

the way forward →

Career Pathway



Good
Paying
Job



Transfer
as Jr.
or Sr.

Transfer



Delta College

Students Drove These Results

- The survey with Omni Tech was funded with grant dollars from MiLeap
- Our goal was to gain knowledge about our technology needs, so we could apply for further funding
- Student feedback was incorporated into another grant that has been submitted
- If successful, those grant dollars will be spent over the next 2 years to meet further technology needs
- Survey results reinforced a lot of what we already know



Delta College

Analysis of Technology and Student Needs Townhall Meeting

December 2024



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PURPOSE

**Share student feedback from the
Technology and Student Needs Survey**

AGENDA

- **Project Description and Methodology**
- **Detailed Findings by Each Survey Question**
- **Summary of Overall Findings**
- **Recommendations and Opportunities**
- **Q/A**
- **Adjourn**



METHODOLOGY



Methodology

Project Phases

- **Phase 1:** Current/future use of Delta's technology platforms *and* preferred methods for communicating/seeking information on non-academic life needs
- **Phase 2:** More In-depth information from specific student groups/demographics; validate and define potential solutions

Three Data Collection Methodologies

1. An Electronic Student Survey
2. Focus Groups to Targeted Student Demographics
 - Adult Students (over 25) and Online Students
3. Analysis/Review of Past Surveys and Focus Groups

1,603

Number of Student Survey Responses Collected

Represents ~20% of the student body of 8,300 students

Demographic Representation

- **Representation from all demographics** (Age, First Generation Students, Students with Dependents, Current and New Students, Employment Status, Race/Ethnicity, Gender Identity)
- **Surveyed 43 questions under seven different sections:** 1. Demographics, 2. Technology, 3. Personal Circumstances, 4. Application Process, 5. Enrollment Process, 6. Online Learning, and 7. Degree Completion

SUMMARY OF FINDINGS BY SURVEY SECTION



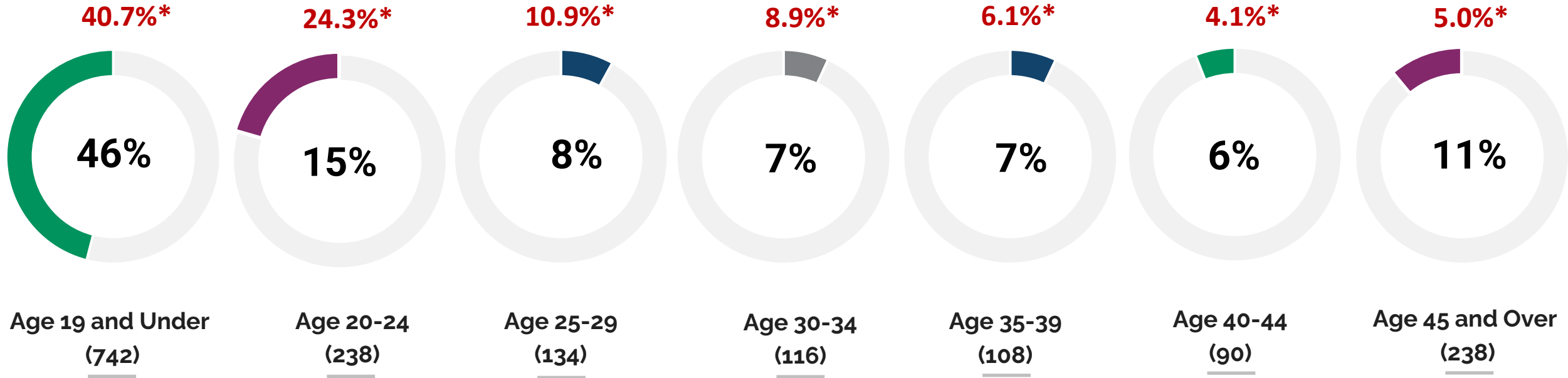


SECTION 1: DEMOGRAPHICS



Survey Respondents - Age

* = % of Total Delta Student Population



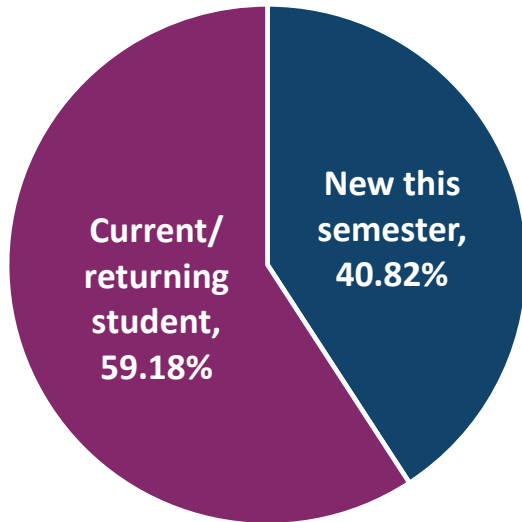
N=
1600

Overall Respondents

A total of 1600 respondents completed the survey through the demographic section. Subsequent sections had a range of participation from 998 to 1432

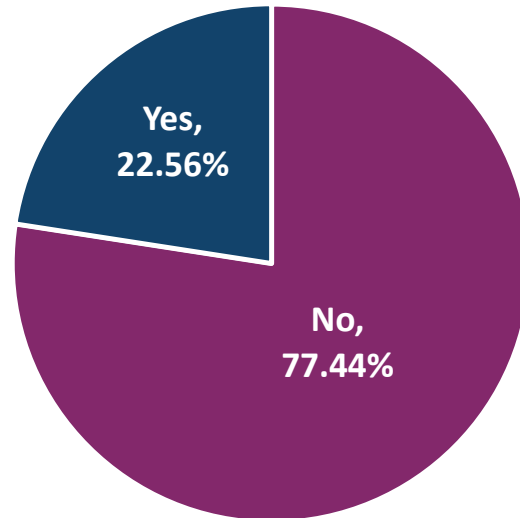
Survey Respondents - Demographics

Status



73% New students are 19 and under

Dependents Under 18 Yrs

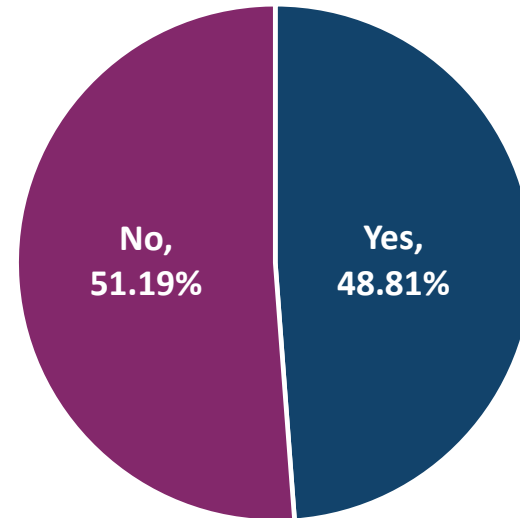


10% Dependents ages 0-5

9% Dependents ages 6-10

12% Dependents ages 11-18

First Generation College Student

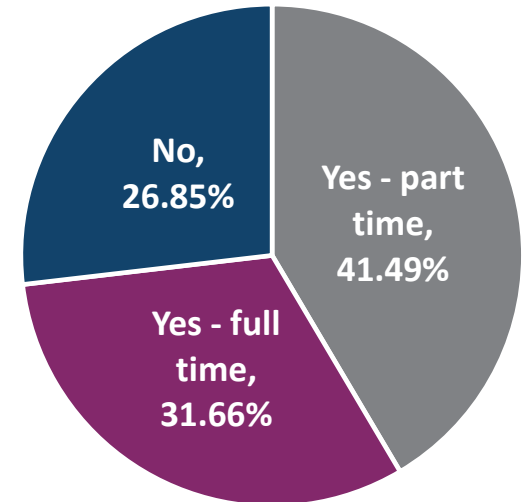


17% First-gen are students of color

42% First-gen work full-time

31% First-gen have dependents

Employed



41% Employed students are 19 and under

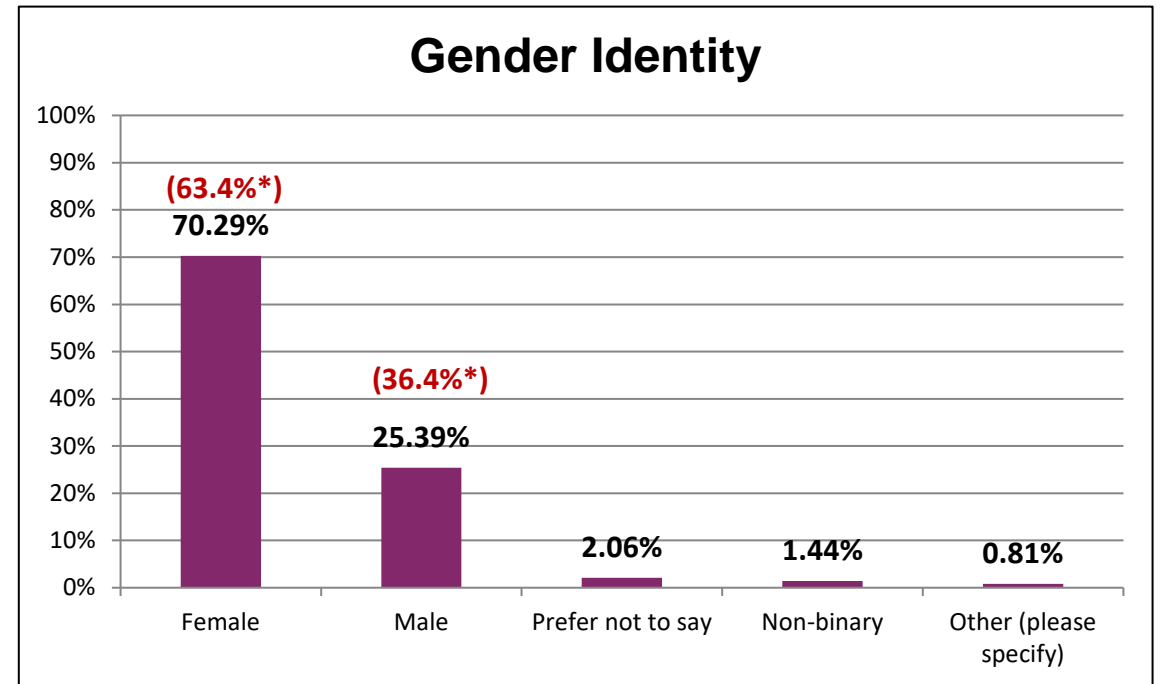
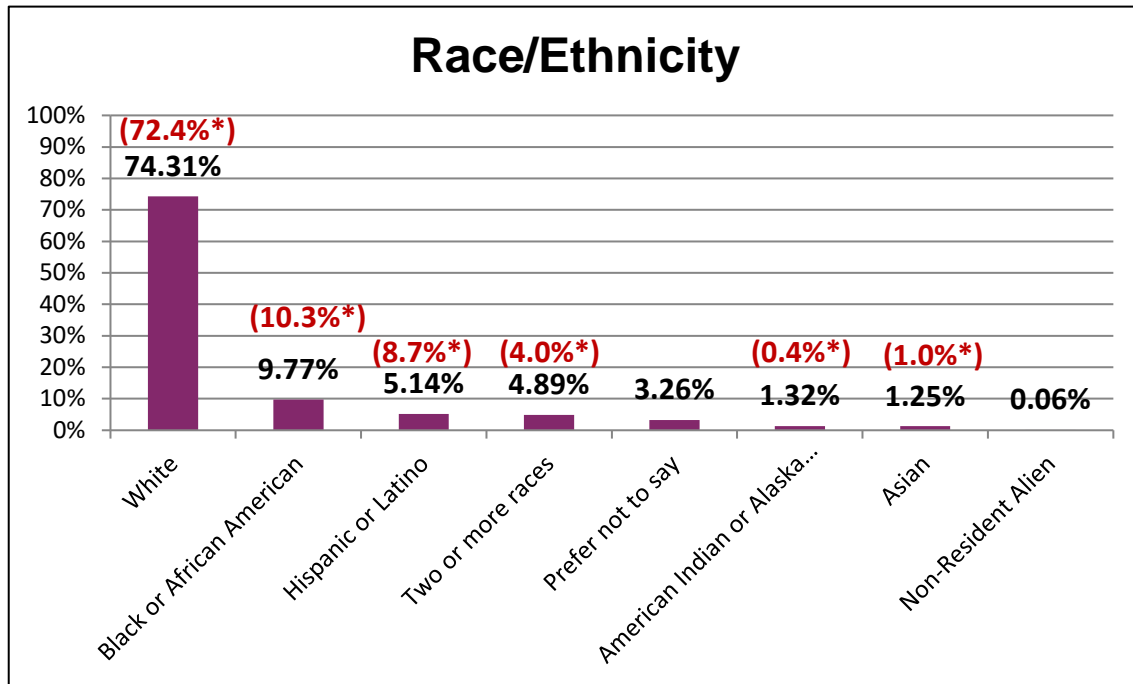
25% Employed students have dependents

