



## Spring Enrollment Survey 2021

### Purpose of the Spring Enrollment Survey

This year students were asked about their preference of modes to take classes, how they want to access services, and what they need to succeed as COVID-19 restrictions begin to be lifted.

### Survey Respondents

This year 458 students responded to the survey for a 98% confidence level, and a 5% margin of error. The race/ethnic breakdown of survey respondents mirrored the student population. More females completed the survey (73%) compared to females in the college (58%). The percent of students in Workforce Programs mirrored the college student population but transfer and students in pre-nursing took the survey at a higher rate, with students in Basic Skills and Open Doors at the lowest rate.

### Preferred Methods of Course Delivery, Class Times, and Communication with Instructors

On-line, with no required Zoom meetings was students' first preference for course delivery, followed very closely by in-person classes. Online with optional Zoom meetings is favored over hybrid. Students preferred hybrid class that meet two times a week. Online with set meetings ranked the lowest.

Mornings are the preferred class times with afternoon and evening classes rated about the same. Fridays and Saturdays are the least preferred meeting times.

Students prefer to communicate with their instructors through canvas. The least preferred is in-person meetings.

### Getting Information about the College

Students primarily got their information about the college (registration deadlines, events, etc.) through the BBCC website, followed by emailing a college department or staff member, and few students used LiveChat as a way to get information. Canvas was noted as another source of information by students while others were very specific to the canvas notifications.

### What Students Need to be Successful in a Remote-setting

Nearly half (44%), said they needed academic support and online tutoring. About a third of students said they needed study space, connection to peers, and assistance accessing books and materials. Over a quarter said they needed emergency funding.

### BBCC Educational Programs Meet Students Needs

Ninety-seven percent said BBCC educational programs met their needs. Of those who said their needs weren't met, the majority wanted in-person instruction.

### Students comfort with Word, PowerPoint, Excel, Zoom, and Email

Students are most comfortable with email and Zoom. Excel was rated lowest and students wanted to learn how to use it. Students would like general knowledge and ability to navigate in each platform.

### Internet Access for Coursework

Most (87%) students used a laptop or desktop computer to access the internet for their coursework. Seven percent used Chromebook, and five percent used their cellphone. On a scale of 0 to 100 the average number was 30 (not likely) for the likelihood of coming to campus to access the internet.

### Books for BBCC Courses

About half of students purchased or rented their books from the BBCC bookstore followed by 30% who said they used Amazon or other online bookstore. Students also used the library as a source and some don't buy any books.

### How and When Students Want to Access Services and Learning Support

Learning Support (eLearning Support, Library, Online Tutoring, STEM Center, Writing Center) Library use is the most wanted in-person and hybrid, not online support, followed by the STEM and Writing Centers. Most want learning support during the day with about 25% wanting the library and online tutoring at night. Less than 20% want these supports on Friday or Saturday.

### Services to Students

Admissions, Advising, Cashiering, and Career Services were services that students wanted to access online primarily. Online and hybrid access was the foremost ways that students preferred to access services. Less than 15% needed evening and weekend access.

### Online Activities

On a scale of 0 to 100 the average number was 47 on the likelihood of participating in online ASB speakers, fun events like bingo, a magician, etc. When the college is able to offer on-campus activities the preferred time was 1-5 pm. About 20% said they would not attend on-campus activities.

### Additional Support Students Need to Succeed at Big Bend

- In-person instruction
- Increased instructor communication, flexibility and availability
- Increased academic support, for example, tutoring, peer study groups, more opportunities to connect with peers in and outside of classes
- Awareness of financial support opportunities, such as, access to books, food, emergency funding
- A few noteworthy comments were: evening classes and support, navigability of website, ability to access books in preferred format, access to support services such as DSS, TRIO, advising, counseling, basic college success skills