot more work so it was a bit more stressful.	5/11/2020 5:21 PM
91	I think is experience gave me insight into how much I didn't know about technology but I'm grateful that I learned how to adapt	5/11/2020 5:20 PM
92	I did much better in my class when it was in person than the online class	5/11/2020 5:16 PM
93	The ability to interact with classmates and teacher is different online	5/11/2020 5:01 PM
94	I am better at learning in class than I am Online. I have taken online classes in the past and always do better in class	5/11/2020 4:57 PM
95	I thought over all it went well and there was no issue	5/11/2020 4:54 PM
96	The teachers assignments are not hard to complete but the instructors are very vague in the instructions because they believe we can easily understand the content as a whole like them with vague instructions	5/11/2020 4:52 PM
97	The quality of information I was learning/being taught decreased	5/11/2020 4:51 PM
98	The module testing is much more different then it was in person ; more different as in more difficult	5/11/2020 4:49 PM
99	I could not finish the school semester very well.	5/11/2020 4:49 PM
100	We want to study in person	5/11/2020 4:47 PM
101	Transition was reasonable and I did my part to complete my classes.	5/11/2020 4:47 PM
102	I have taken online classes in the past. But I have never had a class that involved lab curriculum be converted to a remote/virtual lab before. The absence of being able to collaborate and work with my peers and instructor on lab experiments was very difficult to adjust to. I am taking another class next semester that has a lab attached to it which will also be virtual. Hopefully it goes ok this time.	5/11/2020 4:46 PM
103	It just took some folks in class longer to get up and running, so we had some delays at first.	5/11/2020 4:42 PM
104	When the class went online instruction in [subject area] ended which was my main interest in taking the class. The online harvard videos were good but did not makeup for class room instruction and interaction.	5/11/2020 4:42 PM
105	I already wasn't doing well in my classes and was struggling to keep up. However by the time Spring Break came I planned to use that as a chance to reset and focus fully on my assignments and that's when we got moved online. I have never had fully online classes and my grades went from struggling to plummetting into failure as I struggled to remember to not just complete homework but also struggled to remember to do tests and I have missed entire midterms simply from blanking on the fact that I had a mid term to complete. And then I have a [class name] class that I was unable to [complete work in] because of technical difficulties with the [equipment] at home. I have found my motivation to drop as I have began to feel it impossible to save my grades and have lost emotional stability, crying when waking, randomly crying midday, and recently being unable to keep myself from crying in the middle of class. Being forced online and being unable to see people in person overall has destroyed my ability to work on any of my work correctly and reduced my emotional state to a train wreck that is unable to recover for anything.	5/11/2020 4:42 PM
106	Just go with it. Life is always changing, this situation helped me have faith in the process and let go of my controlling nature. There is always a silver lining	5/11/2020 4:40 PM
107	I like more in class over online.	5/11/2020 4:40 PM
108	this is just for future online stuff- I really appreciated the virtual classes because it was almost like I was in class.	5/11/2020 4:35 PM
109	None I'm taking online courses	5/11/2020 4:32 PM
110	I didn't sign up for online classes for a reason. I am really hoping that there is going to be some	5/11/2020 4:31 PM

leeway for students who were doing well before the transition.

111	As a 100% online student, ALL of my instructors thus far have been outstanding in their communication efforts.	5/11/2020 4:30 PM
112	It has not affected me in any way shape or form.	5/11/2020 4:28 PM
113	I saved up a lot of money over a substantial period of time, and made large life changes, to be able to attend college full time. Including textbooks i payed over 2 thousand dollars to attend college, and halfway through my first semester ever i was told i could no longer attend college. No offer for refunding my hard earned money or class credit for the future makes this a bold faced scam.	5/10/2020 8:20 PM
114	I think it's harder for students with small kids. Also, financial and relationship problems will cause distractions when you're all have online classes. This will make us having anxiety that will lead to depression .We need interactions physically, that you can actually see and feel your classmates and teachers in person.	5/9/2020 11:23 AM
115	I feel that it's been a rough semester, because I didn't have all the resources to complete my class.	5/9/2020 7:34 AM
116	I've had difficulty in finding time to perform my own study and work since transitioning to online only. I work full time and have children, which makes it difficult to manage the household and get enough study time in. With the closure of library and other resources where I might find seclusion for studying, I have noticed a significant reduction in my grades.	5/8/2020 8:18 AM
117	The transition to online learning has been antithetical to the purported realm of 'higher learning' in this epoch; sans human interaction with fellow peers in conjunction with your instructor, we should abrogate every institution of higher learning in the United States and perpetuate this era of anti-intellectualism ad infinitum. In all candidness, this is a farce and only perpetuates the collective idiocy of American society to produce net taxpayers and servile workers in lieu of erudites.	5/7/2020 9:54 PM
118	I had no problems academically I am still receiving a high score. Learning about [subject] history is fine but all by itself is well, boring. I miss making masterpieces in class.	5/7/2020 9:13 PM
119	How will the college reimburse students for missed [coursework] practice? Will there be an opportunity for students to get the needed [coursework] practice sessions to complete the certification requirements?	5/7/2020 9:01 PM
120	Move to open book and timed test that reward the first to complete. This reinforces the trade practice of being able to look up solutions to problems. The online platform being followed now is not worth the sponsoring company's money that is being spent on it. The board needs to listen to instructor and student feedback instead of doing whatever easy path they want to.	5/7/2020 6:59 PM
121	we didn't stop having classes	5/7/2020 6:12 PM
122	The [program] staff did such an amazing job getting us [program] graduates to graduate early! Such an amazing job to all my instructors that put an endless amount of time into our program!	5/7/2020 4:25 PM
123	I struggled more in the online classes and I feel that my grades are a reflection of that transition. I am concerned with how it will negatively affect my GPA moving forward onto a four-year school.	5/7/2020 1:16 PM
124	Most of my classes took a long time to iron out how it would work, one of them the teacher was unfamiliar with how to use canvas even before we went online. many of the assignments still have not been loaded so that we can do them.	5/7/2020 11:24 AM
125	Lab classes can not be done online	5/7/2020 9:36 AM
126	It was better than having the class cancelled but I attend classes for real-life interactions, not the online variety. I don't plan any more classes if online is the only option.	5/7/2020 7:48 AM
127	Inability to work undisturbed by family members	5/7/2020 6:18 AM
128	Other students chose to not do assignments were assigned a partner for projects. I felt it became hostile and stressful because of these assingments. Certain students would not do their assignments which would cause the group to fail.	5/6/2020 10:27 PM
129	Closing the [class name] Lab was not necessary. It is possible to [complete work] and keep safe distance! I lost half a semester and I would like it back!	5/6/2020 9:07 PM
130	its very hard to get work done and collab with fellow classmates when you cant even msg them on canvas for some classes. also its hard to know what work to do as well	5/6/2020 7:43 PM
131	I was satisfied that we were able transition to online classes but I was sad because I really	5/6/2020 5:39 PM