64% Employed students are returning students

(Above is % of total respondents)

Survey Respondents – Race/Ethnicity and Gender Identity

* = % of Total Delta Student Population



1186 Survey respondents were White

156 Survey respondents were African American

1124 Survey respondents were female

406 Survey respondents were male

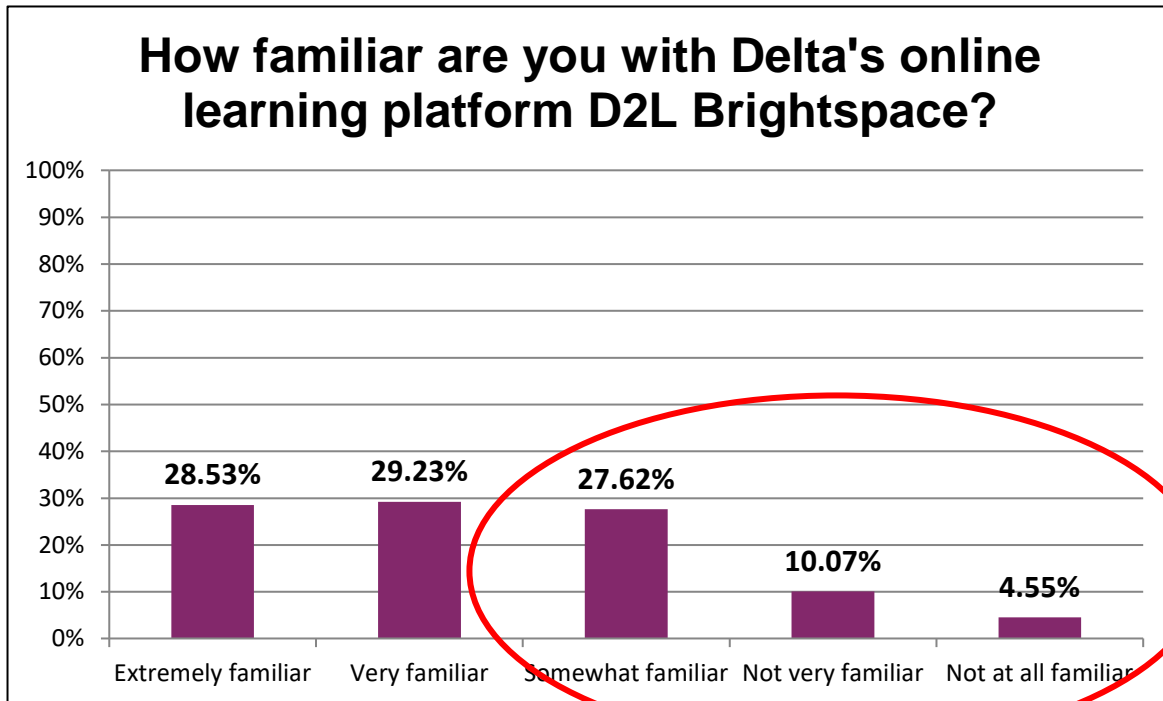


SECTION 2: TECHNOLOGY

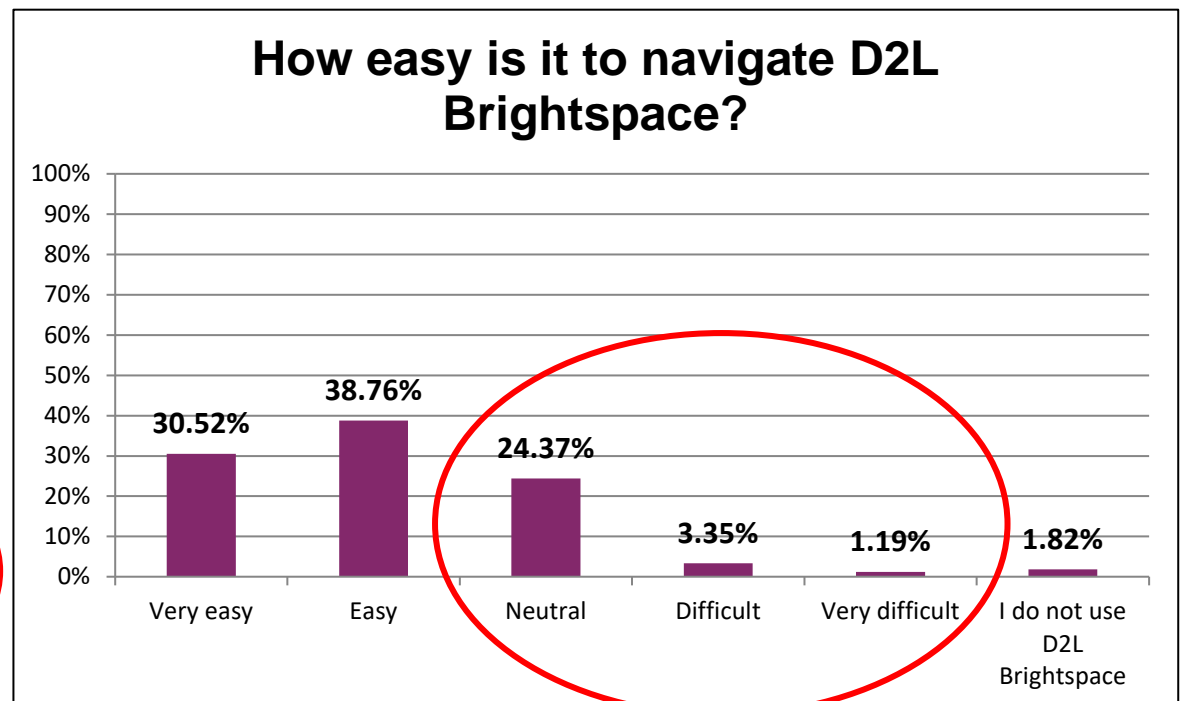
N=
1432



D2L Brightspace Familiarity and Navigation



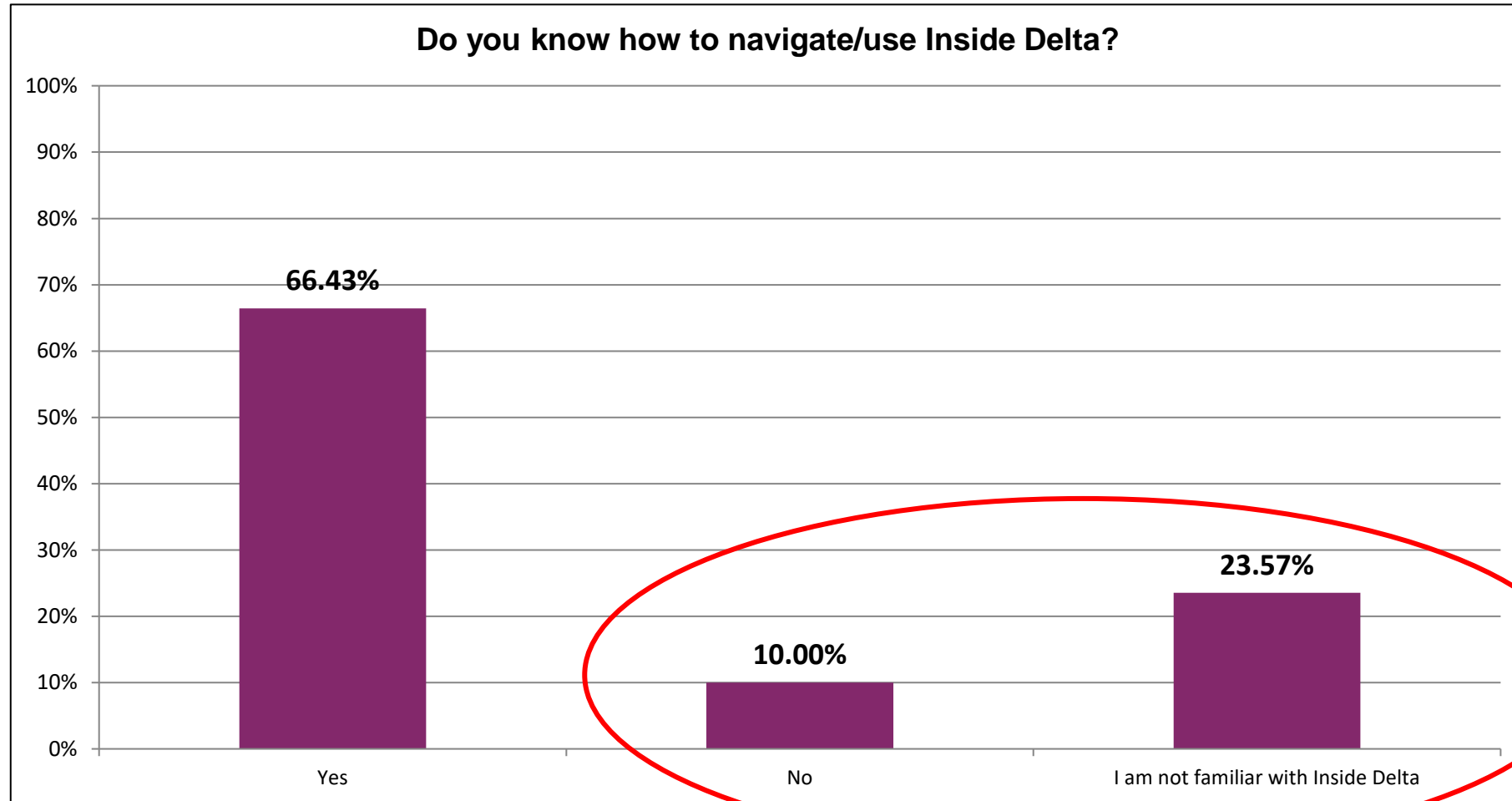
N = 1432



N = 1430

- Some students are frustrated with the lack of consistency and standardization of D2L Brightspace by different Faculty members (missing assignments, expectations, etc.)
- Females are more familiar with D2L Brightspace (62%) than males (49%) and more Females find it easier to navigate D2L Brightspace (73%) than males (63%)
- Younger students (ages 0-19) are not as familiar with D2L Brightspace than other age groups (nearly double)

