**Agenda Item Details**

| | |
|---|---|
| Meeting | Mar 11, 2021 - Institutional Effectiveness Advisory Committee Meeting - REVISED |
| Category | 3. Old Business |
| Subject | 3.01 Update: Survey Planning |
| Access | Public |
| Type | Discussion |

**Public Content**

The members of IEAC will discuss updates on Survey Planning. Attached are notes, summary outlines for the Survey Strategy Plan and directions to access the Qualtrics VCCCD district-wide location to share and collaborate district-wide surveys. Also, please see attached current list of surveys that are noted on the VCCCD district-wide survey calendar dashboard. Also, a review of CCC Students' Transfer Experiences in the Wake of COVID-19 documents.

VCCCD Survey Strategy Plan v2 (Included VCCCD Districtwide Survey Location) 3 2 2021.pdf (216 KB)

VCCCD Survey Schedule Filter on Current Active Surveys as of 03.02.2021.pdf (246 KB)

Sample Language for Colleges _Transfer COVID Survey.pdf (100 KB)

CCC Students' Transfer Experiences in the Wake of COVID-19_Survey Instrument.pdf (265 KB)

2/24/2021

IEAC - Survey Calendar meeting. Dr. Buckley asked that we meet and put together a collective process that will lead toward an effective districtwide survey management strategy.

Ad-hoc group members: MC Dean Institutional Effectiveness, OC Dean of Institutional Effectiveness, VC Dean of Institutional Effectiveness, DAC Data Analyst

1. Developed Survey Calendar dashboard to monitor and manage districtwide surveys
2. Need to develop a districtwide strategy incorporating the Survey Calendar dashboard to help manage the process
3. Purpose: Develop a collective process that will lead toward an effective districtwide survey management strategy.

Meeting Notes and discussion:

1. Analysis - determine need of survey management and or controls
2. Determine scope - Should we manage surveys centrally (IEAC) or (DAC)? Why or why not.
3. Should surveys be managed at the IE level for each college? Why or why not?
    a. Do we need policy or other types of controls? Too easy to use tools like survey monkey.
4. There are degrees to "manage". From at least let us know to providing permission. Many mentioned would like information like survey questions, population, results etc. The more of that type of information we want in a consistent and accurate format will require more "control".

Issues

- Sharing of students
- Survey fatigue
- Surveying on general interest (all campuses have stake) (coordinate?)
- Times where coordination is helpful
- When use nationally normed surveys? (Need to identify)
- Summary – Coordinate surveys that serve all three colleges interest and develop a centralized location to store survey designs, populations etc. (Qualtrics could be used for this)
- Need a way to identify notification process based on content
- Curtesy notification between stakeholders regarding generally three college relevance. (Informal)

- Coordinate districtwide surveys
- Do not attempt to coordinate ad-hoc surveys. Will just slow process

- Centralized surveys
- National norm surveys

Summary of discussion and process execution moving forward

IEAC - Survey Calendar meeting. Dr. Buckley asked that we meet and put together a collective process that will lead toward an effective districtwide survey management strategy.

- The IEAC ad-hoc group met and discussed implementation of a VCCCD collective survey process
    - Scope – The VCCCD Collective Survey Process will be designed to coordinate two survey categories:
        1. Nationally norm surveys utilized by any of the VCCCD colleges
        2. Surveys developed locally that may impact, benefit or serve any of the three VCCCD colleges
    - Survey tracking tool – VCCCD Survey Calendar Dashboard
    - VCCCD "Official" Survey Tool for collective interest surveys will be Qualtrics
        1. All locally developed surveys determined to have central interest will be developed in Qualtrics. This will allow for survey structure, questions, methodology, results and populations to be tracked and reported on from a centralized location. This will also allow full access to the centralized surveys for the three colleges to reference on demand.
        2. DAC will develop a centralized Qualtrics location for the purpose of storing, tracking and memorializing surveys that serve multiple college interests.
    - Communication method for identifying and tracking relevant locally developed surveys - Informal (Deans will communicate via professional curtesy regarding the need or relevance of locally developed / requested surveys to the three colleges and DAC)
    - When locally developed surveys are identified to have collective interest, the VCCCD Survey Calendar Dashboard "Survey Entry From" will be submitted to DAC I.E. via college I.E. department.
    - DAC I.E. will post submitted surveys on VCCCD Survey Calendar Dashboard
    - Monthly IEAC verbal report by each college I.E. Dean regarding current "known" surveys deployed by college. Redundancy for communication and to ensure survey relevance
    - DAC IEAC Survey Calendar review (as needed to review current and historic surveys visually)

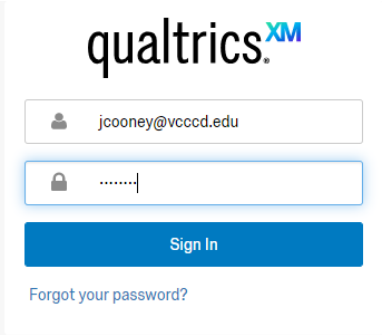
Next steps

1. Provide current list of surveys entered on VCCCD Survey Calendar Dashboard and review at next IEAC
2. Determine if any more surveys should be included
3. Enter any additional surveys
4. Develop VCCCD Centralized Qualtrics location to store districtwide surveys and ancillary information.
5. Dean's Monthly IEAC survey report (verbal at IEAC meetings)
6. DAC IEAC Survey Calendar review (verbal and / or demonstration of current survey conditions as needed at IEAC meetings)