	enjoyed being in the classroom. There's just something about being in the classroom and learning that way than being online.	
132	This really made graduating hard for me now. I was excited to have a on campus [class name] class. See what the future holds	5/6/2020 4:37 PM
133	Please open up for Fall semester :) Thanks!	5/6/2020 4:04 PM
134	[Class name] is a class that simply requires in person instruction. It needs not only the increased accountability that comes with a classroom but the in person lecture that allows for clarifying questions. This transition to online instruction, up to this point, has dropped my grade from a 97 to a 92. That doesn't seem like much, but with my goals in mind, every little bit matters. I do recognize that there was no avoiding this transition. I have confidence that [instructor name] did her best to accommodate this transition and shifting all of the class work to a format that worked well with an online program.	5/6/2020 1:46 PM
135	N/a	5/6/2020 1:02 PM
136	Until we get this virus figured out I firmly believe that any classes that can be conducted online should be done online.	5/6/2020 12:02 PM
137	I believe that everyone at wnc really rose to the occasion of these very unfortunate circumstances that we all had to suddenly deal with. The one problem I had was a Sunday a couple of weeks ago when I had assignments due that night, I could not get into the wnc site, not canvas, not anything wnc, and when I tried to put in my password, the site stated that my password was ineffective making me wonder if it was the password and not the system itself so I spent an hour trying to see if it was my password and even tried to get a different password. It would be nice if the system went down that we were informed immediately that it's the system and not something else that we're going to waste time trying to trouble shoot. Other than that, everything's been more than great as far as the transitioning on line. Thank you.	5/6/2020 11:46 AM
138	With no lectures or student interaction it was hard to maintain interest and do the work. Not a good medium for me	5/6/2020 11:32 AM
139	No comment	5/6/2020 11:02 AM
140	I think transitioning to an online [class name] class was the hardest part for me.	5/6/2020 10:17 AM
141	It has made my learning more difficult in more hands on learning classes such as [class name] and [class name]	5/6/2020 10:13 AM
142	I'm so happy that I have always been in a virtual setting! My academic year didn't miss a beat!	5/6/2020 9:54 AM
143	ZOOM made it easy to make the transition.	5/6/2020 9:50 AM
144	I wasn't able to preform or learn as well as I would have in the classroom. I've tried to take an online class before and they don't work out for me so moving into a online format I felt like I was set up for failure.	5/6/2020 9:42 AM
145	Since the transition, I have not been able to work on my class work as much as I used to. I am failing almost all 3 of my classes. Online has never been an option for me because of my struggle with it. It's a lot more harder to actually learn the material when you are online. Most of the time I don't learn anything at all.	5/6/2020 8:34 AM
146	Im going to take a break until all this blows over	5/6/2020 8:33 AM
147	The transition was a little difficult but I soon got used to having my classes online.	5/6/2020 8:19 AM
148	one of my classes transitioned perfectly. This included using online technology like zoom. My other class the teacher gave up on us. No more lectures, notes, information, or communication. He basically ghosted us.	5/6/2020 8:06 AM
149	Would you be willing to have Custom Creations paint my truck ? Yes the college would pay so my summer is not changed.	5/6/2020 7:58 AM
150	Well I pride myself with getting A's and B's and I am unable to accomplish that now that the instruction went to on line. I paid out of pocket this semester just so I can have this teacher. And because it went to online I got robbed from my experience to have this teacher and to be a successful student.	5/6/2020 7:14 AM
151	Writing research papers on academic subjects was difficult without access to the library. I don't think my professor was adequately instructed on switching his class to online; the amount of information I learned from the class rapidly decreased after spring break. No Zoom conferences, Canvas conferences, or recorded lectures were used for my class, which I think would have improved the transition.	5/6/2020 7:06 AM
152	My grades have taken a big dive because of stress and not having the face-to-face interactions	5/6/2020 3:20 AM

	that I was getting before. I think that being at school forced me to stay productive as well and going to online made me procrastinate and/or not be able to discuss an assignment yo classmates, friends, or professors in order to get better grades.	
153	just because (most) Had t stay home (some) still had to work full time, I also with professors have an alternative to busy work	5/5/2020 11:59 PM
154	It's hard to stay motivated	5/5/2020 10:56 PM
155	I was surprised at how effective the instruction is on Zoom.	5/5/2020 9:31 PM
156	I have less motivation and I like the traditional classroom setting	5/5/2020 9:30 PM
157	I've had the worst couple weeks of my entire schooling. Never have I ever fallen behind the way I have. I have no time to do other activities than school. Going from in person to online I have easily doubled the amount of time I spent on homework. My productivity is it an all time low and I am not learning in this environment. I will not be taking classes in the fall if they are their online. Note I am in 2 high-level [class name] classes and in the high-level [class name] class.	5/5/2020 9:30 PM
158	I think my biggest issue is that the school did not have a proper communication system in place and thus, teachers needed to rely on third party software.	5/5/2020 8:32 PM
159	I paid for in person [class name] classes and instruction in [class names] and didn't get what I paid for. The only reason I attend college is for these classes' content	5/5/2020 8:09 PM
160	I want my hands on class time back you can't turn a hands on class into internet only my knowledge was stolen and so was the financial aid money the classes should have been paused or rescheduled.	5/5/2020 7:44 PM
161	The trasition was too much to deal with. I am a student that excels with in person classes and struggles with online or even large classes. This transition is not what I needed to succeed in school this semester. It would have been appreciated if a different grading option than the two that are given, like what UNR did.	5/5/2020 7:21 PM
162	This went much better than I thought. My teachers are all very understanding and easy to get ahold of and this school did a great job with keeping us all safe.	5/5/2020 7:19 PM
163	My experience going from in-person to online classes affected me in that other students have not been showing up or doing their work. This lead our instructor to cancel the remainder of the class; with students deciding not to do their work it changed the entire dynamic of the class.	5/5/2020 6:54 PM
164	From my personal experience I need to be in class I learn from listening and writing notes with someone talking to me. I find it extremely hard to find motivation when I can just do the bare minimum to pass and I need that class environment to really push myself to learn.	5/5/2020 6:43 PM
165	I hate it. I have [class name] and got completely nothing out of it since we switched to online. I signed up to learn [subject] hands on and should be fully refunded for these classes i felt robbed out of my education. I wish I cod have switched to audit in time. Now I'm going to fail the classes and have to pay again to retake the semester in order to actually learn [subject]. Nice win for the college, financially speaking.	5/5/2020 6:43 PM
166	I have been able to adjust to online pretty well.	5/5/2020 6:41 PM
167	Labs were effected.	5/5/2020 6:33 PM
168	I'm very disappointed that I only had 1/2 a semester in [lab space]. I feel like I didn't get my money's worth this semester. It's not even the instructors fault. Thanks to COVID 19!	5/5/2020 6:24 PM
169	I need in person contact to help when I am struggling. As well as it became a financial burden because I needed access to a laptop and internet to access my classes	5/5/2020 6:23 PM
170	I took in person to be in a learning environment I did not want to be online	5/5/2020 6:22 PM
171	It all came at a busy time. Balancing family work and school	5/5/2020 6:15 PM
172	impossible...	5/5/2020 6:07 PM
173	I couldnt do any of my assignments because i didnt have a laptop and by the time i borrowed one my assignments were locked i didnt sign up for online for a reason	5/5/2020 5:59 PM
174	No, thanks	5/5/2020 5:56 PM
175	I would have liked to have more ability to connect with my instructors. Doing everything online and on the phone is hard for me. I need face to face contact and so understanding some things and asking questions was more of a challenge.	5/5/2020 5:53 PM
176	I am a [program] student and lost out on [hands-on training]. I feel unprepared for my second year of [coursework].	5/5/2020 5:43 PM

| 177	Although I have taken some online classes before, I think those classes that were more straight forward. But doing online class for [program] is a bit tricky. It was a difficult transition for me because the amount of work that I have to put in and the time that I have spent to do my homeworks and lecture and study for the exam has been doubled but then not getting the same hands on lab experience. Its definitely been challenging.	5/5/2020 5:42 PM
178	I only had two classes the were in-class that moved to online. I was a bit upset that [class name] was switched over since I struggle with [class name], but we were able to make it work with a little more time than we wanted.	5/5/2020 5:29 PM
179	My [class name] class was very hard to understand the software when we didn't have him instructing. I basically did everything from YouTube.	5/5/2020 5:24 PM
180	I feel disconnected from the entire experience. It does make learning more difficult.	5/5/2020 5:24 PM
181	Some of my classes do not transfer to online.	5/5/2020 5:20 PM
182	N/A	5/5/2020 5:20 PM
183	I have experienced a huge amount of difficulty in the transition. It was very difficult to transition just in other areas of my life before school. To me my physical and mental health are more important than school. I have a lot of medical issues that get in the way of my school performance and especially act up during stressful and difficult times. I feel as if, that most of the students I have spoken to since the transition has occurred are not satisfied, experiencing similar situations, and seeming that it is a lot more difficult to complete the school work necessary in any of the courses. My teachers have agreed to be lenient, but I do still feel a lot of difficulty in completing assignments for personal and other reasons. I also have felt like there was not too much support. I do understand though that every person is going through this time, together but separate, I still would contend that this transition is nearly impossible even though I still try to do my best to keep up with everything going on day to day.	5/5/2020 5:18 PM
184	I dont like online as I need a place to study	5/5/2020 5:17 PM
185	I had to transition to online class with my [class name] class. I personally think that it was horrible because I did not get the materials that we would have had in lab part.	5/5/2020 5:16 PM
186	The transition has made it difficult to genuinely take notes or absorb information from "lectures". It has also made communicating with professors difficult, and has made the numerous assignments that were supposed to be completed in class feel more overwhelming than they did before, especially since I had never taken an online class.	5/5/2020 5:16 PM
187	Our professor for [class name] has actually stated he's too busy for our class due to a different project he is doing. When anyone from the class tries to ask a question on zoom he usually gets frustrated. As well as he is not prepared for [class] often getting material together as we are on the meeting.	5/5/2020 5:14 PM
188	Transitioning to online just made me lose all motivation. I had no schedule anymore, even with my classes that were already online	5/5/2020 5:13 PM
189	I was in a different circumstance than most students since I was in the [program name]. My advice is not all classes are going to translate to an online learning environment the same way. That means training type courses were skills are involved with learning hands-on are not applicable.	5/5/2020 5:13 PM
190	Pandemic has me stressing doh	5/5/2020 5:12 PM
191	I feel like my professors were not very good at teaching after the change. They had a much harder time communicating with the students and giving us the time needed to work on assignments. I also fee like my professors were not as exited to teach after the change.	5/5/2020 5:12 PM
192	With the transition came a lot of changes in my life. So I felt buried with online homework.	5/5/2020 5:08 PM
193	N/A	5/5/2020 5:07 PM
194	I prefer in-person classes for they provide real-time interaction and feedback.	5/5/2020 5:07 PM
195	Requiring in person classes to have online prerequisite classes is idiocy. Forcing physical programs (like [program]) to become online classes is also idiocy. A better route would have been to credit the current classes X person is taking for next semester, or at least offer them at a huge discount for the next semester.	5/5/2020 5:07 PM
196	I had a okay transition. My professors did a fantastic job and were very supportive and easy to connect with. The only problem I had was the lack of communication between WNC and me over graduation. I am still waiting on guidance over the process which I would usually be able to contact someone about.	5/5/2020 5:06 PM
197	I hope that it doesn't continue, because for instructors that are known for great lectures, it's just	5/5/2020 5:05 PM

not the same online.