Inside Delta Navigation (N=1430)



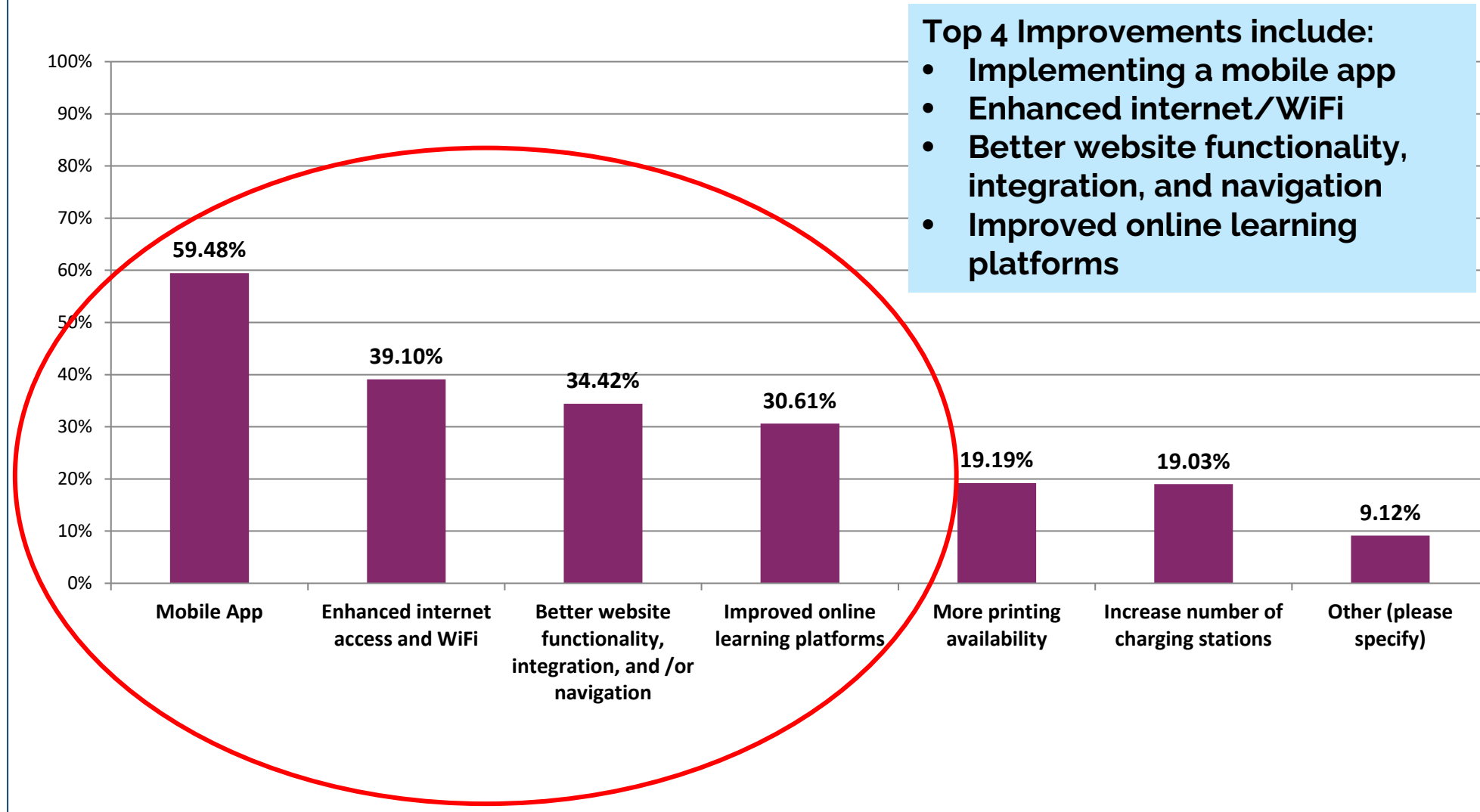
66.43%

Students know how to navigate/use Inside Delta.

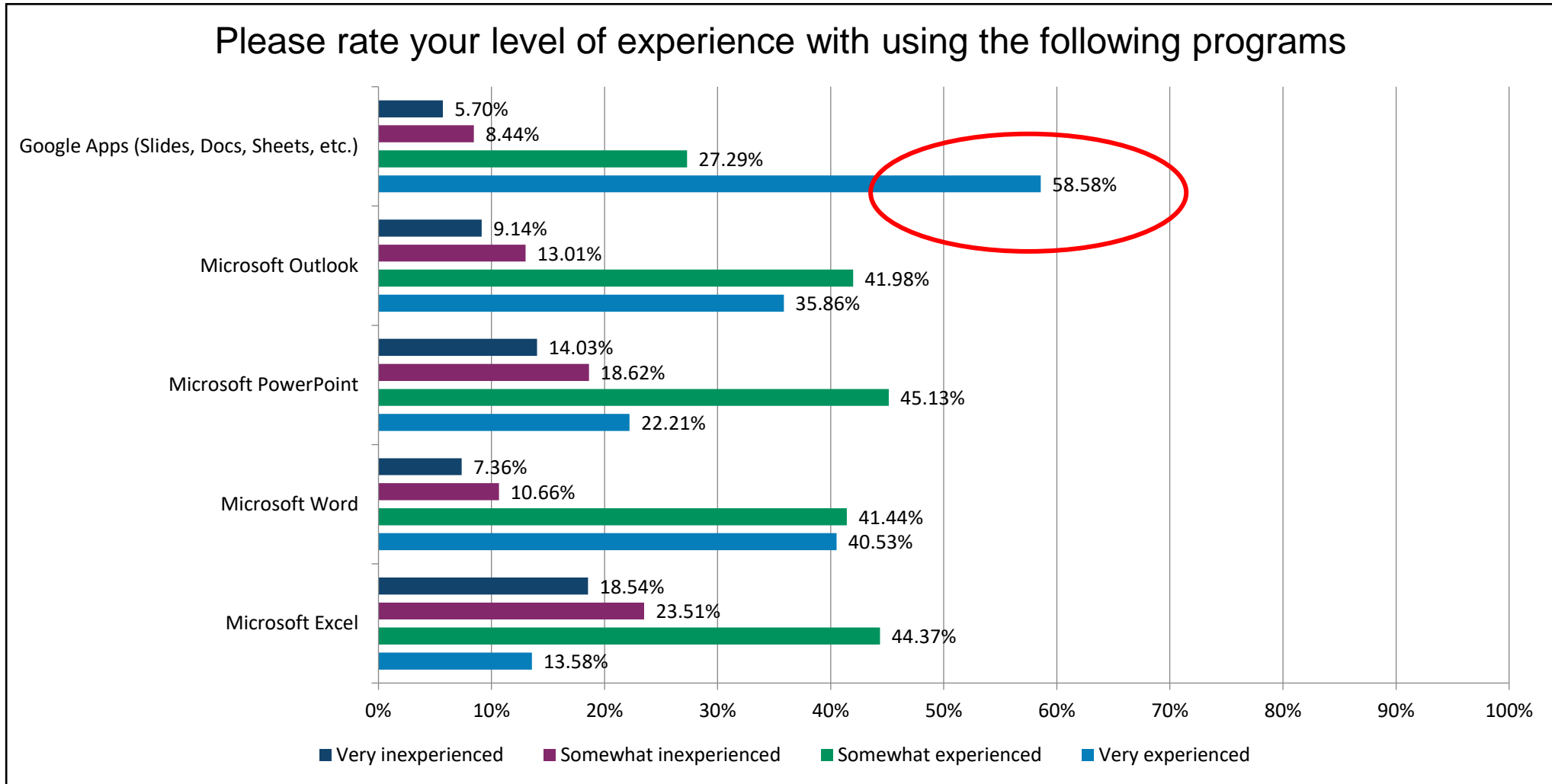
Students are most likely familiar with Inside Delta; but are just unfamiliar with the name

Technology Improvements (N=1261)

What technology improvements would you like to see?




