

Impact of COVID-19 Pandemic on Student Experience at Bakersfield College

Three student surveys were conducted in the first half of 2020 to help the BC community better understand the effects of the pandemic on the student experience, including the transition to online learning and challenges ranging from technology to basic needs and mental health.

BAKERSFIELD COLLEGE

Every student enrolled in SP 2020 was invited to participate.

Two Student Online Experience surveys were conducted, one in March and April 2020, respectively.

The COVID-19 Student Impact Survey was administered in June 2020 by the Research and Planning Group for California Community Colleges.

The surveys had 971, 396, and 1,029 responses, respectively.

Key findings of the three surveys are summarized in this report.

Areas of Focus

- Challenges
 - Technological
 - Learning and Educational
 - Access to online support services
- Perception of BC's response to the pandemic
- Financial hardships
- Food, housing and basic needs insecurity
- Mental health and emotional well-being
- Plans for Fall 2020

When the College moved to online instruction and services in Spring 2020, not everyone was ready to engage remotely.



36%

No prior online experience prior to March 2020



36%

No quiet place to study



32%

No idea who to contact with technical issues



28%

No printer

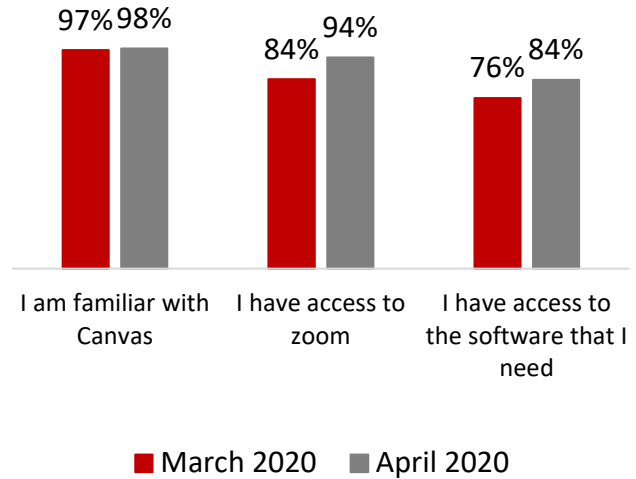
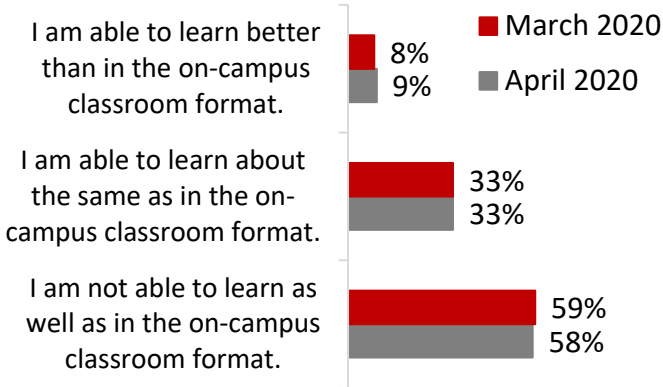


22%

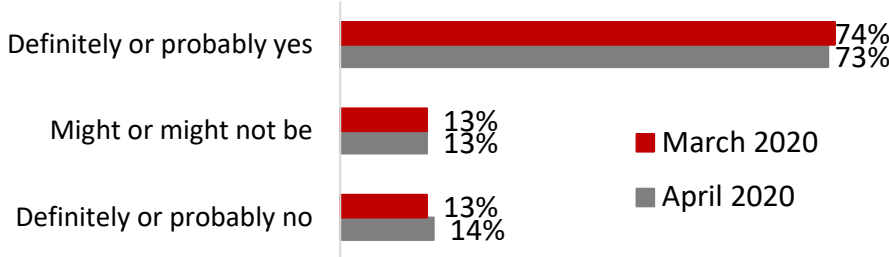
No webcam

“ Not everyone has access to a stable internet speed. I live in a remote area where I do not have a fixed phone line. My wireless connection is good but sometimes drops signal. My worry is when I need to take a test. I typically take my test during my work hours on my lunch break” (March, 2020)

What is your experience like in the class(es) that have shifted to an online format?



