San Jose City College

Fall 2021 Student Preferences Survey

Office of Institutional Effectiveness and Student Success

Key Findings

Response Rate / Survey Respondents

- The overall District-wide response rate was 23% with 3,150 responses from 13,699 students.
- SJCC survey respondents (n=1,349) represent 16.8% of SJCC's Fall 2021 census enrollment (8,012). which is roughly the equivalent of 1 out of every 6 students.
- It is possible that traditionally-aged students (18-24 years), males, and part-time students are slightly underrepresented.
- The survey did not contain questions about the ongoing pandemic and how it may impact preferences.

Instruction

- Roughly 30% of respondents were not able to enroll in an in-person/hybrid course. (See Q3)
- It is possible that male and African American students may have a higher demand for in-person courses than their female and non-African American counterparts. (see Q3a, Q3b)
- Of those unable to get an in-person/hybrid course (n=402), the most needed in-person courses were: Social Sciences (14%), English 1A/B/C (14%), Math-other than 63/63X (12%), Chemistry Lectures (12%), Art and Media (10%), Business and Accounting (10%). (See Q4)
- Planning for Spring 2022/Fall 2022, Athletics, Cosmetology, Arts and Media, Chemistry/Construction/ Engineering lectures, Work Experience, have the highest preference for in-person. (See Q8)
- While online formats are preferred over in-person/hybrid (80.7% and 78.6% "Somewhat or Very Likely" to enroll in asynchronous and synchronous courses respectively), there remains a proportion of students who prefer in-person instruction (21.5% and 19.4% being "Somewhat and Very Unlikely" to enroll in synchronous and asynchronous methods respectively. (See Q7)

Services

- Roughly 14% of respondents reported wanting an in-person service they could not access. (See Q5)
- As with instruction, it is possible that male and African American students have higher demand for in-person services than their female and non-African American counterparts. (See Q5a, Q5b)
- The most needed in-person services with unmet need were, Academic Counseling (47%) Financial Aid (31%), Admissions and Records (21%), Library for study space (20%), Tutoring Center/Learning Resources Center (19%), Bookstore (16%), Computer Lab (15%), EOPS/CARE (13%), Library for text books/research and on-site resources (12%), Career/Transfer Center (11%). (See Q6)
- Services with the most in-person demand for Spring 2022/Fall 2022 are: Library for study space (45.6%), Food Pantry (38.1%), Library for text books, research and other resources (33.9%), Computer Lab (33.8%), Bookstore (31.0%), Laptop loaner program (28.3%), Access to Librarians (27.4%), Student Health (27.4%), SAS (26.2%), and Tutoring/Learning Resources (25.4%). (See Q9)
- While students generally preferred taking online courses, they were more flexible about services. Other than inherently in-person services (e.g. library for study space, Jag Market), students were flexible accessing student services in either in person or online.

Introduction

Survey Purpose and Design: The purpose of the Student Preferences Survey is to understand student preferences for instruction and services by delivery method (in-person, hybrid, synchronous, and asynchronous) with an emphasis on measuring unmet need for in-person courses/services. The survey did not include any pandemic-related questions. The survey was initially drafted by IESS using similar surveys from other California Community Colleges. College Research, Planning and Institutional Effectiveness Offices reviewed and co-edited the survey draft. Finally, Vice Presidents of Academic and Student Affairs reviewed the survey and co-created the lists of specific courses/services.

Data Collection and Incentives Strategy: The survey was launched on November 3, 2021 to all students enrolled at Fall census. After the initial invitation, four reminders were sent. Students were offered three types of incentives; 1) a chance to win one of five $50 Amazon gift cards 2) a chance to win an additional $50 gift card if the responses were received by a specific date/time in the middle of the collection window and 3) a chance to win an additional $75 gift card if responses were received by a specific date near the end of the collection window. Students self-reporting to be 17 years or younger were skipped to the end of the survey.