Student Experience With Microsoft and Google Programs (N=1430)



87%

Students ages 19 and under were very experienced with Google Apps, the highest rating of experience than any other demographic



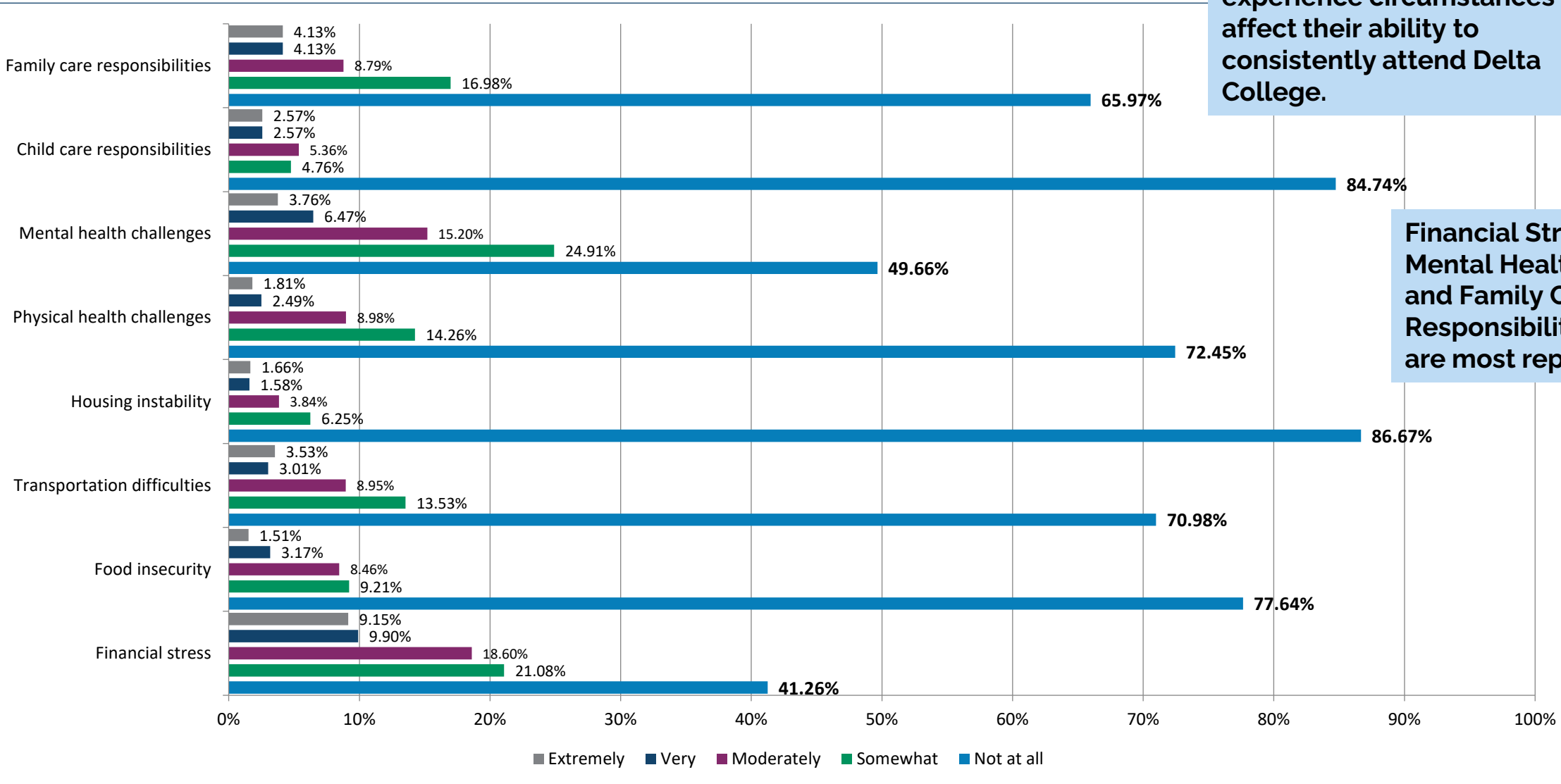
SECTION 3: PERSONAL CIRCUMSTANCES

N=
1335




Circumstances Affecting Ability to Consistently Attend Delta College (N=1335)

Majority of students do not experience circumstances that affect their ability to consistently attend Delta College.



Financial Stress, Mental Health, and Family Care Responsibilities are most reported



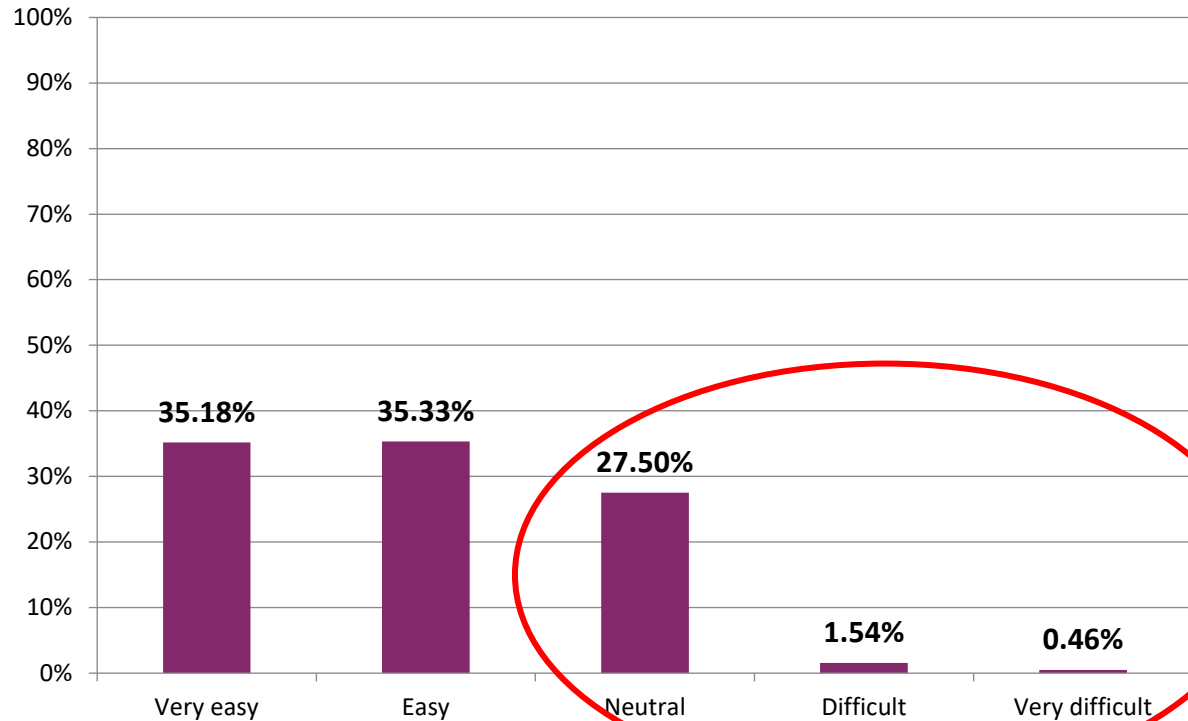
SECTION 4: THE APPLICATION PROCESS

N=
1302

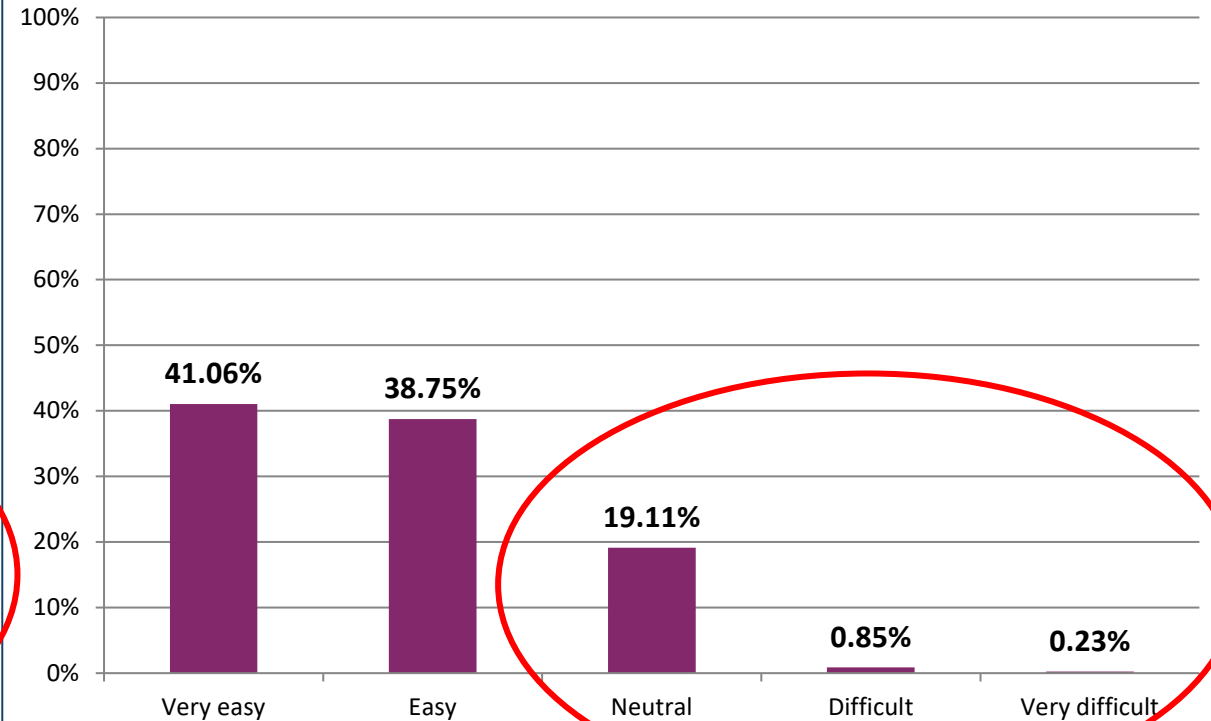


Application Process

How easy was it to find information about the application process? (N=1302)

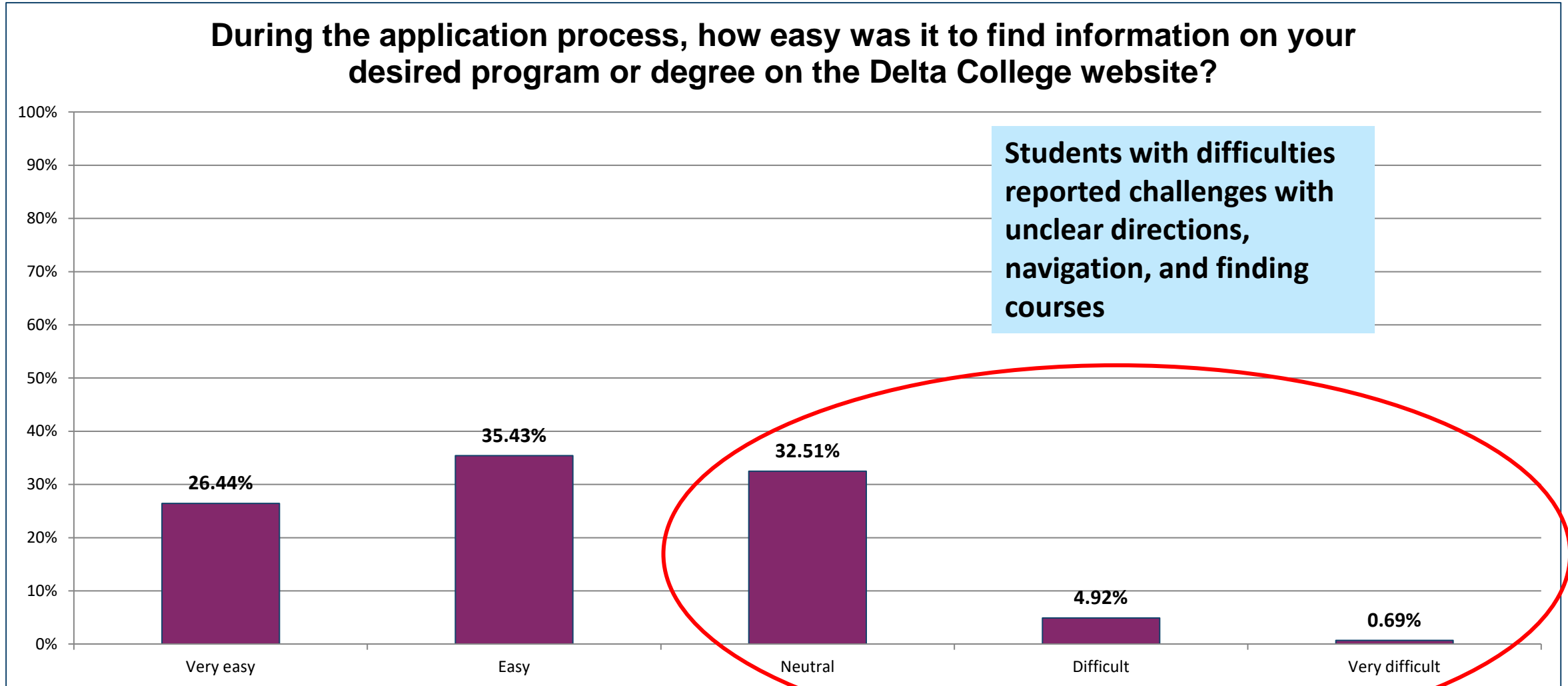


How easy was it to complete the application? (N=1293)



Challenges include finding information, help with financial aid, needing instructions, navigation/technology issues, etc.