198	I was not able to be successful due to not having any internet and I didn't learn very well and had a hard time doing my assignments	5/5/2020 5:04 PM
199	The transition from in person to online classes affected me because I only have a certain amount of time to communicate with the instructors and students.	5/5/2020 5:03 PM
200	It just took a while to get used to the format because I was so accustomed to learning from a classroom situation then I had to learn from home. It took some time to learn how to focus from the house environment.	5/5/2020 5:02 PM
201	WNC was quite slow in providing updates and responding with a clear plan.	5/5/2020 5:01 PM
202	Having 2 online classes and 2 in person classes, when everything went online it was very overwhelming. I had no help from my previous online class instructors and felt kinda helpless.. but my in person class instructors were very helpful and understanding	5/5/2020 5:01 PM
203	I'm grateful that you allowed us to transition with out putting us a year behind. But that was the worst experience. I really am a hands on learner and as a [program] study, I was even more on the computer just to do homework's, hours and hours of homework. Not even study. It effect my grades horrible and now I've been up for 2 days preparing for finals and so so burnt out.	5/5/2020 4:59 PM
204	As a fourth semester [program] student it made it that more difficult to study and learn via online. We didn't have much access to our instructors and had NO lecture besides narrated PowerPoints. We had to fulfill many hours for [exam] because [hands-on work] were not allowed. I felt it was already hard to pass [program] and this made it that much more difficult.	5/5/2020 4:58 PM
205	Instructors availability	5/5/2020 4:57 PM
206	Hopefully we don't have to do it again in the fall.	5/5/2020 4:57 PM
207	Transitioning from in-person to online class was difficult for me. I am used to the traditional in-person class, and I think that I learn more with inperson as in online classes there are too many distraction, and my attention span is very limited.	5/5/2020 4:57 PM
208	It was a super smooth transition! I love online classes and hope colleges expand this form of collegiate teaching in the future! And hopefully, the prices would come down as well for college students!	5/5/2020 4:56 PM
209	[Instructor name] in [class name] did an amazing job transitioning.	5/5/2020 4:56 PM
210	My instructors did a very good job at making this an easy transition for us all.	5/5/2020 4:55 PM

Q11 Rate your satisfaction with the quality of the following student services after the March 2020 transition to online/remote services (if you have not used a service since the transition, select N/A):

Answered: 412   Skipped: 58
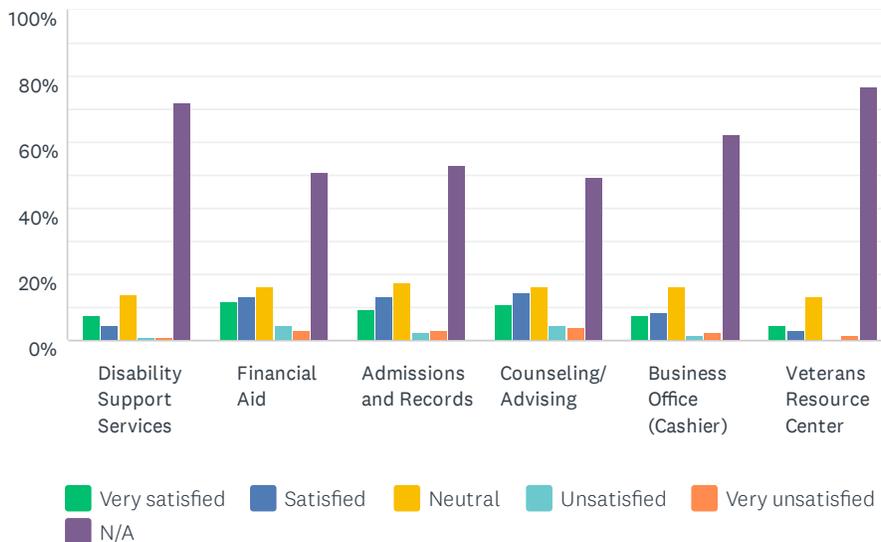
	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Disability Support Services	7% 30	5% 19	14% 57	1% 4	1% 5	72% 297	412	
Financial Aid	12% 49	14% 56	16% 67	4% 18	3% 12	51% 210	412	
Admissions and Records	10% 40	14% 56	18% 73	3% 11	3% 13	53% 219	412	
Counseling/Advising	11% 45	15% 60	17% 69	5% 19	4% 16	49% 203	412	
Business Office (Cashier)	8% 31	9% 36	17% 69	2% 7	3% 11	63% 258	412	
Veterans Resource Center	5% 19	3% 13	13% 55	0% 1	1% 6	77% 318	412	

Q12 Rate your satisfaction with the availability of the following student services after the March 2020 transition to online/remote services (if you have not used a service since the transition, select N/A):
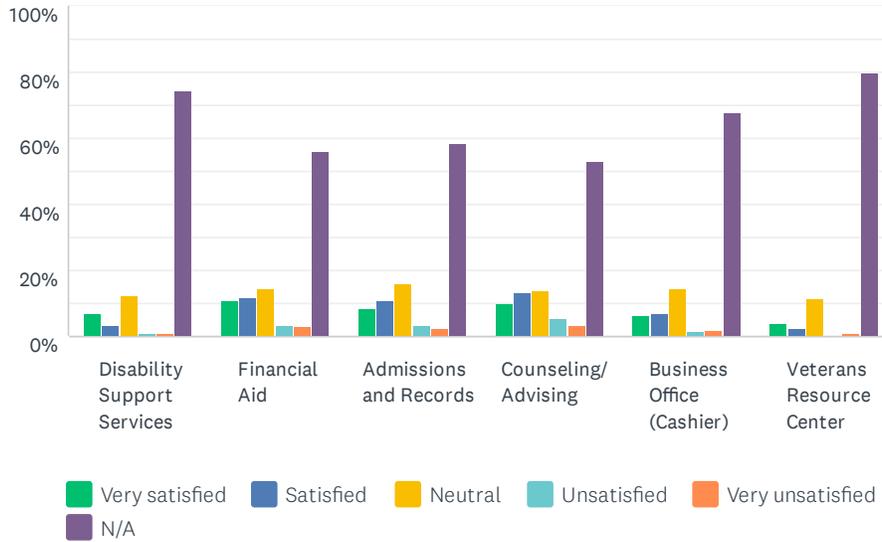
Answered: 412   Skipped: 58

	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Disability Support Services	7% 29	4% 15	12% 51	1% 5	1% 5	75% 307	412	3.55
Financial Aid	11% 45	12% 49	14% 59	4% 15	3% 13	56% 231	412	3.54
Admissions and Records	8% 35	11% 45	16% 65	3% 14	3% 11	59% 242	412	3.46
Counseling/Advising	10% 42	14% 56	14% 58	6% 23	4% 15	53% 218	412	3.45
Business Office (Cashier)	7% 27	7% 29	15% 60	2% 7	2% 9	68% 280	412	3.44
Veterans Resource Center	4% 17	2% 10	12% 48	0% 2	1% 5	80% 330	412	3.39

