

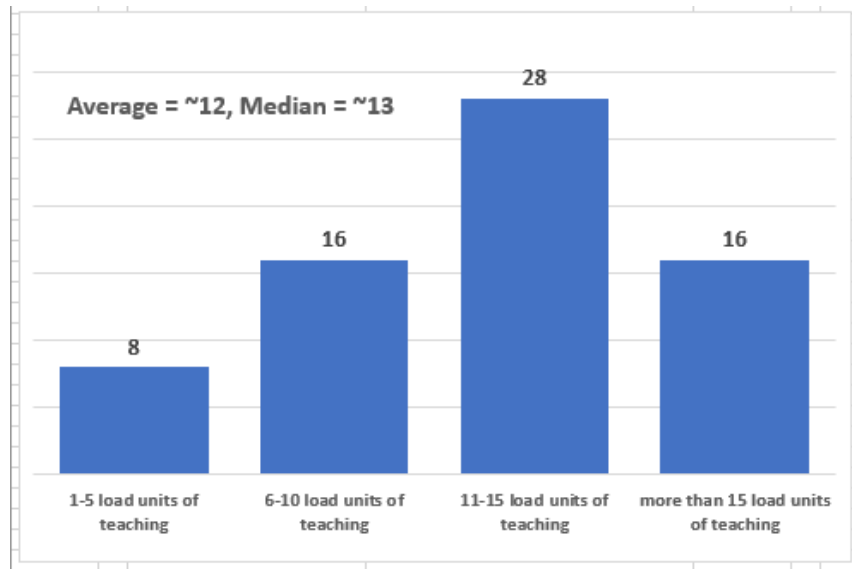
Attached below are the results of the recent Remote Education Faculty Survey  
The survey was open June 1<sup>st</sup> and closed on June 7<sup>th</sup>.

All individual comments were reviewed by the Faculty Senate and Instructional Administration.

Summaries of comments are provided below.

### Remote Education Survey Summary Results (Spring Term 2020, n = 68 for most items)

**Question 1:** Please indicate how much teaching load you are carrying this term, Spring 2020.



**Question 2:** What worked well this term and what insights have you gained from the transition to remote instruction?

With a few negative exceptions, repeated sentiments seem to be:

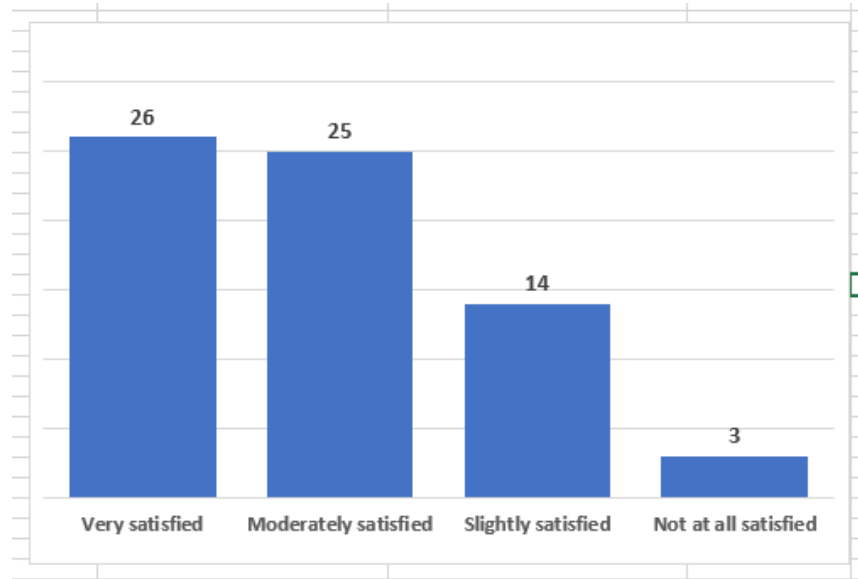
- Zoom worked at **least** pretty well, if not stellarly.
- Many folks learned about their teaching (and how to make it better) from what happened this term.
- BB is pretty much a disaster at best (we knew this already)
- Within-departmental support was great in most cases. Materials were shared freely.
- Students, by and large, seemed to have a positive experience.
- ELearning is irreplaceable.

**Question 3:** What has been the most challenging aspect of the transition to remote instruction for you?

By and large, the challenges were (in decreasing order):

- Time needed to get things done (more than half expressed this)
- Extra workload
  - Often paired with “no compensation for extra workload”
- Loss of F2F time with students
- No real administrative check-ins (exception, of course, being eLearnnig)
- Guess what? BlackBoard still sucks (again, we already knew that)

**Question 4:** How would you rate the institution in communicating clear expectations and information to transition to remote instruction this term?