Application Process N = 1301



**Based on comments, it is likely that some students were reflecting on their enrollment experience rather than application experience*

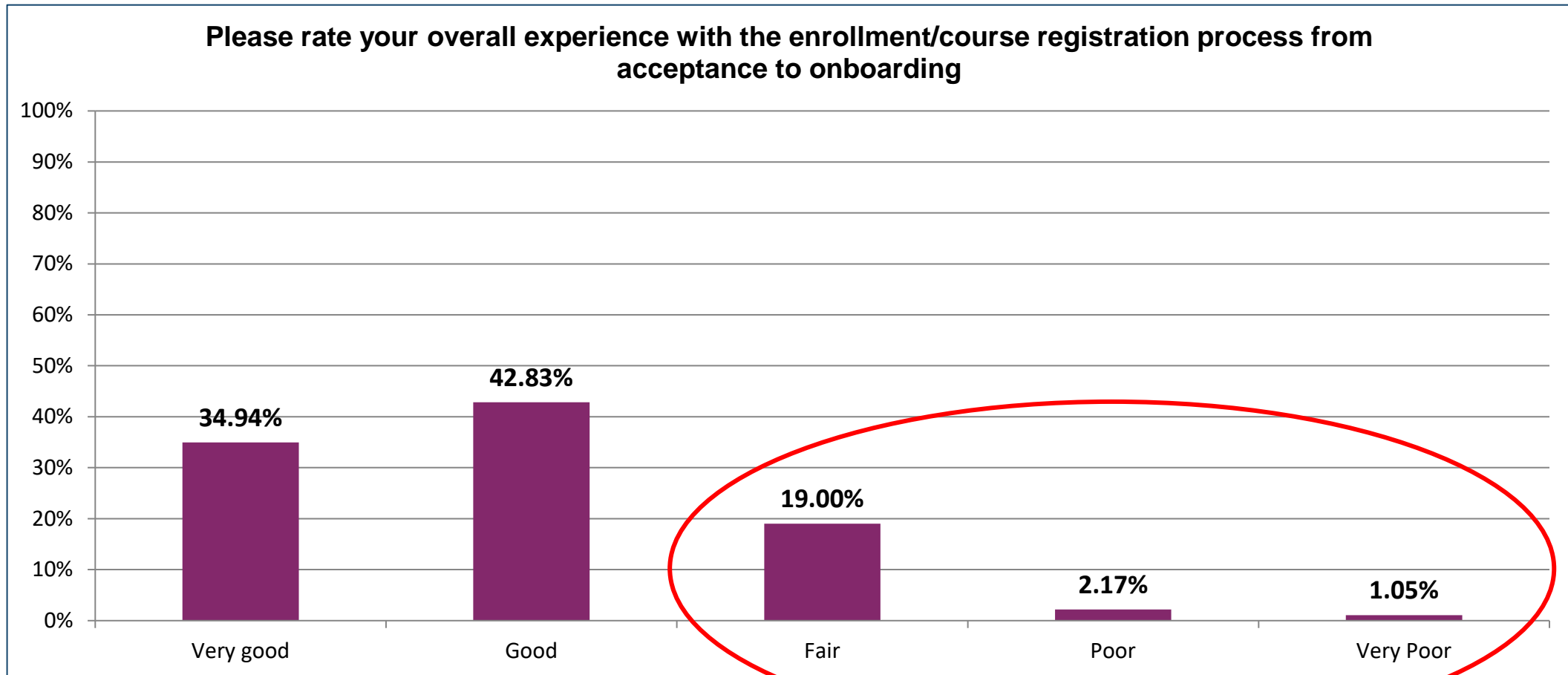


SECTION 5: THE ENROLLMENT PROCESS

N=
1242



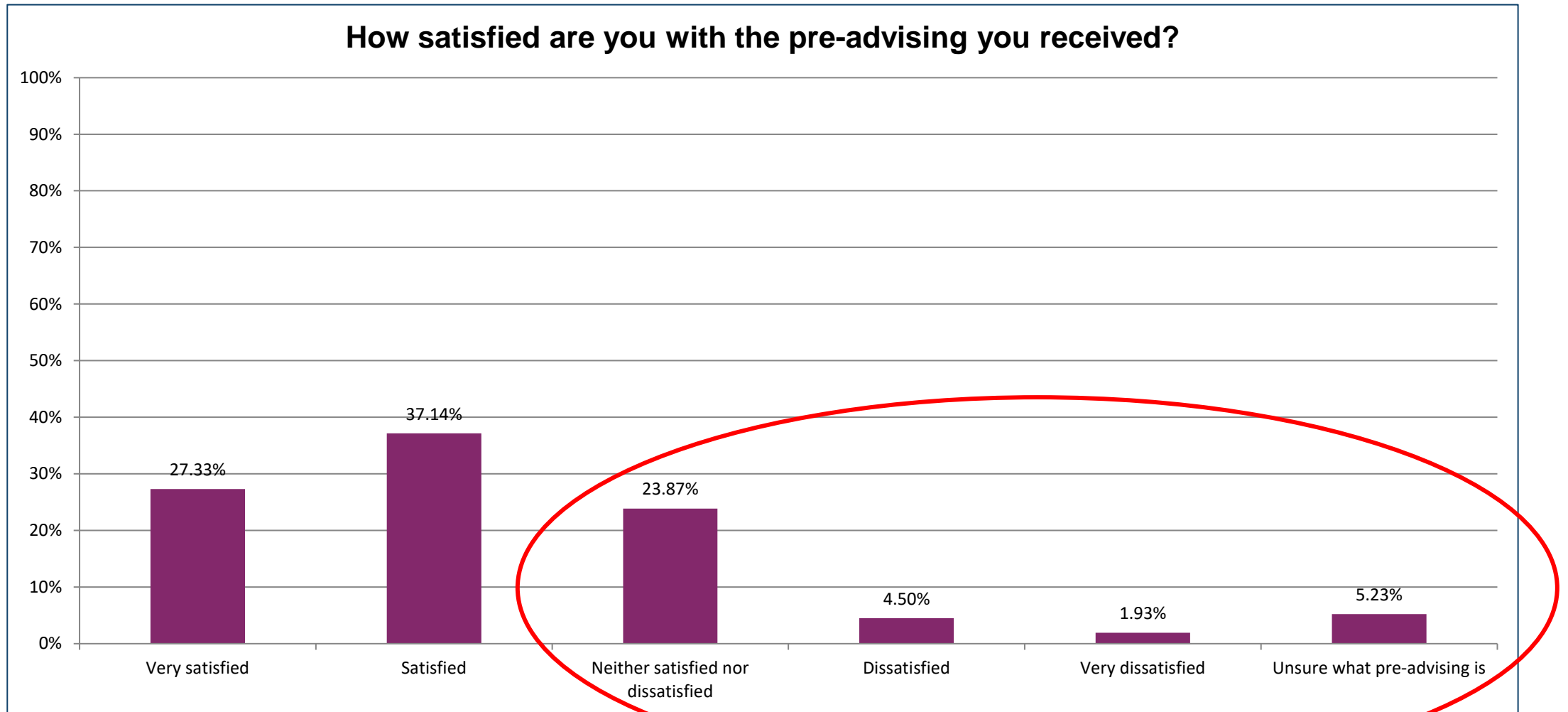
Enrollment Experience (N=1242)



78%

Students rated their overall experience with the enrollment process as good or very good

Enrollment Experience (N=1244)

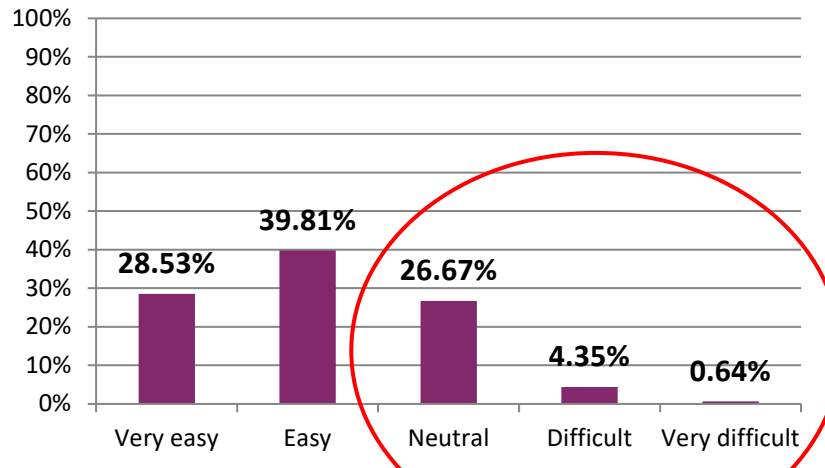


64%

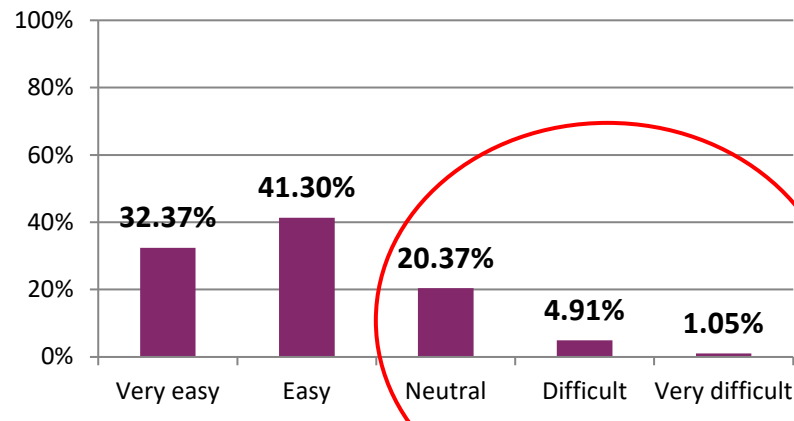
Students were satisfied or very satisfied with pre-advising