Q13 Overall, how has the quality of student services changed since the March 2020 transition to online services?
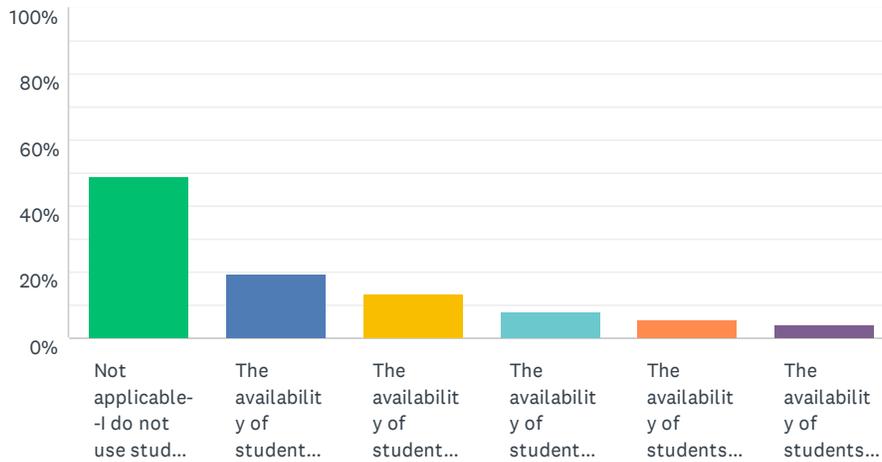
Answered: 401   Skipped: 69
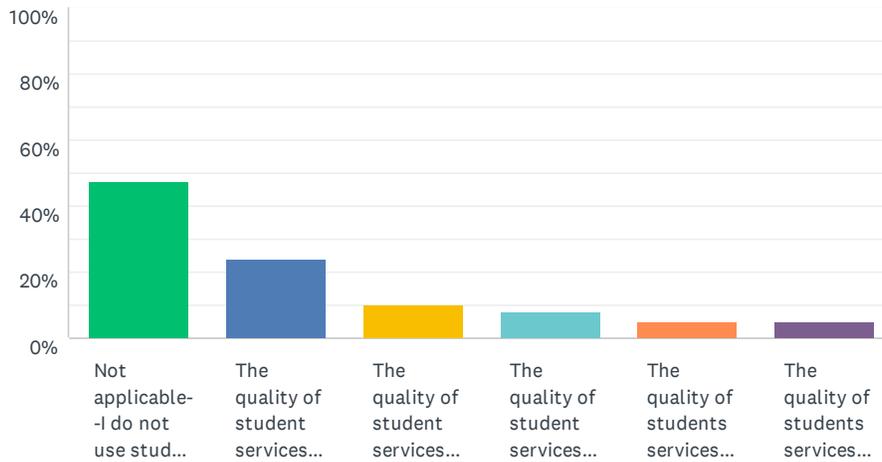
ANSWER CHOICES	RESPONSES	
Not applicable--I do not use student services enough to answer this question.	48%	191
The quality of student services has remained the same.	24%	97
The quality of student services has somewhat decreased.	10%	40
The quality of student services has greatly decreased.	8%	33
The quality of students services has greatly improved.	5%	20
The quality of students services has somewhat improved.	5%	20
TOTAL		401

Q14 Overall, how has the availability of student services changed since the March 2020 transition to online services?

Answered: 401   Skipped: 69

ANSWER CHOICES	RESPONSES	
Not applicable--I do not use student services enough to answer this question.	49%	196
The availability of student services has remained the same.	19%	78
The availability of student services has somewhat decreased.	14%	55
The availability of student services has greatly decreased.	8%	33
The availability of students services has somewhat improved.	6%	23
The availability of students services has greatly improved.	4%	16
TOTAL		401

Q15 With which of these student services do you currently need assistance? Please check all that apply.

Answered: 401   Skipped: 69
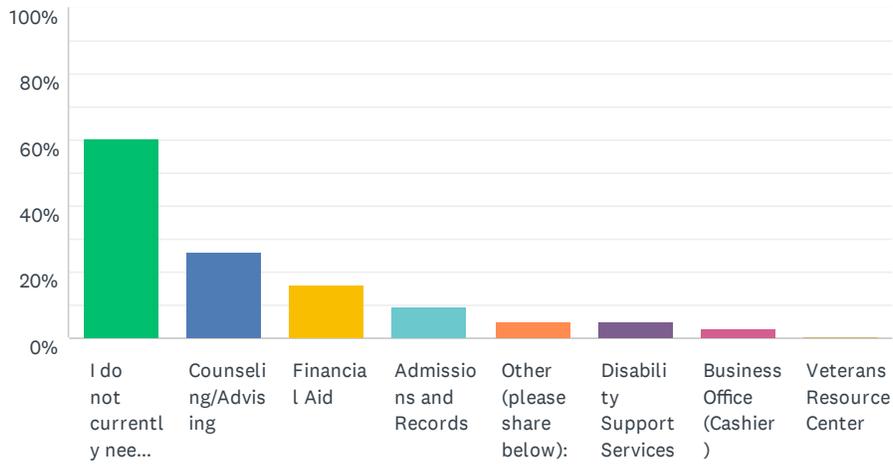
ANSWER CHOICES	RESPONSES	
I do not currently need assistance with any student services.	60%	242
Counseling/Advising	26%	104
Financial Aid	16%	65
Admissions and Records	10%	39
Other (please share below):	5%	21
Disability Support Services	5%	20
Business Office (Cashier)	3%	13
Veterans Resource Center	1%	3
Total Respondents: 401		

WNC Spring 2020 Transition to Online Instruction and Student Services Survey

#	OTHER (PLEASE SHARE BELOW):	DATE
1	Graduation	5/17/2020 11:53 PM
2	I have emailed my counselorer so I afraid on no financial aid this year	5/15/2020 11:27 PM
3	Graduation information	5/14/2020 4:00 PM
4	Commencement Information	5/14/2020 9:32 AM
5	I just want to pass my classes and forget about the second half of this semester.	5/14/2020 9:20 AM
6	I would have loved to have taken my proctored exams for my [class name] classes but have now been waiting for weeks with no end in sight as to when I will be able to take them.	5/12/2020 8:54 AM
7	Test taking online. I have a really hard time with not getting sick	5/11/2020 7:00 PM
8	Send the affidavit and transcripts to the board of [program]!!!!	5/11/2020 4:43 PM
9	Library service	5/11/2020 4:33 PM
10	I require a refund, and i was not provided what i payed for.	5/10/2020 8:21 PM
11	I am trying to finish my "To Do" list for financial aid by getting info from the irs and phone instruction is not helping (it is not the financial aid worker fault) I just rather deal with a real person instead of over the phone.	5/7/2020 9:18 PM
12	Is there a drop box for the books we rented ?	5/6/2020 4:40 PM
13	I certainly appreciated the call I received from the Disability counselor [name] as to how I was doing.	5/6/2020 12:05 PM
14	Honestly want my money back	5/6/2020 8:35 AM
15	Tutoring	5/5/2020 9:32 PM
16	Library: printing notes.	5/5/2020 7:21 PM
17	Where and how to pay for graduation supplies, tassels.	5/5/2020 6:57 PM
18	I'm over it	5/5/2020 6:44 PM
19	Library	5/5/2020 6:27 PM
20	NA	5/5/2020 6:25 PM
21	I failed every class and don't need anything more....I'm done	5/5/2020 6:09 PM

Q16 Do you lack access to any of the technology or physical resources you need to be successful in your online or remote learning classes, or that you need to access remote student services? Please select all that apply.

Answered: 397   Skipped: 73
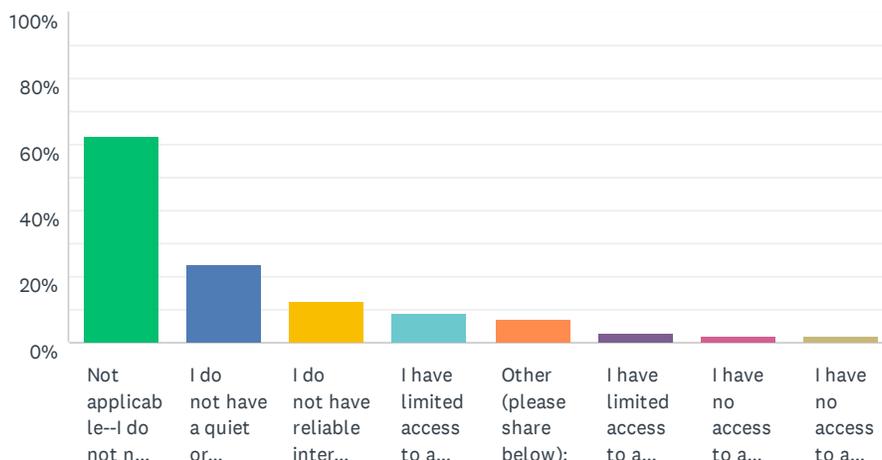
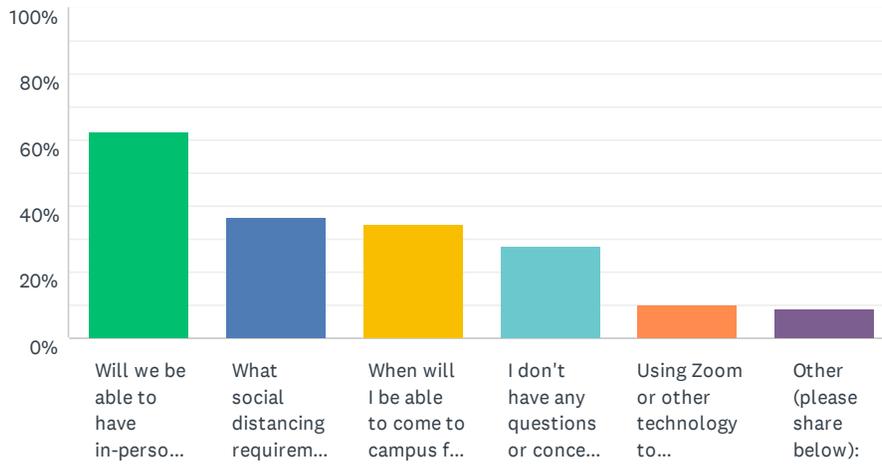| ANSWER CHOICES	RESPONSES	
Not applicable--I do not need any resources.*	62%	248
I do not have a quiet or consistent study space.	24%	94
I do not have reliable internet access.	12%	49
I have limited access to a computer.	9%	35
Other (please share below):	7%	28
I have limited access to a smartphone.	3%	12
I have no access to a computer.	2%	8
I have no access to a smartphone.	2%	8
Total Respondents: 397		