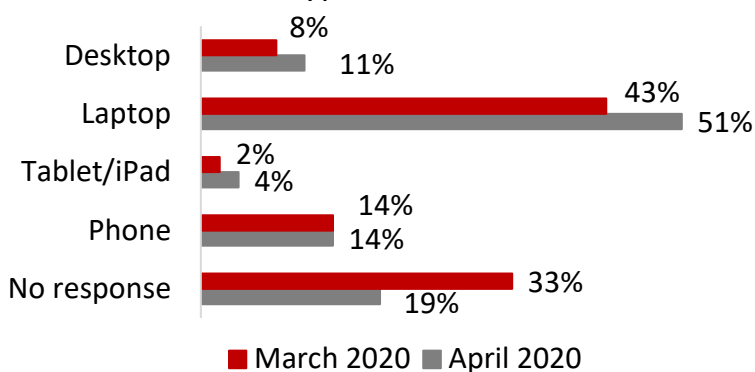
Is your off-campus internet access adequate to fully participate in online classes?



22% lack access to reliable internet

June 2020

Type of Device



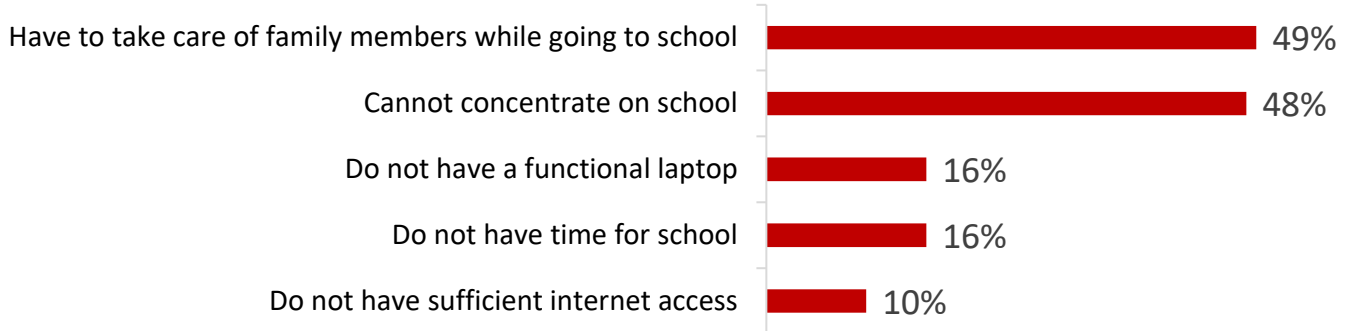
16% no laptop



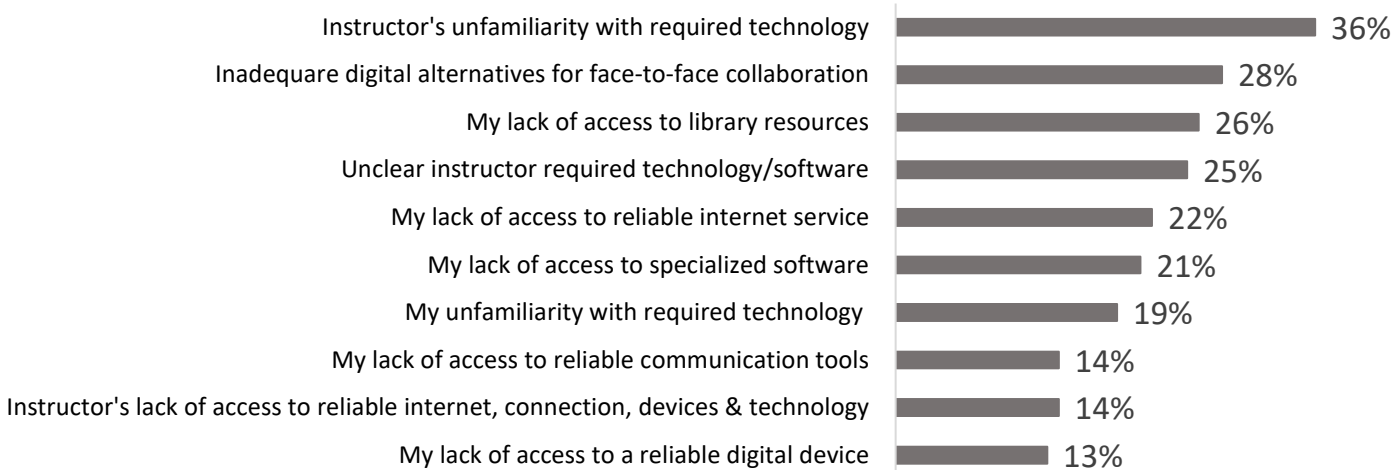
13% lack access to a reliable digital device