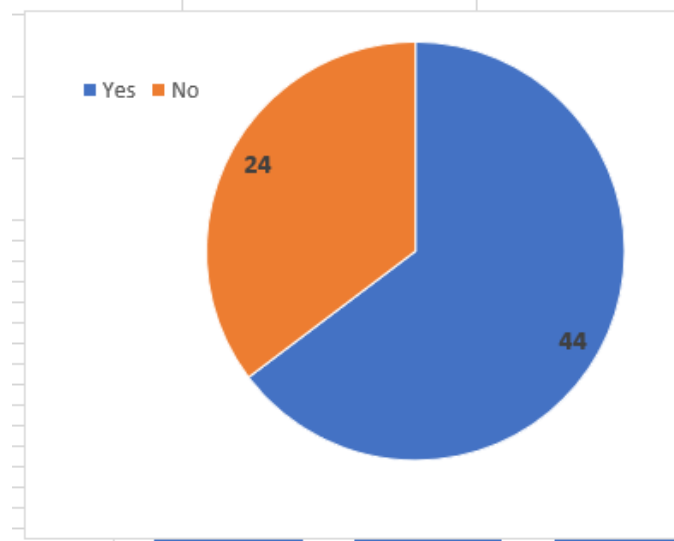
**Question 5:** Elaborate on your rating by explaining a specific instance where communication was well done or share an area where communication could have been better.

- **Very satisfied:** good admin response, good department response, and very appreciative of resources shared. Very little negative.
- **Moderately satisfied:** almost identical to “very satisfied”, but a couple mentions of the overwhelming amount of info coming at folks at the beginning and the confusion of what is “online” versus “remote”)
- **Slightly satisfied:** many more negative comments here with respect to admin, communications, expectations and workload
- **Not at all satisfied:** pretty fiery stuff

**Question 6:** Provide an example of how COCC helped you with access/help to technology and/or provide an example of an obstacle you encountered accessing or using technology this term.

- **Summary of Helps:** eLearning – in particular, Yasuko and Kristine – were the rocks upon which we built this term. At least  $\frac{4}{5}$  of respondents praised them.
- **Summary of Hindrances:** It sure seems that many people had tech/access/connectivity issues at their home offices. And there seems to be, again, a universal distance for blackboard – LMS review team, you reading this?

**Question 7:** Were you able to create a physical environment that helped you succeed in remote instruction this term, and did you receive adequate help for creating that environment? For example, were you able to get help with access to the internet, a computer, an ergonomic desk, chair, printer, and office supplies?

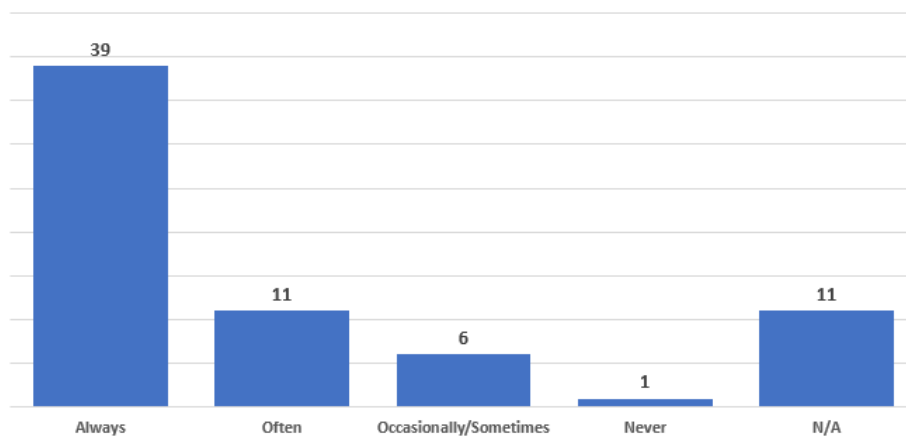


**Question 8 (follow-up from Question 7):** If your answer to the previous question was “No” please explain.

Concerns were pretty much evenly distributed among:

- Lack of communication from COCC WRT how to set up workspace
  - Borrowing equipment
  - Offsetting costs
- Poor access to internet working remotely
- Inability to create a “work environment” at home

**Question 9:** How often were your questions, comments, or requests for help met with assistance and an attempt at a timely resolution?



**Question 10 (follow-up from Question 9):** Elaborate your answer to the last question.

- **Always:** without fail, eLearning again shines
- **Often:** more eLearning praise, and a couple of notes about lack of communication
- **Occasionally or Sometimes:** very few here, but complaints about inaction/lack of communication

**Question 11:** Considering the likelihood of remote instruction for Fall 2020, what could COCC do to better support your efforts to provide excellence in your remote/online instruction?

- There's about a 2:1 ratio of those who felt under supported with respect to remote teaching to those who felt supported enough.
- A few responses mentioned that remote teaching is crossing the line into online teaching and should, therefore, be paid as such.