*NOTE: Respondents were allowed to check all that apply when responding to this question. 6 students selected "Not applicable--I do not need any resources." while also selecting one or more resources that they additionally needed. 242 students, or 61%, selected "Not applicable--I do not need any resources." *without* selecting any additional resources that they needed. This 61% figure has been reported in the Executive Summary of this report, while the above table reports all students who selected each option.

#	OTHER (PLEASE SHARE BELOW):	DATE
1	I have a functioning computer with internet access	5/17/2020 10:00 AM
2	My laptops hard drive is slowly dying and I haven't had the time to fix it yet	5/14/2020 11:06 PM
3	I need a printer for labs so I could complete them	5/14/2020 9:42 AM
4	Library services, printing, support	5/14/2020 9:36 AM
5	Have no tools to complete classes without paying	5/14/2020 9:34 AM
6	Printer, scanner, ink	5/13/2020 11:32 AM
7	I have no problems with access to technological equipment.	5/12/2020 10:05 PM
8	?	5/12/2020 9:00 PM
9	I need in-person class to learn much better.	5/12/2020 12:59 PM
10	Not anymore	5/11/2020 5:27 PM
11	My computer is fast but the browser is not reliable	5/11/2020 4:52 PM
12	I do not have a printer or scanner.	5/11/2020 4:49 PM
13	no welder	5/9/2020 2:03 PM
14	I have internet access but I'm in a "rural" area and only have one option. No compitition means poor service and high price	5/7/2020 7:51 AM
15	Yes, welding equipment and supplies!!!	5/6/2020 9:09 PM
16	I don't understand technology	5/6/2020 4:41 PM
17	I have access to all devices	5/6/2020 9:49 AM
18	The only way I can access the instruction is through canvas and the password is saved on my tablet but not saved on my computer for some reason so the only way I can access the instruction is there the app which constantly glitches and it's hard to stay focus when you deal with some thing like that.	5/6/2020 7:20 AM
19	I don't have a printer	5/5/2020 11:39 PM
20	I had limited access to a computer but received funding to get one.	5/5/2020 8:45 PM
21	90% were hands on so remote learning was a joke and a theft of my gi bill	5/5/2020 7:47 PM
22	I had to pay for and download Adobe software instead of using the computers at wnc to access them.	5/5/2020 7:24 PM
23	I need a scanner	5/5/2020 6:35 PM
24	Printer	5/5/2020 6:00 PM
25	I have no access to a computer capable of operating Solid Works not one that is equipped with a large screen and mouse i.e. lap tops could work, but are not ideal. (A large screen to see design details and buttons, and a mouse to properly manipulate icons and tools.)	5/5/2020 5:59 PM
26	Work hours can cut in to classes	5/5/2020 5:17 PM
27	I need tutors	5/5/2020 5:00 PM
28	No	5/5/2020 4:58 PM

Q17 What questions or concerns do you have about the upcoming Summer 2020 and Fall 2020 semesters? Please select all that apply.

Answered: 397   Skipped: 73

ANSWER CHOICES	RESPONSES	
Will we be able to have in-person classes again or will all instruction still be online?	63%	249
What social distancing requirements will be in place?	37%	145
When will I be able to come to campus for student services or academic resources?	34%	136
I don't have any questions or concerns at this time.	28%	112
Using Zoom or other technology to participate in class has been great--can I choose to continue using Zoom to participate in in-person classes instead of driving to campus?	10%	39
Other (please share below):	9%	36
Total Respondents: 397		

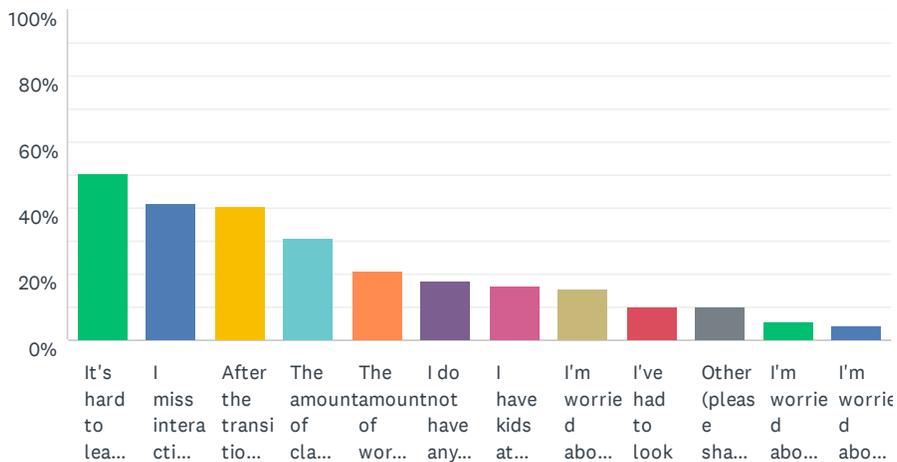# WNC Spring 2020 Transition to Online Instruction and Student Services Survey

#	OTHER (PLEASE SHARE BELOW):	DATE
1	I'm trying to get into [class name] and I dont think I would do well learning this online.	5/17/2020 7:44 PM
2	I no longer go to WNC	5/17/2020 8:51 AM
3	Financial aid if u did not pass classes	5/15/2020 11:28 PM
4	Will there be support provided for students should classes start online through Zoom or other services in the Summer/ Fall? I sort of know how to use Zoom, but I am not familiar with many services outside of Canvas(which I might add that I like using a lot due to the ease of use and help offered from WNC).	5/14/2020 9:56 AM
5	I graduate this spring -	5/14/2020 9:36 AM
6	Price per credit	5/14/2020 9:22 AM
7	How will my labs be affected if we do have them online. Will I still get the same credits I need?	5/13/2020 11:34 PM
8	If my classes that I need to graduate will be available. The [program] leader has not reposponded to my emails or calls	5/13/2020 10:26 AM
9	I need help getting a choice for my last class and what do I need to do the get my degree?	5/12/2020 4:01 PM
10	I will not be spending any more money with your school.	5/12/2020 8:55 AM
11	Will the costs be the same for online only vs in-person classes?	5/12/2020 7:08 AM
12	How do I return books that were rented from the college bookstore?	5/11/2020 10:26 PM
13	Zoom and online classes are awful and I will not remain enrolled in fall classes if it is going to be online.	5/11/2020 9:24 PM
14	Do I pay out of pocket money for my summer 2020 classes?	5/11/2020 5:33 PM
15	I prefer the online because as a single mother, resources are difficult for my children. Zoom and google meats have been extremely helpful through the semester	5/11/2020 4:56 PM
16	A lot of problems with online transition including teachers that just aren't tech savy have a hard time teaching online	5/11/2020 4:55 PM
17	How do I return school property that I was using?	5/11/2020 4:35 PM
18	Will the [class name] labs be open. It's really hard to learn how to [do hands-on work] with no hands-on training?	5/11/2020 4:34 PM
19	I will not be attending, i was robbed.	5/10/2020 8:21 PM
20	Open class ASAP and abandon all online platforms. Online school Ing is horrible. There is no way to get lab work done. The instructor just reads the text out loud and there is little instruction being preformed.	5/7/2020 7:04 PM
21	Graduation? Is there a future date for the Spring 2020 graduates?	5/7/2020 4:27 PM
22	When Can I make up my most lab time?	5/6/2020 9:09 PM
23	How are students need to take the Accuplacer suppose to do so? How are High School students to get their forms in for next semester?	5/6/2020 2:22 PM
24	I just want to know if we will be back to an in class instruction model by Fall 2020, I would prefer that I not have to take [class name] and [class name] online.	5/6/2020 1:49 PM
25	I'll take what comes.	5/6/2020 9:52 AM
26	I will not be continuing at WNC.	5/6/2020 9:26 AM
27	How do I finish my project?	5/6/2020 8:01 AM
28	How are when supose to turn in the books that we rented.	5/6/2020 7:20 AM
29	Will any fees be reimbursed for not using the labs the whole semester?	5/6/2020 3:23 AM
30	Graduating this semester. Would be nice if the campus could re-open in the safest way possible so students who need the in-person classes can take part in them.	5/5/2020 7:00 PM
31	Online classes are so much more convenient	5/5/2020 6:58 PM
32	I really need in-person as online is absolutely not the option for me. I wish to legitimately learn something and for that to happen for me I really need in-person classes though I completely understand the safety measures needed	5/5/2020 6:46 PM