June 2020

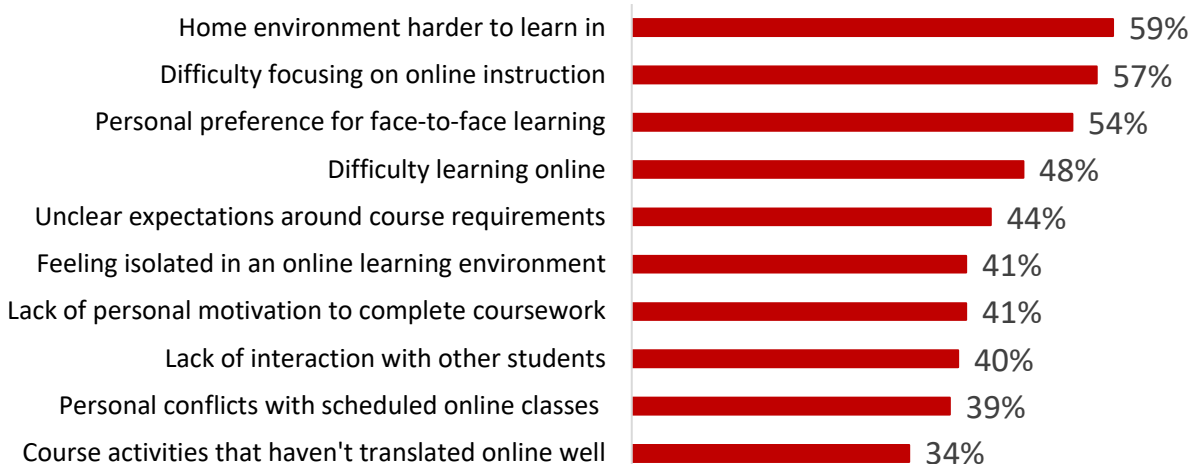
What Challenges do you face right now?



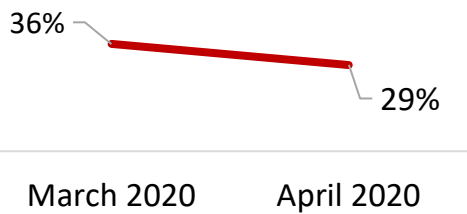
Instructor's discomfort or unfamiliarity with technology was indicated as the No.1 technical challenge since the transition to online learning.



Home environment was the top issue that has challenged students in learning virtually, followed by difficulty focusing on online learning.

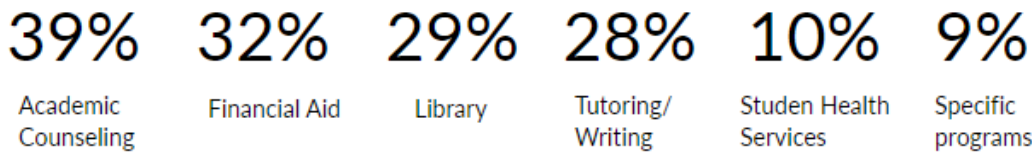


My access to BC's services is not as good as before.



*"I believe the lack of face to face interaction creates a disconnect and in general, it is more difficult to reach out for a counselor for a specific appointment. Having it be over the phone just complicates things."
(March 2020)*