Response Rate: It is not possible to generate a response rate per campus since the initial file did not include students primary campus. _The District-wide response rate was 23%._ There were 3,150 usable responses sent to 13,699 students. The SJCC survey respondents (n=1,349) _represent 16.8% of SJCC's Fall 2021 census_ of 8012* students. (Source: SJECCD Fast Facts Fall 2021*) That's roughly the equivalent of 1 in 6 students responding to the survey.

Response Bias and Generalization: To determine how representative respondents are to the SJCC student population, basic demographics were compared to the Fall 2021 student population. Survey respondents had a similar race/ethnicity profile as the overall student population with the largest groups self-identifying as Latinx (43.5% survey versus 44.9%* census) and Asian (27.7% survey versus 27.1% census*). (Source: Fall 2021 Fast Facts*) SJCC respondents were less likely to be 18-24 years old than the census population in Fall 2021 (43.3% survey versus 50.1% overall**). (Source: CROA Data Warehouse**) SJCC respondents were more likely to be female than the overall student population (67.8% survey versus 59.6%*). SJCC respondents are slightly more likely to be taking 12+ units than the general population (34.7% versus 30.8%**). Traditional-aged students (18-24), males, and part-time students are potentially slightly underrepresented in the survey responses.

This survey did not contain any pandemic-related questions. It is not possible, from this data, to ascertain the reasons behind student preferences. Higher demand for online courses (and to a lesser degree services) may or may not be related to Covid safety concerns. Student schedules, learning styles, child-care or any number of motivations many inform preference for one format over another.

While the high response rate and similarity to the overall population may imply that the empirical findings hold for the overall SJCC student population, these findings should be viewed with an understanding of the limitations of survey research. Students preferring in-person courses and services are potentially less likely to respond to a web-based survey therefore the survey could be an undercount of in-person preferences due to the modality of the survey. A further limitation of the research is the potential under representation of students needing in-person courses/services due to the fact that students needing this modality have already dropped out when courses were moved to mostly online formats and students were therefore not enrolled in Fall 2021 to be surveyed. Since Fall 2019, there has been a 12.7% decrease in enrollment (Fall 2019 n=9,177 compared to Fall 2021 n=8,012).

Fall 2021

Q1 was a "choose all that apply" question. The percentage represents the number of respondents who chose that option over the total number of respondents, so percentages will add to over 100%. 54.5% of students chose "In-person" as one of their preferred course types prior to the pandemic. The second most preferred course type was "Online class without real time meetings" or asynchronous, 33.0%. Given the larger proportion of students preferring an online format prior to the pandemic (53.6% for both synchronous and asynchronous) and the limited number of on-line options prior to the pandemic, this may indicate unmet need for on-line course options prior to the pandemic

Q1. Before the Covid-19 pandemic, I preferred: (please select all that apply)

1284 Responses

Field	Choice Count	
In person (face to face)	54.5%	700
Partially Online/Hybrid - courses that include both online and in person meetings	26.9%	346
Live Online- Meet with instructor online during scheduled times via Zoom/Canvas	20.6%	264
Online-Class is conducted online through Canvas without real time/live meetings.	33.0%	424
Total		1284

Q2 was also a "select all that apply" question, thus the percentages add to over 100%. A little more than half (52.2%) of respondents reported taking a "Live Online" or synchronous course in Fall 2021. Additionally, a little more than half (51.9%) reported taking an "On-Line" course or asynchronous. 11.2% and 19.4% reported taking "In-person" and/or "Hybrid" courses respectively.

Q2. What type of courses are you taking this semester, Fall 2021? Select all that apply.