33	Who cares? I won't be back!	5/5/2020 6:10 PM
34	I'd like to know if the lab for [program] students will be open for practice and will the library be open back for students as a resource for a place to study during summer and fall. These student resources that I think are very important that I wish could be available for students to be utilized again.	5/5/2020 5:52 PM
35	Will there be a graduation ceremony? What was the point in expediting the nursing graduates?	5/5/2020 5:21 PM
36	When will graduation be held?	5/5/2020 5:00 PM

Q18 What do you wish WNC faculty and staff understood about what you are currently going through? Please select all that apply.

Answered: 392   Skipped: 78

ANSWER CHOICES	RESPONSES	
It's hard to learn and do schoolwork from home.	50%	197
I miss interacting with my classmates.	41%	162
After the transition to online instruction, I've felt like I'm on my own in some classes.	40%	158
The amount of classwork I've had to do has increased.	31%	121
The amount of work/hours at my job has increased.	21%	83
I do not have anything I would like to share.	18%	71
I have kids at home and need to care for them/help with their schoolwork on top of my own.	17%	65
I'm worried about how I'm going to pay for school.	15%	60
I've had to look for a new job and don't have as much time to study as a result.	10%	40
Other (please share below):	10%	39
I'm worried about losing my housing.	6%	22
I'm worried about not having enough to eat.	5%	18
Total Respondents: 392		

WNC Spring 2020 Transition to Online Instruction and Student Services Survey

#	OTHER (PLEASE SHARE BELOW):	DATE
1	That having a place to do work that is quiet and helpful.	5/17/2020 4:52 PM
2	The level of stress within my day to to day life has increased greatly. I was giving a million more thing on my plate and life just got extremely stressful	5/15/2020 4:32 PM
3	For me, living in a remote location, being able to complete labs online has actually been easier and saved a lot of time and gas money	5/15/2020 9:55 AM
4	If classes are online due to covid 19 the classes should cost less. I did y sign up for an online class to be paying the amount to go to class. I shouldn't have to pay so much for something I didn't want to do at all. I get that teachers for online need to get paid too but they aren't traveling to the campus to hold a class like in class do. Online should be cheaper anyways but I do not want to be paying for online when I did not sign up for it. School is expensive and I pay all out of pocket so it's a struggle to even be able to go for me.	5/14/2020 11:47 AM
5	I wish there were more Zoom classes and online lectures. Learning without instruction is very difficult and time intensive. Without these resources it is left up to the student to do all the learning on his or her own. This is difficult at best for those of us who have a quiet place to study but nearly impossible for students who have children, work, and other distractions at home.	5/14/2020 10:51 AM
6	because of so much schoolwork, i needed to cut back a lot on work hours in my job	5/14/2020 9:42 AM
7	The biggest problem I faced was that it was business as usual just without a classroom environment. I missed countless quizzes and assignments because each class had a different structure on canvas. This caused way to much noise and confusion on Canvas for the five classes I was enrolled in. Most instructors understood this and allowed me to turn in late assignments. However, other classes locked out tests and assignments. Most times I would miss tests by a matter of minutes, something that never happened when I was in a classroom setting, even if the tests were online as part of the class. I understand that in order to change an entire curriculum to fit an online format within the time given was unobtainable.	5/14/2020 9:33 AM
8	Most of my teachers understood that we liked interacting with each other as students, but there wasn't much they could do about it either. We did have some to interact in some of my classes online, and even those few minutes were great for all of us.	5/13/2020 11:39 PM
9	because school closed my work scheduled has increased limiting the amount of available to do school work. the online portion of the semester required i get up at 6 for work and after work, working 6-8 hours usually ending around 12pm 1am in the morning	5/13/2020 11:02 AM
10	Being at home in an environment where you relax is not an easy transition to do schoolwork. As a student, I'd complete my assignments at W.N.C. or at my institution where I would be able to concentrate. Being at school, makes you work and accomplish your assignments, being at home in a nonwork environment full of distractions isn't an ideal place for many students like myself that would prefer being in a working environment.	5/12/2020 9:14 PM
11	I want hands on learning with other people not Thur a video screen	5/12/2020 9:03 PM
12	My frustration about my classes being completely shut down due to the nature of the course. And no alternative being readily made avaliable or apperant.	5/12/2020 1:14 PM
13	You cannot prepare and study for months for a difficult certification exam and then have it pushed back for months without a backup plan. Two thumbs down for WNC!	5/12/2020 8:59 AM
14	The amount of distractions that are at home.	5/11/2020 10:32 PM
15	I'm worried about the tests since my eye problems. I try turning down the brightness and been using my eye patch. I can't even make it threw 10 questions online with out starting to feel sick. I'm having a hard time with these 20 survey questions	5/11/2020 7:11 PM
16	Financial hardships is all.	5/11/2020 4:58 PM
17	I signed up for this [class name] class for in person instruction. I can take internet classes anytime which are more in depth and better organized. Our instuctor had little time to adjust to an online format.	5/11/2020 4:50 PM
18	Establishing camaraderie and rapport with your instructor is imperative in any subject you're impassioned about and the COVID-19 parameters that WNC instituted have vitiated that.	5/7/2020 10:00 PM
19	I miss the weekly [class name] instruction and practice sessions.	5/7/2020 9:10 PM
20	Online classes negatively impacting my grades	5/7/2020 1:19 PM
21	The reason that I need in class classes is that I have some disability issues that make it hard to focus when I am not in the class room.	5/7/2020 11:33 AM

22	The price to audit classes should be reduced if the class is not full. Costs for retired folks to maintain connections and avoid isolation shouldn't be that high.	5/7/2020 7:57 AM
23	I need to have lectures and contact with the instructor	5/6/2020 11:36 AM
24	Online classes have been convenient in terms of time. More time to do other things other than getting dressed and driving, I am a semi-retired artist, writer, and p/t instructor. My home schedule is pretty active.	5/6/2020 9:58 AM
25	Need to paint my truck, preferably soon. Though I do understand this is all new territory.	5/6/2020 8:08 AM
26	Even though I am spending more time at home, it doesn't mean I have more time for schoolwork.	5/6/2020 7:12 AM
27	How does one certify [class name] online. You got paid and i didn't get the education	5/5/2020 7:49 PM
28	We are all struggling with the online transition, but we are all in the same boat. No one knew this would/could happen; with that the RIGHT thing to do is to hold students accountable for their grades. If the work is not done on time, not done correctly or done in a mediocre fashion then instructors should be able to reflect grading as such. It is frustrating for other students who have continued to show up and do all the work that was asked of them to do!	5/5/2020 7:13 PM
29	I prefer in class than online!	5/5/2020 6:27 PM
30	I can always buy a book and learn on my own, but that is not what I payed for. And if a class is designed to be presented in person, than it is near impossible to effectively transition it to online, no matter the efforts given by the instructor to contact or guide us; I relied on the in person demonstrations and discussions!	5/5/2020 6:06 PM
31	I witness other aspects listed in fellow students lives through this.	5/5/2020 6:03 PM
32	Increased classwork can't really describe the amount of material I was assigned. One of the students I know had to quit a job because of the increased workload. I do realize this was because the special circumstances of the [program] though.	5/5/2020 5:37 PM
33	I have had online classes before and I've always gone to the library to do them which made it easy having a quiet place with a reliable computer. Switching made finding a place and having a good system difficult. The classes that I enrolled for in person where because I needed to be in a class and it's negatively effected my grade in the in person classes that switched.	5/5/2020 5:33 PM
34	Like I have mentioned previously I have a handful of medical issues that get in the way of my school performance and when I am not on a regular schedule and going through stressful and more than challenging periods those issues tend to escalate making it more difficult and nearly impossible to complete much of anything on a day to day basis.	5/5/2020 5:24 PM
35	I'm worried that classes will transition to mostly online classes, which for people like myself it is quite concerning, because I do not learn well from rigid onine classes	5/5/2020 5:14 PM
36	The lack of sunlight, though partially my own fault, hit me like a brick.	5/5/2020 5:12 PM
37	I'm worried about my mental health and staying home all the time	5/5/2020 5:09 PM
38	I'm extremely upset with not having a graduation. I worked very hard to finish [degree] and am really upset to not have that experience.	5/5/2020 5:02 PM
39	It was perfect and I felt I had access to all resources I needed!	5/5/2020 4:58 PM

Q19 Please share any other comments you may have about how WNC can best support your continued success as a student.