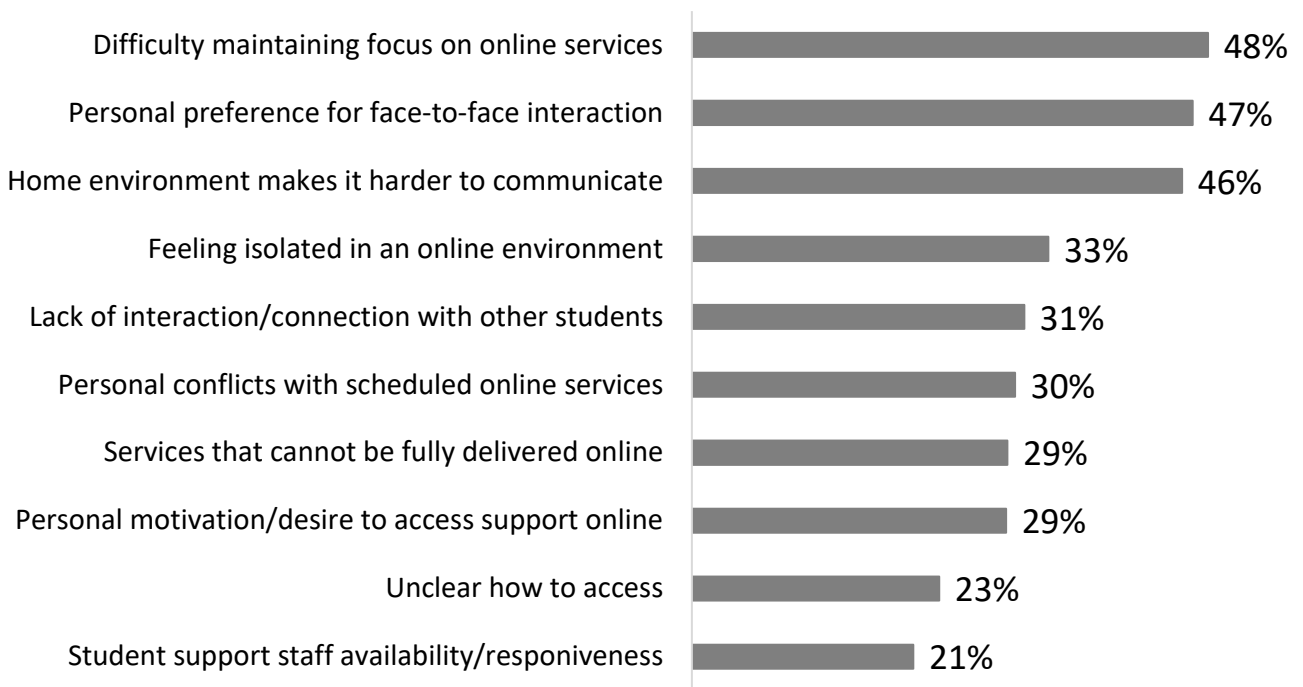
% reporting a challenge in accessing the following student services (June 2020).



Note: Specific programs include EOPS/CARE, Veterans, Foster Youth, MESA, Learning Communities, Umoja, Puente, etc.)

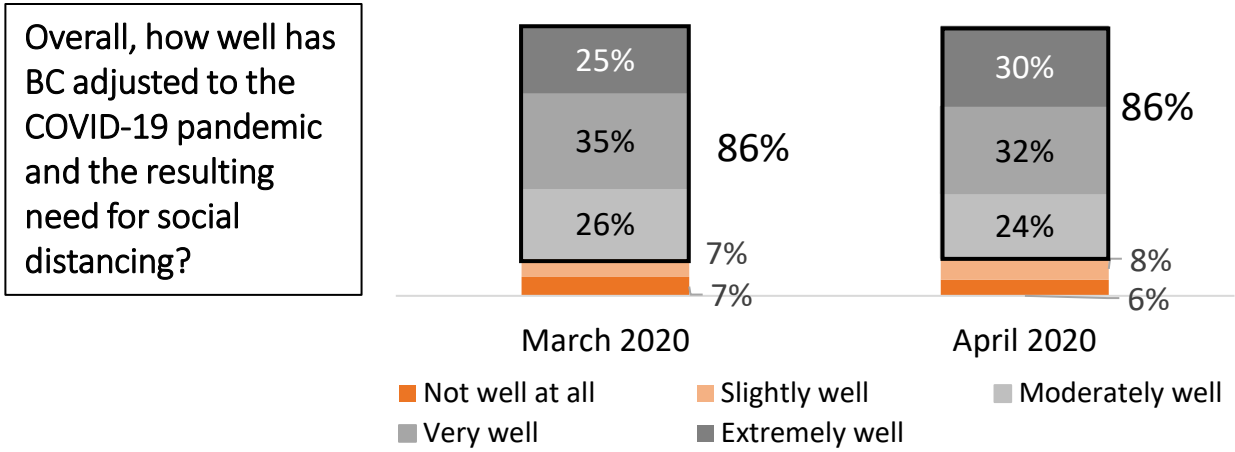


The obstacles in accessing online support services are more social than technical. Students report difficulty concentrating in the home environment and scheduling conflicts as well as feeling isolated and lacking connections with classmates.