1336 Responses

Field	Choice Count	
In person (face to face)	11.2%	149
Partially Online/Hybrid - courses that include both online and in person meetings	19.4%	259
Live Online - Meet with your instructor online during scheduled class times via Zoom and Canvas	52.2%	698
Online-Class is conducted online through Canvas without real time/live meetings.	51.9%	693
Total		1336

Q3. Roughly 30% (n=402) of respondents were **_not_** able to enroll in an in-person/hybrid course do to 1) sections being full/not at convenient times (14%) or 2) due to in-person/hybrid sections not being were offered (15.9%). Another 25.3% were able to enroll in all the in-person/hybrid section they wanted and the remaining 44.8% did not want any in-person/hybrid courses. Approximately 70% of respondents either did not want an in-person or hybrid course (44.8%) or SJCC met their in-person/hybrid needs (25.3%).

Q3. Were you able to enroll in all the in-person or partially in-person/hybrid sections you wanted in Fall 2021?

	1344 Responses	
Field	Choice	Count
Yes, I was able to enroll in all the in-person sections I wanted	25.3%	340
No, because the sections were full/not offered at convenient times	14.0%	188
No, because in-person sections of the course were not offered	15.9%	214
N/A I did not want to enroll in any in-person sections	44.8%	602
Total		1344

Q3a disaggregates the data by gender. "Non-binary/Third gender" and "Prefer not to say" have been suppressed due to low counts. A higher proportion of females reported **_not_** wishing to enroll in any in-person sections (40% males compared to 48% female). Males were more likely to have been able to enroll in all the in-person courses they wanted (27% male compared to 23% female) while also being more likely to have **_not_** been able to enroll in a needed in-person courses. On balance, this implies more demand for in-person courses from male students compared to female students.

Q3a. By Gender: Were you able to enroll in all the in-person or partially in-person/hybrid sections you wanted in Fall 2021?

	1122 Responses			
Field	Male		Female	
Yes, I was able to enroll in all the in-person sections I wanted	27.4%	89	22.9%	174
No, because the sections were full/not offered at convenient times	15.7%	51	12.7%	97
No, because in-person sections of the course were not offered	16.9%	55	16.4%	125
N/A I did not want to enroll in any in-person sections	40.0%	130	48.0%	365
Total		325		761

Q3b By Race/Ethnicity: African American and White students were more likely to **_not_** have wanted to enroll in any in-person/hybrid courses than their Asian and Latinx counterparts. Asian students were the most likely to get the in-person sections they wanted (30.9%) and least likely to not be able to enroll in in-person due to section being full or sections not being offered (25.4%). Latinx (23.7%), African American (21.4%), and White students (19.3%) were less likely to get the in-person sections they wanted. Latinx (32.8%), African American (30.0%) and White students (29.8%) were less likely then their Asian counterparts (25.45) to report not being able to get into in-person section due to sections being full or sections not be offered in that format.

Q3b. By Race/Ethnicity: Were you able to enroll in all the in-person or partially in-person/hybrid sections you wanted in Fall 2021?

1118 Responses

Field	Asian		Black/African American		Hispanic/Latinx		White	
Yes, I was able to enroll in all the in-person sections I wanted	30.9%	96	21.4%	15	23.7%	115	19.3%	31
No, because the sections were full/not offered at convenient times	11.3%	35	11.4%	8	15.5%	75	13.0%	21
No, because in-person sections of the course were not offered	14.1%	44	18.6%	13	17.3%	84	16.8%	27
N/A I did not want to enroll in any in-person sections	43.7%	136	48.6%	34	43.5%	211	50.9%	82
Total		311		70		485		161

Q4 has been ordered from the highest number reporting they could not enroll in a wanted in-person/hybrid option to least. Only students responding to Q3 that they could _not_ get an in person/hybrid section were shown this question. Students not wanting an in-person/hybrid course or who were able to enroll in all the in-person/hybrid courses they wanted were skipped to the next question. Of the 402 students who had unmet need, 342 responded to at least one selection in Q4.