Answered: 154   Skipped: 316

WNC Spring 2020 Transition to Online Instruction and Student Services Survey

#	RESPONSES	DATE
1	N/A	5/17/2020 7:45 PM
2	I am just taking a single class that I have repeated for many years. My needs would be much less than a student who is younger and working toward a degree.	5/17/2020 10:03 AM
3	Call me [phone number]	5/15/2020 11:30 PM
4	No comments.	5/15/2020 8:57 PM
5	Na	5/15/2020 4:22 PM
6	I'm really discouraged to go back to school in the fall if everything is still online, I had to withdraw from a class because how hard I was struggling and I lost that money and hopefully I can still be on track to graduate next spring..	5/15/2020 2:09 PM
7	Have class back at school	5/15/2020 12:21 PM
8	Please don't make me do online classes	5/15/2020 10:32 AM
9	I'm honestly just grateful that all the staff and faculty responded so quickly to the matter at hand and merged all their classes online.	5/15/2020 8:51 AM
10	I don't have any problems yet. All my classes were online before hand and I knew the expectations going in before. Will all the summer classes be online?	5/15/2020 5:13 AM
11	It's pretty good as it is	5/14/2020 11:08 PM
12	Having Zoom courses has been great, if possible the option to tie in to in-person classes through video would be helpful in the fall	5/14/2020 7:54 PM
13	Let me conclude by saying I think WNC is a fantastic college with amazing instructors. I have no complaints or concerns with the quality of instructors or staff members. I would actually like to say that I'm grateful for the quality of the staff and instructors on campus, and this is what I miss most. The WNC experience is top notch and I truly think we have a special school.	5/14/2020 5:25 PM
14	It was good, the teacher responded to all questions quickly	5/14/2020 3:55 PM
15	N/A, I just hope we can integrate into the classroom again; that is truly the only way I am able to learn, and learn well.	5/14/2020 3:02 PM
16	no more comments	5/14/2020 2:36 PM
17	none	5/14/2020 12:49 PM
18	If classes are online due to covid 19 the classes should cost less. I did y sign up for an online class to be paying the amount to go to class. I shouldn't have to pay so much for something I didn't want to do at all. I get that teachers for online need to get paid too but they aren't traveling to the campus to hold a class like in class do. Online should be cheaper anyways but I do not want to be paying for online when I did not sign up for it. School is expensive and I pay all out of pocket so it's a struggle to even be able to go for me.	5/14/2020 11:47 AM
19	Keep us updated, seems like TMCC and UNR are much faster on keeping their students up to date!	5/14/2020 11:42 AM
20	Continue during us and listening, communication has been great so far!	5/14/2020 10:58 AM
21	None	5/14/2020 10:54 AM
22	I'm graduating so this does not apply to me.	5/14/2020 10:51 AM
23	N/A	5/14/2020 10:42 AM
24	None at this time.	5/14/2020 10:41 AM
25	I would just like to be back in the class room for lectures and lab. [Program] is very heavy with hands on and we were not able to do that this semester	5/14/2020 10:35 AM
26	I wanted to express that as difficult as it as been for me in general with Depression and Anxiety with transitioning to online, I do understand that it is also very difficult for my professors and WNC staff as well. I know that sympathy is probably not often expresses towards staff from students, more like frustration or anger... as a student I have found that given the situation and despite my own frustrations, overall the school has handled things well and I appreciate the support of all the staff working hard to make things work for everyone. For me, having student support services available regularly to access in the coming two semesters will be very beneficial in my success and graduation from Western Nevada College in the Fall. *not related,	5/14/2020 10:15 AM

but I hope anyone reading this is getting through okay. May your family, friends, coworkers, and you as well have the best fortune and health through this crisis. <3 #spreadthelove

27	N/A	5/14/2020 10:08 AM
28	Fortunately I've completed my program this semester but for other [program] students my same concerns may be the same as theirs.	5/14/2020 10:08 AM
29	I believe WNC did the best they could with the urgency it needed to be done in.	5/14/2020 9:57 AM
30	I think everyone was ver overwhelmed this semester and the amount of work we had to do got the best of us. So many students including myself missed the date to apply for scholarships.	5/14/2020 9:52 AM
31	For the future I want to say how are the classes going to be?	5/14/2020 9:46 AM
32	NA	5/14/2020 9:43 AM
33	None	5/14/2020 9:42 AM
34	Thank you	5/14/2020 9:38 AM
35	Be more available	5/14/2020 9:36 AM
36	I would like to go back to the campus if it is all safe. I do not like online classes they did not help at all.	5/14/2020 9:35 AM
37	I will continue as a student only if classes are back on campus. I am finished (hopefully) for at least a year or two upon completion of my [degree] this semester.	5/14/2020 9:33 AM
38	Make sure that instructors have good internet.	5/14/2020 9:32 AM
39	None	5/14/2020 9:31 AM
40	It was a smooth transition to online. Great work! We did have labs/practicals with a smaller class size which was nice.	5/14/2020 9:27 AM
41	No comment	5/14/2020 9:26 AM
42	None	5/14/2020 9:25 AM
43	I think it's been great. I have all the supplies I need, so I am set, but if I didn't have the things or support I have, it could be a lot harder.	5/13/2020 11:39 PM
44	I don't have any other comments at the moment	5/13/2020 5:04 PM
45	Re-open the campus and allow for in person classes	5/13/2020 11:02 AM
46	Na	5/13/2020 10:27 AM
47	No coments	5/12/2020 10:09 PM
48	As a student, I understand that this is a college, but if the transition is going to stay final. changes will need to be made with the difficulty of the assignments. I say this because when you are in a classroom, your mind is working by either taking notes, listening, or observing what is expected of you. By continuing to have the same difficulty in the assignments would result in less participation from the students. Also reducing the assignments assigned would help too, some students have jobs and other events that are a priority to them, and adding more assignments causes more stress for the students when being in an online course. students that prefer being in a classroom, the expectations are completely different from online.	5/12/2020 9:14 PM
49	Go back to in person classes if some people want online great but it should not Be forced	5/12/2020 9:03 PM
50	This last class was by far the hardest ever. Both content and being on line.	5/12/2020 4:05 PM
51	N/A	5/12/2020 4:05 PM
52	You guys are awesome and way better than Carson High where my son goes to school. Their transition has been a tragic clusterfuck and very disappointing.	5/12/2020 12:13 PM
53	I think WNC is doing all they can do to help students succeed as a student.	5/12/2020 11:19 AM
54	N/A	5/12/2020 11:06 AM
55	I love the way WNC transitioned to online learning, but I would like to have in person classes back.	5/12/2020 10:28 AM
56	You have failed completely and I will not be back to this College.	5/12/2020 8:59 AM
57	N/A	5/12/2020 8:12 AM
58	Everyone has had to adapt in this, no hard feelings.	5/12/2020 7:41 AM