Enrollment – Registering/Scheduling Classes

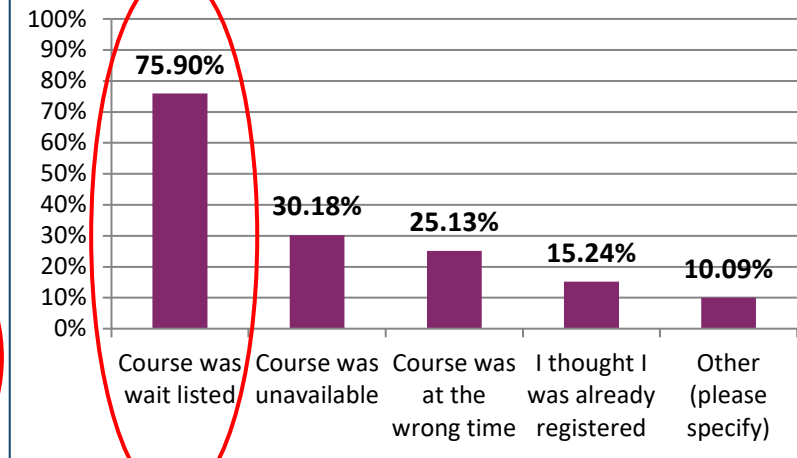
How easy was it to search for your classes? (N=1241)



How easy was it to register/schedule your classes? (N=1242)



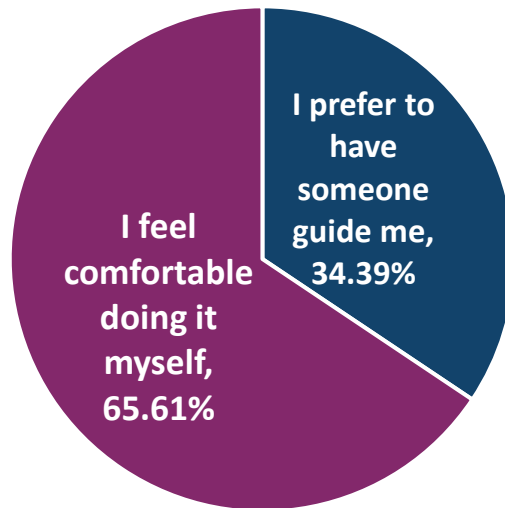
Did you experience any of the following challenges when enrolling for courses? Check all that apply. (N=971)



Difficulties experienced include searching for classes by name/time, navigation, need for help/advising, limited class availability/classes dropped, unclear instructions, and financial aid issues

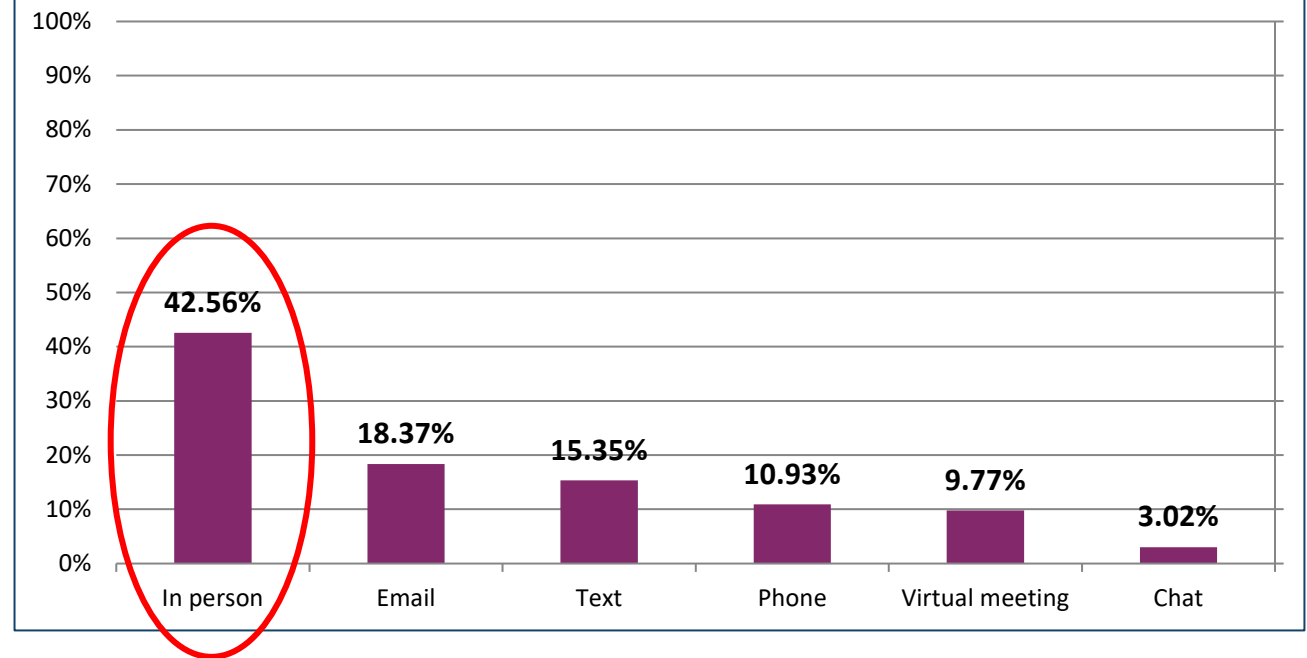
Enrollment Process Guidance

Would you prefer to have someone guide you through the enrollment process?
(N = 1236)




More than half of students felt comfortable completing the enrollment process themselves

What method would you prefer to connect with someone to help guide you during the enrollment process? (N = 430)



For those students preferring guidance, the Top 3 preferred methods for obtaining help include In-person, Email, Text



SECTION 6: ONLINE STUDENTS

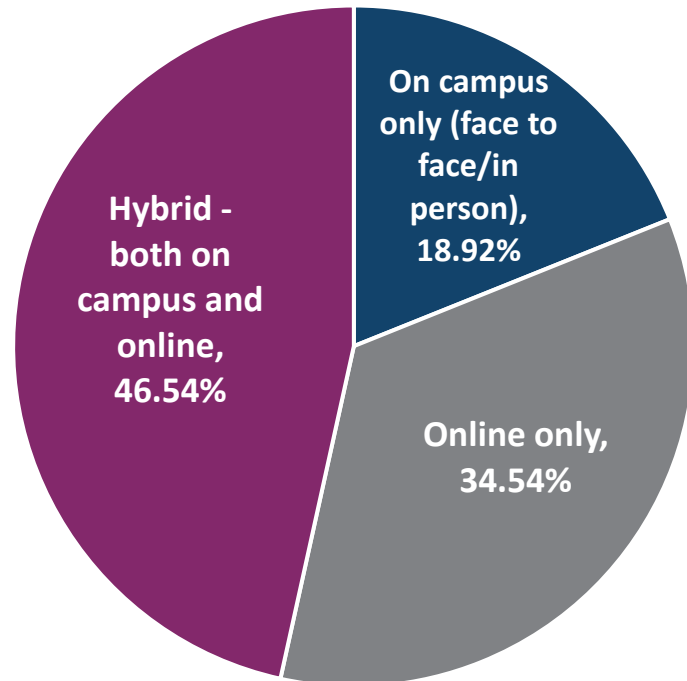
N=
998



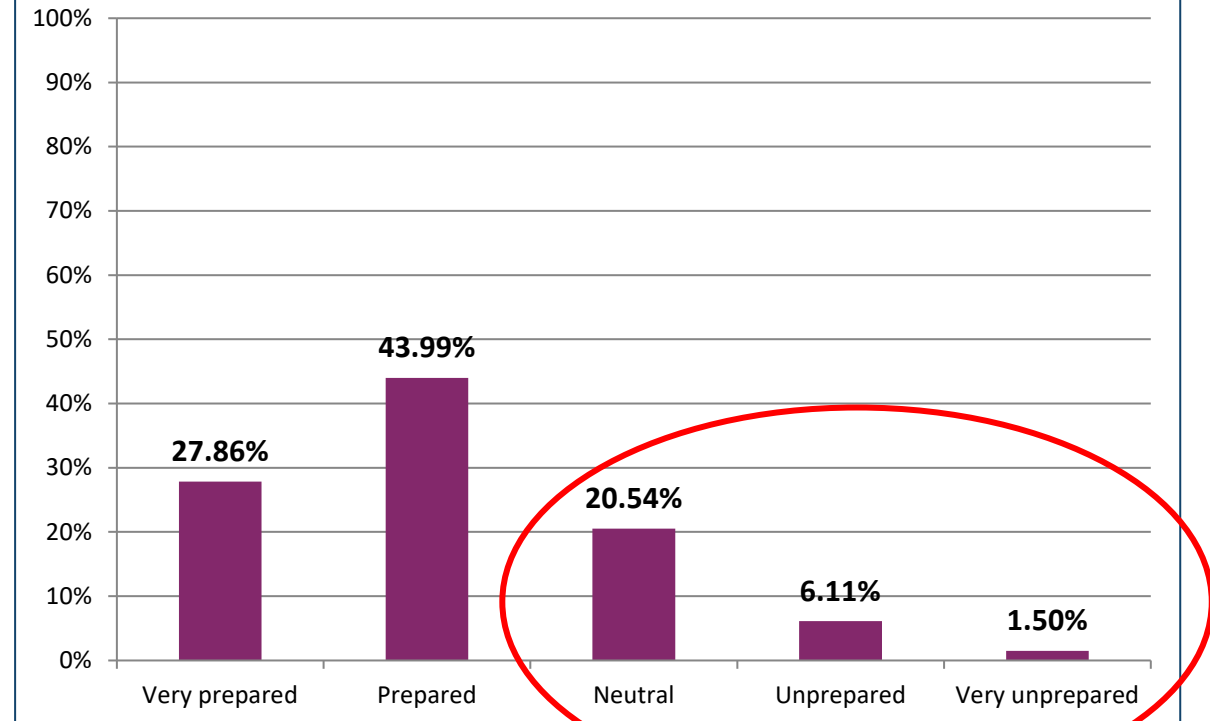
Online Students

What type of classes do you take?