Of those unable to get an in-person/hybrid course, 14% reported Social Sciences and English 1A/B/C as the course(s) they needed. In other words, of the 342 students who reported not being able to enroll in an in-person/hybrid course, 14% (n=49) could not get a Social Sciences course, and 14% (n=48) could not get an English 1A/B/C course. The next most needed courses were: Math-other than 63/63X (12%), Chemistry Lectures (12%), Art and Media (10%), and Business and Accounting (10%).

Q4. Please select the courses/disciplines in which you were unable to enroll for an In-Person/Hybrid format:

342 Responses

Field	Choice Count	
Social Sciences: Anthropology, Economics, Ethnic Studies, Geography, Global Studies, History, Political, Science, Psychology, Sociology, Woman's Studies	14%	49
English 1A/1B/1C	14%	48
Math courses other than Math 63/63X	12%	40
Chemistry Lectures	12%	40
Arts and Media: Music, Dance, Theater, Art, Photography, Digital Media Arts, Broadcasting	10%	34
Business, Accounting	10%	33
Advanced English courses, Communications Studies, Journalism	9%	32
Biology 70/71/74 Lectures	9%	31
Math 63/Math 63X	8%	29
English Second Language	8%	29
Biology 20/21 Lectures	7%	24
Alcohol and Drug Studies, Early Childhood Education, Education, Family and Consumer Studies	7%	23
Athletics, Kinesiology-Wellness, Health Education	6%	21
World Languages, Sign Language	5%	17
Computer Information Systems (CIS) Lectures	5%	17
Physics Lectures	5%	16
Biology Lectures (other than 20/, 21, 70,71,74)	4%	15
English 120 or English 105	4%	13
Humanities, Philosophy	4%	12
Earth and Space Sciences (Astronomy, Geology, Earth Science, Meteorology, Oceanography)	4%	12
Computer Information Systems (CIS) Lab	4%	12

Programs with Work Experience requirements (Family-Consumer Studies, Legal Assisting, Real Estate, Administration of Justice, etc)	3%	10
Guidance-SJCC/Counseling, EVC (Transfer Success/1st year exp/College Study Techniques)	3%	9
Construction Lectures	3%	9
Computer Applications (CA) or Computer & Information Technology (CIT) Lectures	2%	8
Air Conditioning Lectures	2%	8
Computer Applications (CA) or Computer & Information Technology (CIT) Labs	2%	6
Engineering Lectures	1%	5
Cosmetology Lectures	1%	3
Total		342

Q5. Roughly 14% (n=177) of respondents reported wanting an in-person service they could not access. Another 40.6% (n=522) reported being able to access the in-person services they needed while 45.6% (n=586) did not need any in person services. Students responding they wanted in-person services but were unable to get them were shown Q6. Students who where able to access in-person services or did not need any in-person services skipped Q6. Students who left Q5 blank were shown Q6.

Q5. Were you able to easily access the in-person support services you needed? (examples library, study places, tutoring, counseling)

	1285 Responses	
Field	Choice	Count
Yes, I was able to access all the in-person support services I needed	40.6%	522
No, I wanted some in-person services but they were unavailable.	13.8%	177
Not Applicable- I did not need any in-person support services.	45.6%	586
Total		1285

Q5a. By Gender: As with course format, females were more likely than males to report not needing in-person services with 39.2% of males and 49.2% of females reporting not needing any in-person services. Males were both more likely to reported getting all the in-person services they needed (43.9% makes, 38.4% female) as well as being more likely to report not being able to get-person services (16.9% males, 12.4% female). Here again, this implies more demand for in-person services from male students. This fits with the data in Q3a that implies more demand for in-person courses from male students.