While students have experienced significant challenges during the transition to online instruction and services, they also rate positively the College's handling of the pandemic and social distancing measures.

As of Spring 2020, 86% of the respondents say BC has adjusted well.




"For the spring semester I had really awesome teachers that made it comfortable and that they wanted us to succeed"


"When one of my professors had a hard time transitioning to online, students chimed in to help him and it made the class better"

"I interact with more of my fellow students and got to see how well the president of my college transitioned so unexpectedly"


"BC has transitioned very smoothly and I think everyone should be proud of the staff, I'm very proud to have been at BC at this time as a student. Thank you!"

% of students who *agreed* or *strongly agreed* with the following (June 2020)


81%


85%


78%


81%

My college has shown they care about me when making decisions in implementing change

My instrutors have shown care and concern for me as they transition their courses online

My college has supported me in the transition to taking my classes online

My college has communicated information effectively to me regarding changes due to the pandemic

"I am scared of the financial issues I am already facing as this develops. I am out of work, with no pay, no food and failing my classes"

"..being able to afford or attain food or necessities and being able to find them in stores, worried about how we can afford rent and bills because my fiancé's work close down.."

% of Students report having been hungry in the past 30 days



April 2020

June 2020



45%

were **food insecure**



39%

were **house insecure**

19% were **homeless**

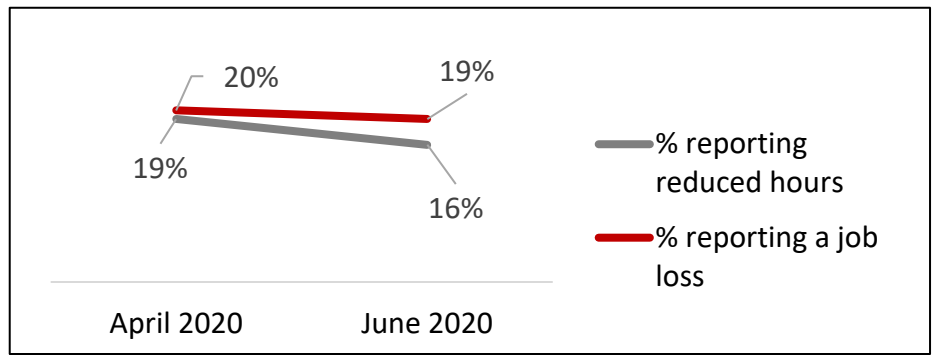
61% were **basic needs insecure**

Note: Basic needs insecurity percentages are derived based on the Hope Center #realcollege survey methodology.

We learned that many community college students statewide and across the nation are dealing with a lack of basic needs.

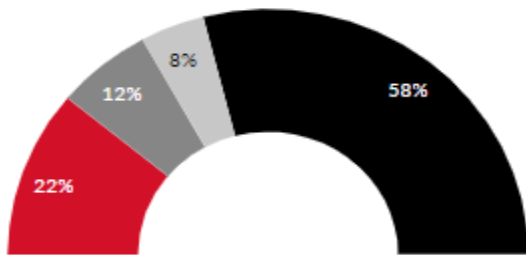
	BC	Central Valley	Statewide	National
Survey period	June 2020	Fall 2018	Fall 2018	March 2020
# Institutions	-	N/A	57 CCs	36 CCs in 26 States
% Food Insecure	45%	53%	50%	44%
% Housing Insecure	39%	64%	60%	36%
% Homeless	19%	18%	19%	11%
% Basic Needs Insecure	61%	N/A	70%	58%

Student employment has changed as a result of the pandemic



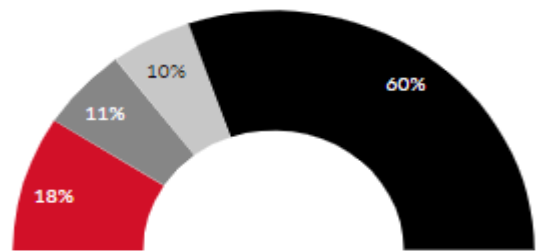
One in five students applied for unemployment insurance or SNAP. **53%** did not know about the emergency aid fund at BC or do not know how to apply for it.