N = 1242



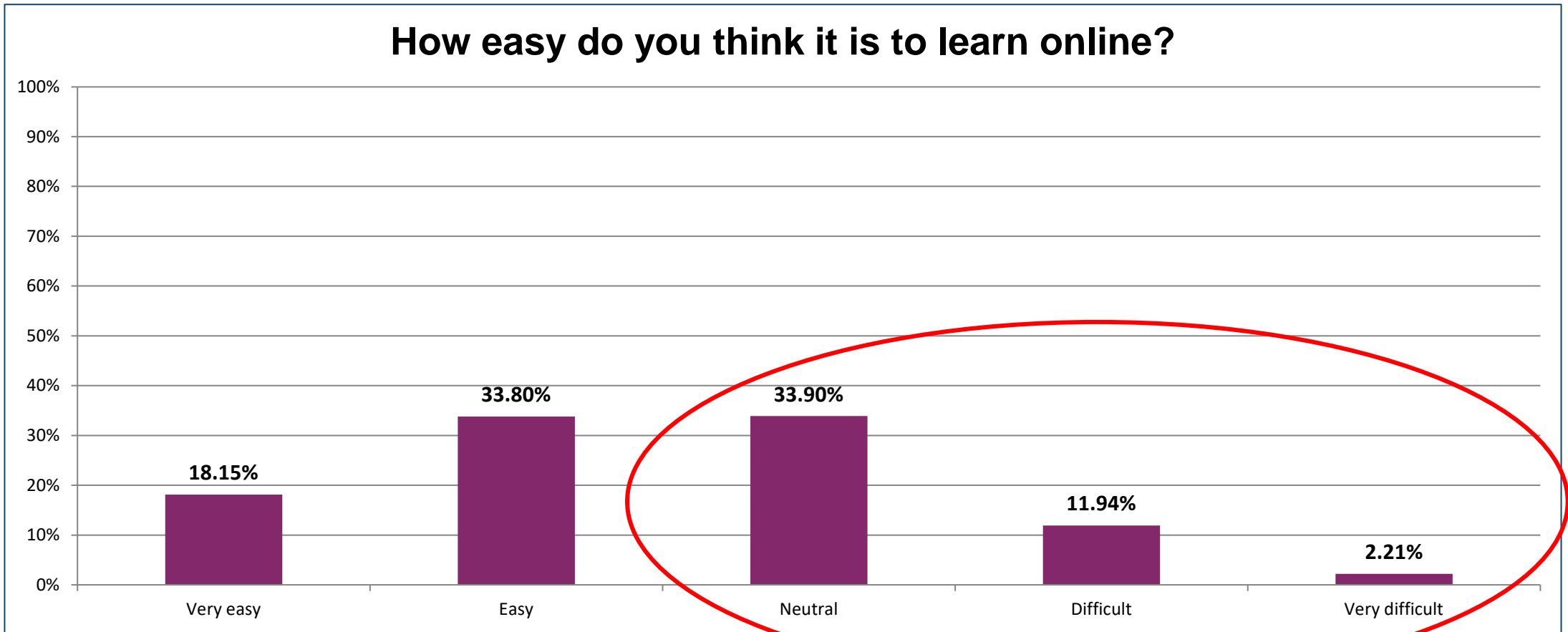
How prepared were you to learn online and successfully complete your courses? N = 998



72%

Students felt **prepared/very prepared** to learn online and successfully complete their courses

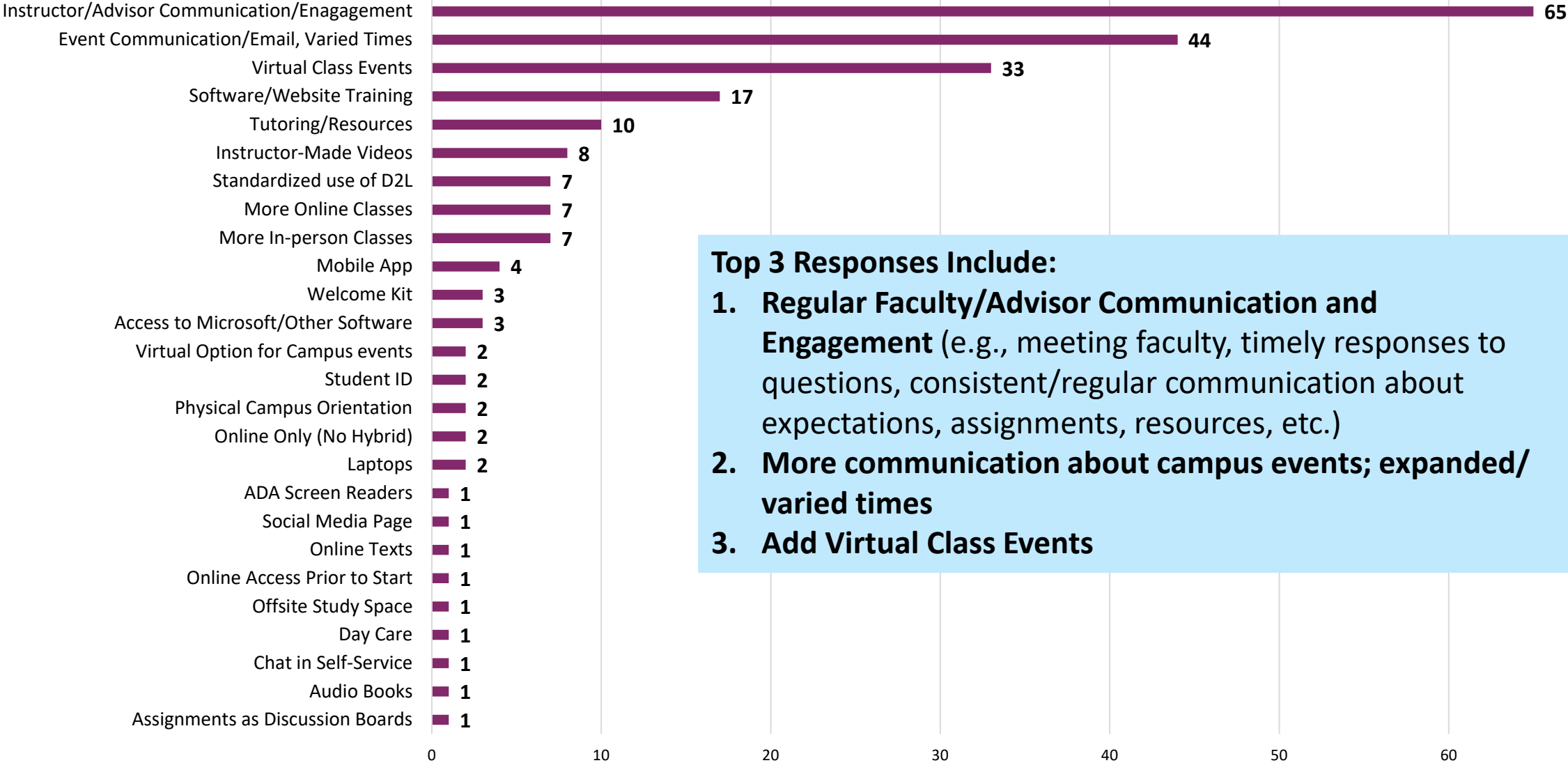
Online Learning (N=997)



Difficulties cited include preference for in-person classes, challenges with personal accountability, lack of Q&A with faculty, and limited interactions with instructors and fellow students

Online Learning (N = 373)

What can we do to make you feel more connected to Delta College as an online student?



Top 3 Responses Include:

- 1. Regular Faculty/Advisor Communication and Engagement (e.g., meeting faculty, timely responses to questions, consistent/regular communication about expectations, assignments, resources, etc.)**
- 2. More communication about campus events; expanded/ varied times**
- 3. Add Virtual Class Events**



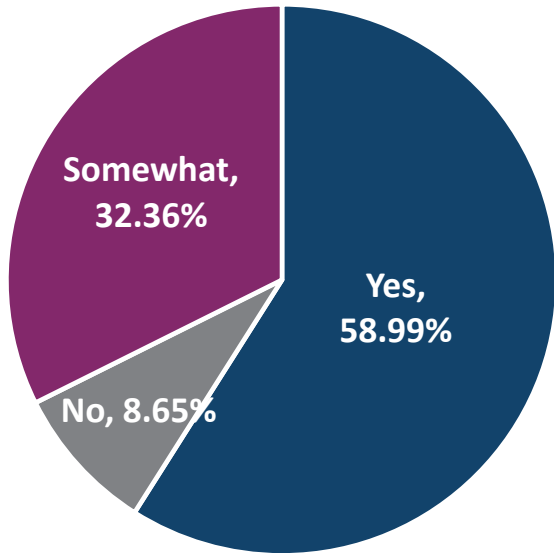
SECTION 7: DEGREE COMPLETION

N=
1202

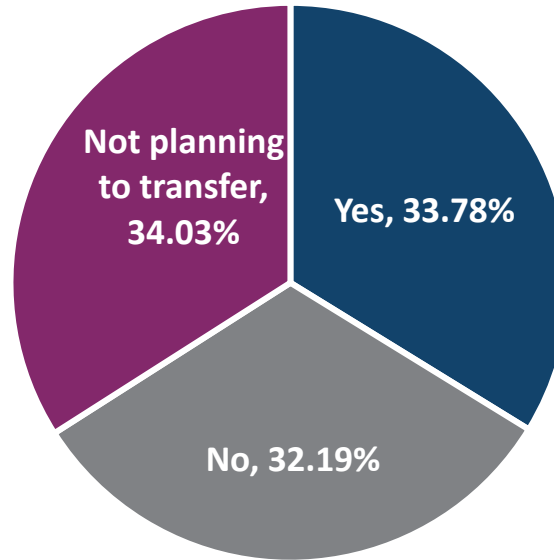


Degree Completion Knowledge

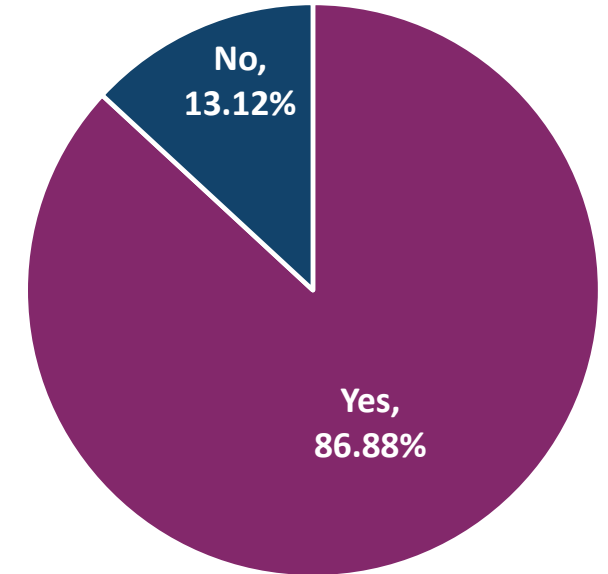
Do you know what the requirements are to complete your degree/certificate? (N = 1202)



If you are planning to transfer, do you know which of your credits will transfer? (N = 1199)



Would you like to receive a notification when you are close to completing your degree/certificate? (N = 1197)



59%

Students know the requirements for completing their degree/certificate; students 19 and under have the lowest understanding (48%)