Q5a. By Gender: Were you able to easily access the in-person support services you needed? (examples library, study places, tutoring, counseling)

1097 Responses

Field		Male		Female
Yes, I was able to access all the in-person support services I needed	43.9%	140	38.4%	286
No, I wanted some in-person services but they were unavailable.	16.9%	54	12.4%	92
Not Applicable- I did not need any in-person support services.	39.2%	125	49.2%	366
Total		319		744

Q5b. By Race/Ethnicity: African American students were the least likely to report _not_ needing in-person services (35.3%) compared to their (Asian 45.4%), Latinx (45.5%), and White counterparts (54.7%). While African American were the most likely to report getting all the in-person services they needed (45.6%), they were also the most likely to report not being able to get an in-person service (19.1%) compared to their Asian (10.5%), Latinx (14.3%), and white counterparts (16.4%). This could imply demand for in-person services to be higher among African American students.

Q5b. Were you able to easily access the in-person support services you needed? (examples library, study places, tutoring, counseling)

1094 Responses

Field	Asian	Black/African American		Hispanic/Latinx		White
Yes, I was able to access all the in-person support services I needed	44.1% 134	45.6%	31	40.3%	192	28.9% 46
No, I wanted some in-person services but they were unavailable.	10.5% 32	19.1%	13	14.3%	68	16.4% 26
Not Applicable- I did not need any in-person support services.	45.4% 138	35.3%	24	45.5%	217	54.7% 87
Total	304	68		477		159

Q6. Students who left Q5 blank were shown Q6 which is why more students responded to Q6 (n=189) than reported _not_ being able to get in-person services (n=177). Services needed in-person are listed in descending order. In-person Academic Counseling was needed by 47% of respondents who reported they could not get an in-person service (n=89). Next were: Financial Aid (31%), Admissions and Records (21%), Library for study space (20%), Tutoring Center/Learning Resources Center (19%), Bookstore (16%), Computer Lab (15%), EOPS/CARE (13%),

Library for text books/research and on-site resources (12%), Career/Transfer Center (11%). While some of the areas with in-person service gaps are clearly place-based activities (Library study space, Bookstore, Computer Lab, Library for on-sire resources) others, including the top 3, do not necessarily have a place-based need. While the majority of students either did not need in-person services or had their needs met, there appears to have been some unmet need for certain in-person services in Fall 2021.

Q6. Please select the in person support services you were unable to access in Fall 2021 (Select all that apply)

189 Responses

Field	Choice Count	
1. Academic Counseling	47%	89
14. Financial Aid	31%	58
3. Admissions & Records	21%	39
20. Library for study space	20%	38
30. Tutoring Center/Learning Resource Center	19%	35
6. Bookstore	16%	31
11. Computer Lab	15%	29
12. EOPS & CARE	13%	24
21. Library for textbooks, research and other on-site resources	12%	22
8. Career / Transfer Center (SJCC Only)	11%	20
2. Access to Librarians	9%	17
28. Student Health Services/Wellness Center	8%	15
26. Student Accessibility Services/Disabilities Support Program	7%	13
18. Jaguar Market / Food Pantry (SJCC Only)	7%	13
22. Metas / PLTL (peer-led tutoring) (SJCC Only)	6%	11
13. F.R.E.S.H Market / Food Pantry (EVC Only)	6%	11
19. Laptop loaner program	4%	8
27. Student Development & Activities/Office of Student Life (Student Clubs)	4%	7

9. Career Services / Co-op Ed. Work Experience (EVC Only)	4%	7
7. CalWORKs	4%	7
32. Veterans Center	3%	6
29. Transfer Center (EVC Only)	2%	4
25. Sparkpoint	2%	4
10. Career Closet (SJCC Only)	2%	4
5. Associate Student Government	2%	3
31. Umoja Program/Umoja AFFIRM	1%	2
24. Puente Project/ENLACE	1%	2
17. International Student Office	1%	2
16. Foster Youth Services/Guardian Scholars	1%	2
4. ASPIRE (EVC Only)	1%	2
23. OASIS (EVC Only)	1%	1
15. First Stop Center (EVC Only)	1%	1
Total		189