% for Unemployment Insurance



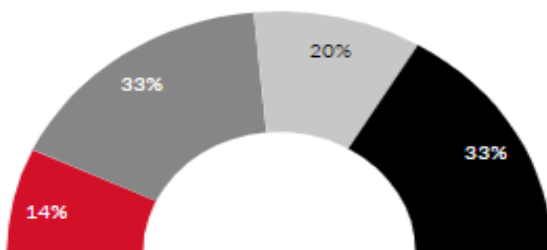
■ Yes (22%)
 ■ No, I didn't know about it (12%)
■ No, I don't know how to apply (8%)
■ No, I am not eligible (58%)

% for SNAP



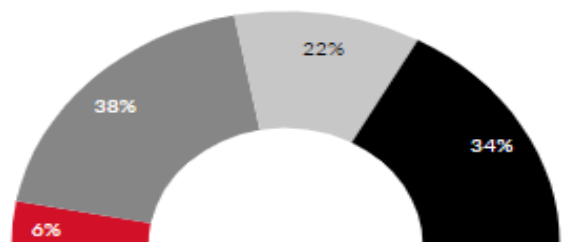
■ Yes (18.18%)
 ■ No, I didn't know about it (11.11%)
■ No, I don't know how to apply (10.1%)
■ No, I am not eligible (60.61%)

% for Emergency aid fund at BC



■ Yes (14%)
 ■ No, I didn't know about it (33%)
■ No, I don't know how to apply (20%)
■ No, I am not eligible (33%)

% for Emergency aid fund outside BC



■ Yes (6%)
 ■ No, I didn't know about it (38%)
■ No, I don't know how to apply (22%)
■ No, I am not eligible (34%)



How are students feeling?

“In the last week, how often have you been bothered by the following problems?”

% experiencing issue either “several days” or “over half of the days”



79%
Feeling nervous, anxious or on edge



72%
Not being able to stop or control worrying



80%
Worrying too much about different things



77%
Trouble relaxing



63%
Being so restless that it is hard to sit still



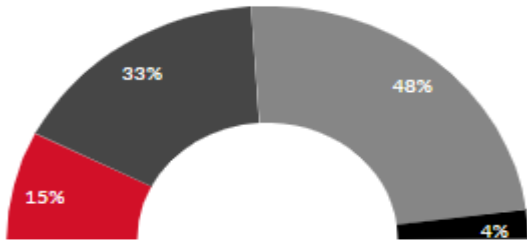
78%
Becoming easily annoyed or irritable



65%
Feeling afraid as if something awful might happen

Despite their recent experience with online learning, most students planned to continue their studies with 75% definitely planning to enroll in more classes at BC with another 15% saying they might enroll at BC.

If courses remain online in fall 2020, how would you prefer they be offered?

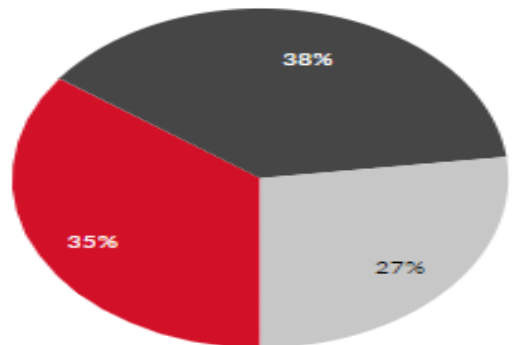


■ Synchronous (15%) ■ Asynchronous (33%)
■ Combination (48%) ■ Other (4%)

Top 3 reasons for not re-enrolling in Fall 2020:

- 41%** don't want online classes
- 28%** worry about getting COVID-19
- 26%** cite family responsibilities

Given my current understanding of how safe it is, I am most likely to re-enroll at the college if:



■ Courses were taught as before (35%)
■ Most courses were taught online (38%)
■ Courses were taught fully online (27%)