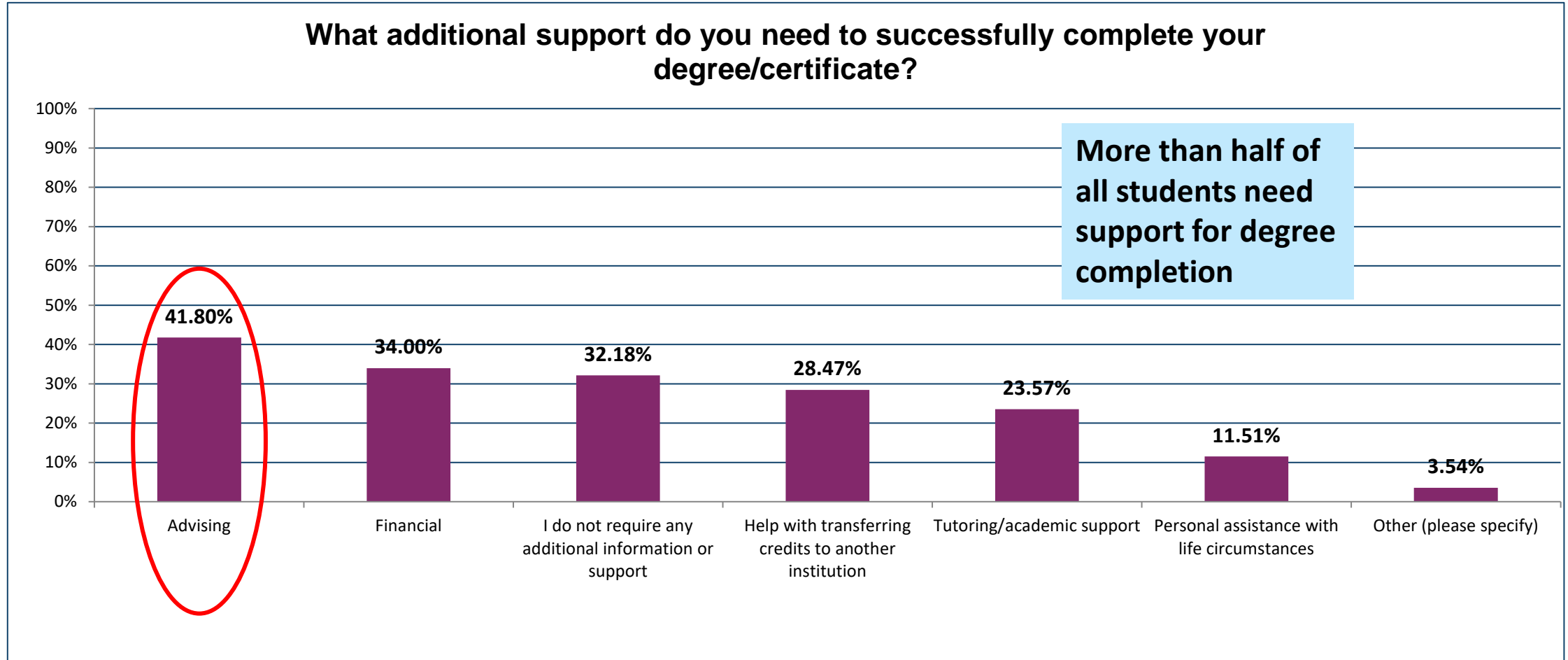
26%

Students ages 25+ **do not know** which credits will transfer (lowest of all demographic groups)

87%

Students would like to receive notification when they are close to completing their degree/certificate

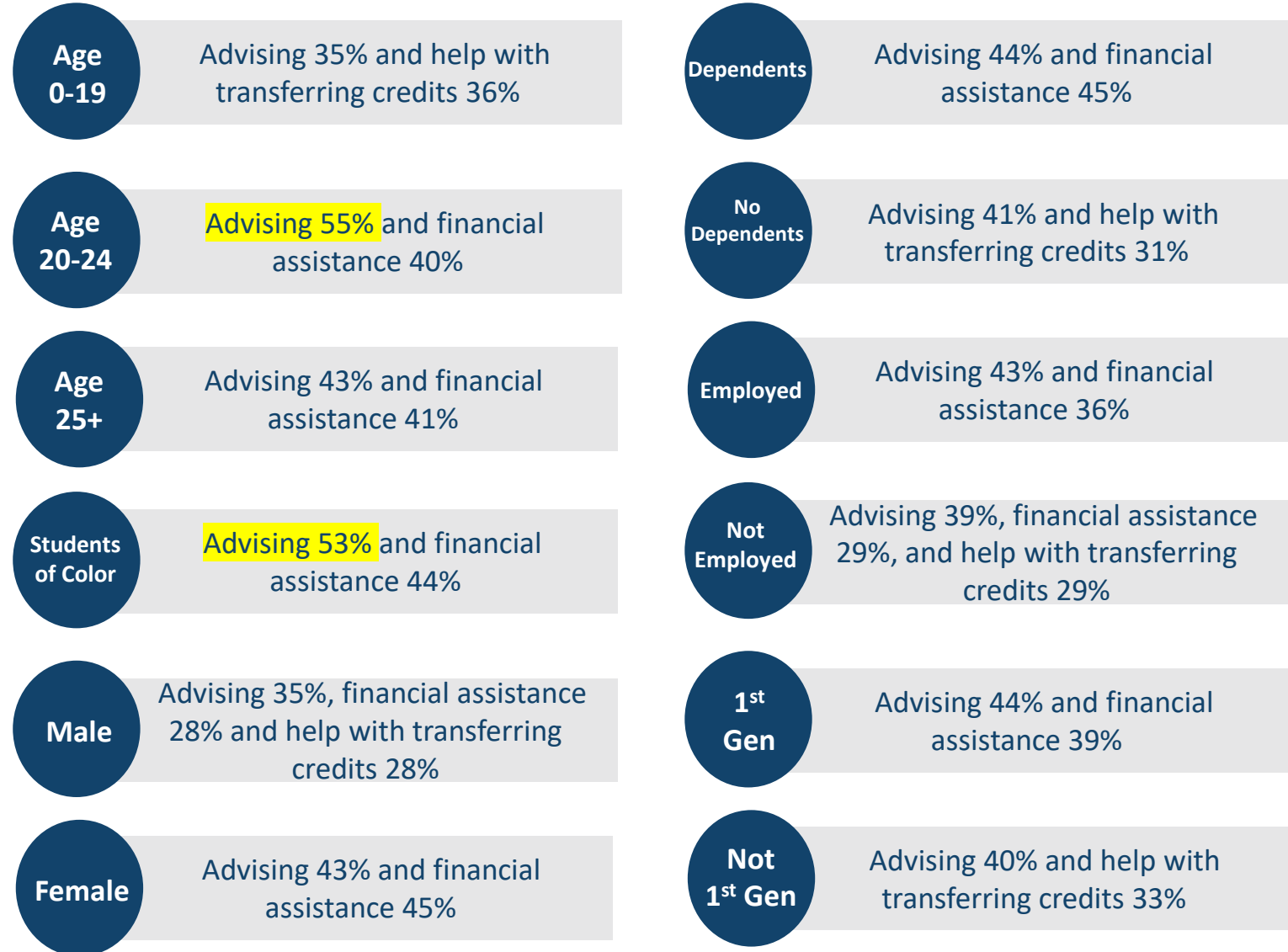
Degree Completion - Support (N=1103)



Top 4 supports needed for degree completion include advising, financial assistance, assistance with credit transfer, and tutoring/academic support

Degree Completion – Advising/Support Needed by Demographic

Students of color and students ages 20-24 needed the most support to complete their degree/certificate





SUMMARY OF OVERALL FINDINGS



Summary of the Overall Findings

Overall, Delta students have a **moderate/high level** of satisfaction, familiarity, and ability to understand and navigate through existing technology platforms. There are some areas with neutral ratings that could be **improved**.

- **Technology.** Not all students are familiar with all technology platforms/systems (e.g., the Student Support System) and Delta could consider improving the functionality and navigation of the website and D2L, adding a mobile app, and enhancing internet/Wi-Fi in some areas.
- **Personal/Life Circumstances.** Majority of students do not experience life circumstances that affect their ability to consistently attend classes; but some demographics are impacted more by financial stress, mental health challenges, and family care responsibilities.
- **Application Process.** Some students still need help with the Application Process (finding information, getting assistance with financial aid (FAFSA), and navigating the website).
- **Enrollment Process.** Overall, students have a good experience with enrollment. Challenges to address include more guidance/instructions for first time users, improved navigation, finding the correct website(s), and improving the course search function.
- **Online Learning.** Students would appreciate training/best practices for using D2L Brightspace and consistent and standardized use of D2L by instructors to help decrease confusion. Instructor and advisor communication and engagement is desired to ensure success. Students would appreciate virtual engagement opportunities/events.
- **Degree Completion and Advising.** Additional supports students need for degree completion include more consistent support/advising throughout their entire academic experience, financial assistance, and assistance with credit transfer.



RECOMMENDATIONS AND FUTURE OPPORTUNITIES



Recommendations and Future Opportunities

1. Simplify and Upgrade Technology Platforms/Systems

- Improve the functionality and navigation of the website/different technology platforms; too many different systems and platforms that don't integrate easily; new students need training/support
- Mobile app
- Improve internet access/Wi-Fi in some areas
- Personal technology requirements

2. Improve Online Learning Platform and Consistency of Use

- Students desire a platform that is standardized and used consistently by all faculty in all classes
- New students need training on the system to feel proficient as an online student
- Students want opportunities to engage with faculty and fellow students and need regular communication on available opportunities

3. Ensure Students have Regular Guidance/Advising from Enrollment to Degree Completion

- Students need timely and consistent advising and proactive communication regarding their progress and requirements during all stages of their academic experience

4. Simplify the Application Process and Ensure Assistance is Available with Financial Aid

- Student need an easier way to find information about their degree/course of study and to navigate between platforms
- New students in particular struggle with getting assistance with financial aid (FAFSA). Some have had significant issues continuing their education due to financial aid challenges

5. Provide Guidance for the Enrollment Process

- First time users need more guidance/instruction for Self-Service and to better navigate and find information on the website
- Students are frustrated by the lack of course offerings at different times and wait lists for classes; limited course availability and waitlisting has had a negative impact on students' financial aid eligibility and academic progress/completion

6. Develop a Confidential System to Link Student Non-Academic Needs with Resources

- Students that do seek assistance need a consistent and easy way to ask for help and find the resources available
- Provide a platform that protects their personal information while linking them to resources

THANK YOU!



Projects Underway

- The survey validates some of the projects we have been working to define
- Public website redesign
 - The marketing team is working to launch a new design at the end of winter semester
- Providing an app for information
 - Andy Straub will present next on the new MyDelta technology
- How to develop an effective online course?
 - A CIBE based committee is working on this
- Providing consistency in D2L content?
 - Student comments from the survey have been provided and this is being addressed by eLearning