Spring 2022/Fall 2022 Preferences

Q7 was shown to all respondents. In descending order, students reported being "Somewhat or Very Likely" likely to enroll in: Online/asynchronous (80.7%), Live Online/synchronous (78.6%) than Hybrid (62.3%) and In-person (53.6%) formats in the next two terms. Looking just at "Very Likely" there appears to be a stronger preference for online formats with 51.6% synchronous and 58.6% asynchronous versus 28.8% In person and 29.7% Hybrid. 30.3% of students are "Very Unlikely" to enroll in an in-person course, followed by 22.2% being "Very Unlikely" to enroll in a hybrid course. Only 10% and 11% reported being "Very Unlikely" to enroll in synchronous or asynchronous courses respectively. Overall, student preference leans towards fully online methods and there potentially are students who are flexible about format. However, it should be noted, there remains a substantial proportion of students who are "Somewhat and Very Unlikely" to enroll in synchronous (21.3%) and asynchronous methods (19.4%). Further, 28.8% and 29.7% of students reported being "Very Likely" to enroll in in-person courses and hybrid course respectively.

Q7. Please share your likelihood of enrolling in the following methods of learning to help us plan the course schedule for Spring 2022 and Fall 2022.

1146 Responses

Field	Very Unlikely	Somewhat unlikely	Somewhat Likely	Very Likely
In person (face to face)	30.3%	16.1%	24.8%	28.8%
Partially Online/Hybrid - courses that include both online and in person meetings	22.2%	15.5%	32.6%	29.7%
Live Online- Meet with instructor online during scheduled times via Zoom/Canvas	10.0%	11.3%	27.0%	51.6%
Online - Class work is conducted online through Canvas without a requirement for real-time/live meetings	11.1%	8.3%	22.1%	58.6%

Q8 was shown to all students and is in descending order of in-person preference. Subjects that lend themselves to an in-person format (Athletics, Cosmetology, Arts and Media, Chemistry/Construction/Engineering lectures, Work Experience) tend to have the highest preference for in-person. In general, while online formats are preferred, there remains a sizable proportion of students who prefer in-person especially for certain subjects. These results are similar to those found in Q7. These data suggest that in-person demand may be driven, in-part, by subject matter that may have components requiring in-person formats.

Q8. Of the courses you intend to take over the next 2 semesters, select a preferred format. Skip courses you do not intend to take.

1101 Responses

Field	In person (face to face)	Partially Online/Hybrid - courses that include both online and in person meetings	Live Online- Meet with instructor online during scheduled times via Zoom/Canvas	Online-Class is conducted online through Canvas without real time/live meetings.
5. Athletics, Kinesiology-Wellness, Health Education	42.6%	14.5%	14.1%	28.8%
16. Cosmetology Lectures	37.1%	17.6%	17.1%	28.2%
4. Arts and Media: Music, Dance, Theater, Art, Photography, Digital Media Arts, Broadcasting	35.8%	16.3%	17.9%	30.0%

10. Chemistry Lectures	33.8%	19.9%	19.0%	27.3%
15. Construction Lectures	33.1%	19.2%	17.0%	30.7%
19. Engineering Lectures	30.7%	17.4%	22.4%	29.5%
27. Programs with Work Experience requirements (Family-Consumer Studies, Legal Assisting, Real Estate, Administration of Justice, etc.)	29.6%	17.7%	22.1%	30.5%
29. World Languages, Sign Language	29.3%	16.6%	26.7%	27.4%
24. Math 63/Math 63X	28.6%	16.0%	26.3%	29.1%
7. Biology 70/71/74 Lectures	28.5%	20.8%	21.9%	28.7%
8. Biology Lectures (other than 20/, 21, 70,71,74)	28.4%	20.0%	21.1%	30.5%
6. Biology 20/21 Lectures	28.1%	19.3%	21.0%	31.6%
2. Air Conditioning Lectures	28.0%	17.2%	20.9%	33.8%
11. Computer Applications (CA) or Computer & Information Technology (CIT) Lectures	27.9%	18.1%	21.2%	32.8%
25. Math courses other than Math 63/63X	27.2%	16.4%	25.4%	31.0%
14. Computer Information Systems (CIS) Labs	27.1%	18.2%	21.9%	32.9%
26. Physics Lectures	26.7%	18.9%	24.2%	30.2%
21. English Second Language	26.6%	18.0%	27.9%	27.5%
12. Computer Applications (CA) or Computer & Information Technology (CIT) Labs	26.4%	20.6%	20.8%	32.3%
1. Advanced English courses, Communications Studies, Journalism	26.2%	16.4%	24.8%	32.5%