59	Need better interaction when online enrolled. Computer not possible without in touch lab work. Tutoring no. Existent very disappointed	5/12/2020 7:12 AM
60	some of us don't have a good place to do work are home.	5/11/2020 9:25 PM
61	If WNC can possibly send any links to scholarships that would be very helpful.	5/11/2020 7:28 PM
62	Keep holding zoom meetings and classes.	5/11/2020 6:54 PM
63	I am disappointed there will be no graduation ceremony.	5/11/2020 6:51 PM
64	It's just been a struggle trying to home school my 2 kids, work full time, and stressing over child care. I tried my best this semester and I will continue keep trying and working hard.	5/11/2020 6:41 PM
65	None	5/11/2020 6:13 PM
66	I have no comments	5/11/2020 5:53 PM
67	N/A	5/11/2020 5:38 PM
68	I'm not sure what.	5/11/2020 5:35 PM
69	I appreciate all you have been doing and all the support you have given us. The overall communication (WNC, canvas, etc.) has been extremely helpful and I think that is a key to our success.	5/11/2020 5:34 PM
70	N/A	5/11/2020 5:32 PM
71	It can be harder for some than others. I hope more professors will understand this.	5/11/2020 5:24 PM
72	Continued online courses	5/11/2020 4:58 PM
73	No other comments	5/11/2020 4:56 PM
74	Wnc is a good school but hard to do online during this time	5/11/2020 4:56 PM
75	N/a	5/11/2020 4:56 PM
76	Make study guides for [subject] test so we know what's most important to study and will be prepare when taking test and not be shocked or surprises by a question we didn't spend too much time talking about or going over. STUDY GUIDE please would help out a lot for everyone !!	5/11/2020 4:54 PM
77	I don't know.	5/11/2020 4:54 PM
78	I will reapply for my remaining credits in hopes of in-person classes	5/11/2020 4:52 PM
79	N/a	5/11/2020 4:46 PM
80	I do not know.	5/11/2020 4:46 PM
81	None they are very supportive	5/11/2020 4:36 PM
82	No comment	5/11/2020 4:35 PM
83	If you want to have me continue being a student, refund the money you stole.	5/10/2020 8:24 PM
84	none	5/9/2020 2:04 PM
85	I want to continue my classes without any worrys	5/9/2020 7:38 AM
86	I think more zoom meetings would be good, and maybe having scheduled time for using some of the facilities may be helpful. Putting up plexiglass between terminals in the library, or something.	5/8/2020 8:22 AM
87	Liberate the campus from draconian COVID-19 parameters, mandate that every student don a military gas mask, encapsulated hazmat suits, and maintain a distance of 23-27 feet from each other at all times or face penal and civil repercussions.	5/7/2020 10:00 PM
88	I hope we will soon be able to return to the [class name] lab to continue "hand-on" practice. Please consider my request. Thanks.	5/7/2020 9:10 PM
89	I need my VR people	5/7/2020 6:23 PM
90	With some of the teachers not being Tech savvy it has taken extra time to even get the assignments loaded so that we can do anything with them. one class I am still not sure what I am supposed to be doing since I could not get a replacement syllabus. The assignments do not have any information about them besides the due date. They have often been pushed back due to issues with them.	5/7/2020 11:33 AM

91	Go back to low cost fees only for class auditing. AND, all classes should be offered with the PASS/FAIL option. Counselors should be able to advise if this is a prudent option or not depending on the goals of the student.	5/7/2020 7:57 AM
92	None	5/7/2020 6:23 AM
93	Reopen the [class name] lab please!	5/6/2020 9:10 PM
94	stop using zoom because it is been banned in multiple countries. go to google hangouts or google classroom	5/6/2020 7:48 PM
95	N/A	5/6/2020 5:42 PM
96	ensure that the weekly workload per class does not exceed the what would be expected from a classroom format. I feel like the amount of time I spend on material that would normally be in class is increased. leaving less time for studying the lecture material.	5/6/2020 1:52 PM
97	I would just like to say thank you as this process has been really smooth.	5/6/2020 1:11 PM
98	Na	5/6/2020 1:05 PM
99	My concern is for the safety and wellbeing of those who have been affected by the current state of affairs.	5/6/2020 12:10 PM
100	I'm okay for now.	5/6/2020 11:49 AM
101	N/A	5/6/2020 11:15 AM
102	NO Comment	5/6/2020 11:05 AM
103	I have nothing else to say.	5/6/2020 10:21 AM
104	I'm worried about the families that can't afford internet or a computer for school.	5/6/2020 10:17 AM
105	I wish we could have been givin the option to take the grade we had before the transition as the grade for the class or continue to attend the class online.	5/6/2020 9:58 AM
106	Open campus.	5/6/2020 9:28 AM
107	I have no comments other than I know there are a lot of students who are now failing their classes who were great students before the transition. It would be unfair to fail those students during this horrible time. It is very difficult to balance home, a job, and online classes at the same time. Please be understanding. Thank you for your guys time and are much appreciated.	5/6/2020 8:42 AM
108	Just glad i switched to audit when i saw the news	5/6/2020 8:38 AM
109	I just need to be able to interact with other students.	5/6/2020 8:21 AM
110	Just keep me in loop and let us back in to [complete hands-on] projects. Limited people and masks,gloves and separation!	5/6/2020 8:08 AM
111	Thank you for all that you are doing for the campus and students	5/6/2020 8:00 AM
112	I love this instructor but I just am pissed that the last to classes that I get to take at WNC where experienced like this. I dont want to go to UNR like this. I still havent been able to talk to an UNR counselor and it's just give me a ton of anxiety. I do want to thank WNC for everything they have done for me.	5/6/2020 7:25 AM
113	Someone should be available to schedule appointments for academic advisors.	5/6/2020 7:12 AM
114	I hope we can all get through this, together.	5/6/2020 12:03 AM
115	Thank you for all you are doing to help us continue our classes.	5/5/2020 9:34 PM
116	Let us know with frequent updates what the plan is for reopening the campus before we enroll in classes	5/5/2020 8:14 PM
117	[Hands-on] classes need to be refunded or rescheduled	5/5/2020 7:49 PM
118	my drive toward endeavoring to learn [subject] has been nothing short of spectacular; WNC has been great in their guidance toward this discipline; I hope they may continue this pattern in the fall semester!	5/5/2020 7:48 PM
119	I think this school is doing a great job	5/5/2020 7:23 PM
120	No comments	5/5/2020 6:52 PM
121	I really don't know its what the school and teachers have done is amazing it's just not the style for me.	5/5/2020 6:48 PM

122	Let students switch to audit at anytime of the semester	5/5/2020 6:47 PM
123	I think I am ok.	5/5/2020 6:44 PM
124	I don't know.	5/5/2020 6:36 PM
125	How do I return rented textbooks to campus?	5/5/2020 6:29 PM
126	NA	5/5/2020 6:27 PM
127	Teachers are great to support needs	5/5/2020 6:22 PM
128	Too late....I failed.	5/5/2020 6:12 PM
129	We should be able to retake the semester at no charge when this is done cause i didnt sign up to do online [class name] courses i dont have a computer and it wouldnt work with my smart phone and i emailed my instructor and he never got back to me	5/5/2020 6:05 PM
130	Try and prevent us from being online again by fall as much as possible.	5/5/2020 6:03 PM
131	I just want the library and the skills lab to be open if students need to make appointments in order to control and minimize the number of students in the lab and library then be it. These are just resources that I think are very important for me and have helped me before become successful in my class. I hope you'll consider.	5/5/2020 6:03 PM
132	Test your online courses before shoving them out the door. Some of my assignments made absolutely no sense. Some instructors transitioned better than others, some instructors need to be trained on how to do online learning. I was also charged 700 extra dollars this semester for ATI an additional online learning platform, which almost feels like gouging your students for money. This may come off a little rough but I am happy with the education I received from the staff as a whole.	5/5/2020 5:37 PM
133	N/A	5/5/2020 5:34 PM
134	Answer the phone calls or emails we send you. I haven't heard anything back from any student center	5/5/2020 5:28 PM
135	I hope after this you can expand on your online class options to even more subjects.	5/5/2020 5:24 PM
136	I just hope everything is smoothed out and works out best for everyone involved.	5/5/2020 5:24 PM
137	N/A	5/5/2020 5:23 PM
138	I do not like online Im not learning as much as i do in class	5/5/2020 5:20 PM
139	N/A. I graduate this semester.	5/5/2020 5:20 PM
140	Thank you for all the effort all the staff has put in to helping us at this time.	5/5/2020 5:18 PM
141	Idk	5/5/2020 5:16 PM
142	N/A	5/5/2020 5:15 PM
143	N/A at the moment	5/5/2020 5:12 PM
144	N/A	5/5/2020 5:10 PM
145	WNC can best support my continued success as a student by helping me when I have something I struggle with.	5/5/2020 5:10 PM
146	Have a much higher standard for tenure for your [subject] instructors (only classes I've taken). Actually pay attention to student reviews of classes. Check to see if [instructor name] is actually qualified to teach [class name]. I highly doubt [instructor name] grasps the material. I've already spoken to the head of [division] but it sounds like there's little chance you can actually do this. This is not the complaint of a disingenuous student. I'm committed to learning and have received A's in every class taken at WNC. I won't be taking any more classes at WNC.	5/5/2020 5:09 PM
147	N/a	5/5/2020 5:08 PM
148	Keep in mind that there is a lot more going on than school work in the world right now.	5/5/2020 5:08 PM
149	I understand that they have to zoom for our exams but it really stress me out. I have horrible test anxiety and being home or even seeing others on zoom is a big distraction and I'm super worried to talk to my family members in fear of failing and my scores have been dropping and I'm now in jeopardy of failing the [program name]. All my hard work could end next week during files the pressure is a lot.	5/5/2020 5:06 PM
150	It's been tough, but it's been tough for everyone and I think the school handled it well	5/5/2020 5:05 PM
151	Hope it goes back to normal soon	5/5/2020 5:02 PM

152	N/A	5/5/2020 5:01 PM
153	[Instructor name] rules! She is amazing and super supportive!	5/5/2020 4:58 PM
154	NA	5/5/2020 4:56 PM