17. Earth and Space Sciences (Astronomy, Geology, Earth Science, Meteorology, Oceanography)	26.0%	18.1%	23.8%	32.0%
22. Guidance-SJCC/Counseling, EVC (Transfer Success/1st year exp/College Study Techniques)	26.0%	17.6%	26.2%	30.2%
20. English 120 or English 105	25.7%	20.1%	21.6%	32.6%
18. English 1A/1B/1C	24.6%	16.6%	23.9%	34.8%
9. Business, Accounting	23.9%	17.8%	23.2%	35.1%
13. Computer Information Systems (CIS) Lectures	23.4%	19.2%	23.0%	34.3%
28. Social Sciences: Anthropology, Economics, Ethnic Studies, Geography, Global Studies, History, Political, Science, Psychology, Sociology, Women's Studies	23.1%	15.8%	24.0%	37.1%
23. Humanities, Philosophy	22.8%	16.9%	26.0%	34.4%
3. Alcohol and Drug Studies, Early Childhood Education, Education, Family and Consumer Studies	22.4%	16.0%	22.6%	39.0%

Q9. All students were shown Q9 and is ordered from highest in-person preference to lowest. As with courses, many services with a placed-based need have the most demand for in-person. The services that are most in demand for in-person are: Library for study space (45.6%), Food Pantry (38.1%), Library for text books, research and other resources (33.9%), Computer Lab (33.8%), Bookstore (31.0%), Laptop loaner program (28.3%), Access to Librarians (27.4%), Student Health (27.4%), SAS (26.2%), and Tutoring/Learning Resources (25.4%). Students are somewhat flexible with service format with the plurality preferring "Either In-Person or Online". Interestingly, the top 3 services with the highest in-person "service gap" reported in Fall 2021 (Q6 1. Academic Counseling, 2.Financial Aid, 3. Admissions & Records) are among the lowest ratings for "Always In-Person" suggesting that while there is a need for a certain amount of these services to remain in-person, most students are flexible about the service format with many students being served by online services.

Q9 Of the services you intend use over the next 2 semesters, select a preferred format. Skip services you do not intend to use.

1022 Responses

Field	Always In Person	Mostly In Person	Either In-Person or Online is Fine	Mostly Online	Always Online
Library for study space	45.6%	11.6%	24.5%	6.4%	12.0%
Jaguar Market / Food Pantry (SJCC Only)	38.1%	13.8%	29.6%	5.1%	13.4%
Library for textbooks, research and other on-site resources	33.9%	11.4%	32.1%	8.2%	14.5%
Computer Lab	33.8%	10.3%	30.2%	10.1%	15.6%
Bookstore	31.0%	13.2%	32.7%	7.1%	16.1%
Laptop loaner program	28.3%	12.6%	35.7%	7.7%	15.7%
Access to Librarians	27.4%	16.8%	30.4%	10.7%	14.6%
Student Health Services/Wellness Center	27.3%	13.3%	36.9%	7.0%	15.5%
Student Accessibility Services/Disabilities Support Program	26.2%	9.3%	39.3%	8.6%	16.6%
Tutoring Center/Learning Resource Center	25.4%	10.9%	36.3%	10.7%	16.7%
International Student Office	25.0%	8.3%	41.0%	9.3%	16.5%
Metas / PLTL (peer-led tutoring) (SJCC Only)	24.2%	11.7%	40.7%	7.9%	15.4%
EOPS & CARE	24.0%	8.8%	36.8%	12.2%	18.2%
Foster Youth Services/Guardian Scholars	23.8%	9.2%	40.9%	9.7%	16.3%
Career / Transfer Center (SJCC Only)	23.8%	11.6%	38.4%	9.3%	16.9%
Veterans Center	23.7%	9.0%	39.7%	10.3%	17.3%
Student Development & Activities/Office of Student Life (Student Clubs)	23.7%	12.5%	39.9%	8.0%	16.0%
Puente Project/ENLACE	23.7%	10.0%	42.9%	8.5%	14.9%

Career Closet (SJCC Only)	23.2%	10.9%	38.9%	9.5%	17.5%
Umoja Program/Umoja AFFIRM	21.5%	9.8%	42.7%	9.8%	16.1%
Sparkpoint	21.5%	10.4%	41.9%	9.6%	16.7%
CalWORKs	20.8%	8.9%	41.4%	10.7%	18.1%
Admissions & Records	20.3%	10.0%	38.7%	12.6%	18.4%
Financial Aid	20.1%	9.1%	38.0%	12.5%	20.4%
Associate Student Government	19.3%	9.6%	39.4%	10.4%	21.3%
Academic Counseling	16.5%	12.6%	33.4%	16.7%	20.8%

Demographics

Q10. Which of the following best describes your current educational goal?

1083 Responses

Field	Choice Count
Transfer to a 4-year institution with or an associate / ADT degree	48.4% 524
Associate's degree without transfer	14.6% 158
Earn a vocational certificate without transfer	5.8% 63
Discover and/or develop career interests, plans, and/or goals	4.6% 50
Prepare for a new career (acquire job skills)	5.1% 55
Maintain a certificate or license 4-year college student taking courses to meet 4-year college requirements	2.9% 31
Undecided	9.2% 100
Other (please specify)	4.1% 44
Transfer to a 4-year institution without an associate / ADT Degree	5.4% 58
Total	1083

Q11. Please indicate the number of credits you plan to take in Spring 2022.

1111 Responses

Field	Choice Count	
Do not plan to enroll in any credits	7.4%	82
0.5-5.9 credits	25.9%	288
6-11.9 credits	32.0%	356
12 credits or more	34.7%	385
Total		1111

Q12. Do you have dependents living with you and depend on you for their care?

1114 Responses

Field	Choice Count	
No	66.3%	739
Yes	33.7%	375
Total		1114

Q13. Which of the choices below best describes your gender identity?

1125 Responses

Field	Choice Count	
Male	29.0%	326
Female	67.8%	763
Non-binary / third gender	1.3%	15
Prefer not to say	1.9%	21
Total		1125

Q14. Please indicate your age.

1123 Responses

Field	Choice Count	
Under 18	3.2%	36
18–19	16.7%	187
20–21	12.8%	144
22–24	13.8%	155
25–29	15.9%	178
30–39	20.6%	231
40–49	9.9%	111
50–64	6.0%	67
65+	1.2%	14
Total		1123

Q15. Which of the following best describes your race/ethnicity?

1121 Responses

Field	Choice Count	
Asian	27.7%	311
Black/African American	6.2%	70
Hispanic/Latinx	43.5%	488
White	14.4%	161
Other	8.1%	91
Total		1121

Q16. How many hours do you typically work in a week?

1123 Responses

Field	Choice Count	
40 or more hours per week	32.6%	366
20-39 hours a week	20.8%	234
10-20 hours per week	11.7%	131
Fewer than 10 hours per week	3.4%	38
I have chosen not to work	8.2%	92
I am unemployed and looking for work	9.8%	110
I am unemployed	13.5%	152
Total		1123

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