VCCCD Districtwide Survey Location:

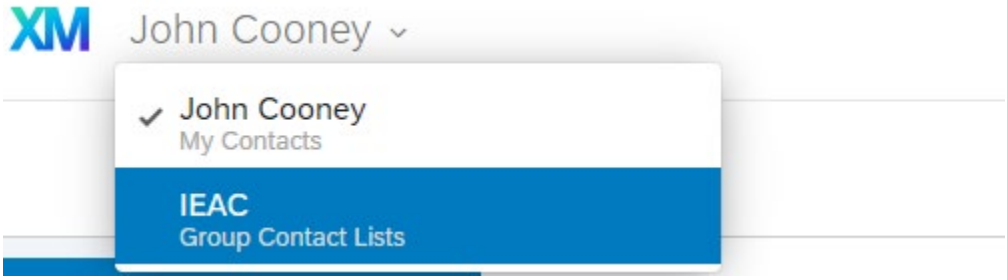
Access: MC Dean Institutional Effectiveness, OC Dean Institutional Effectiveness, VC Dean Institutional Effectiveness, District Data Analyst

1. Log in to Qualtrics platform: https://ventura.co1.qualtrics.com/login?path=%2FControlPanel%2F&product=ControlPanel

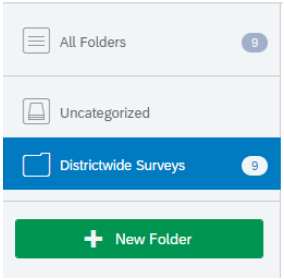



2. Right top corner menu click Library:

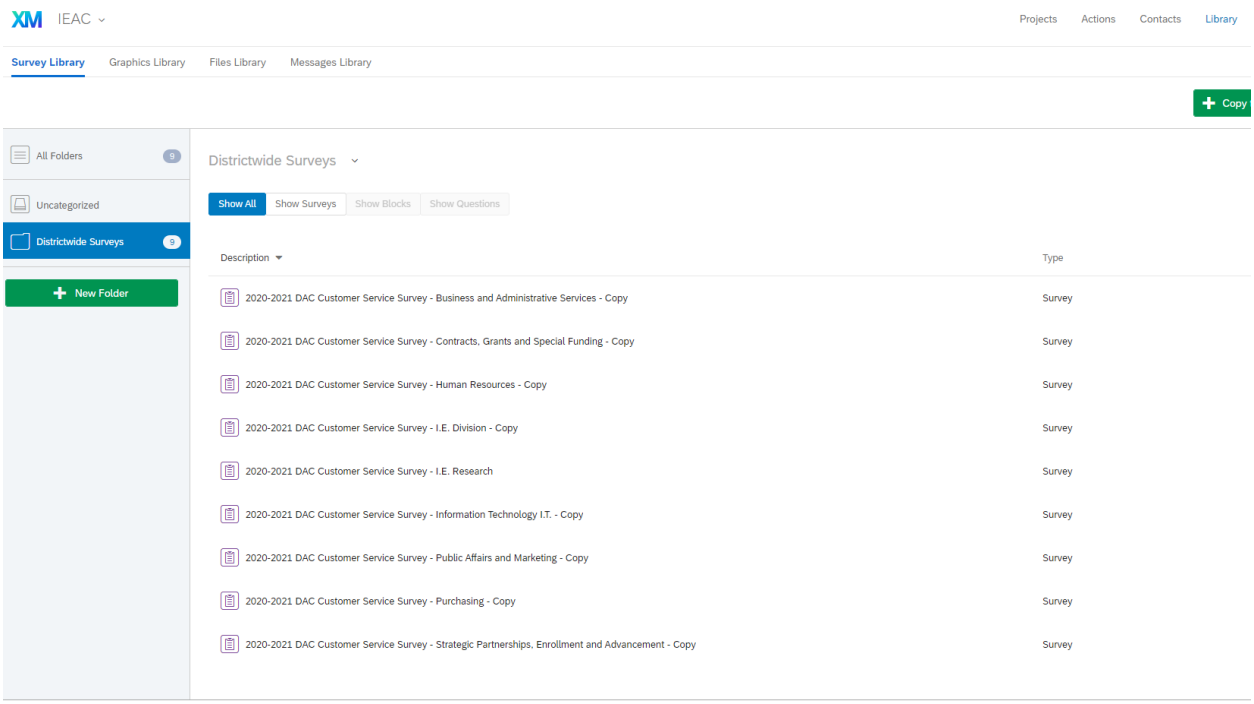
3. Left top corner click down arrow under your profile name and select IEAC




4. Click Districtwide Surveys on right side menu:



5. This is the VCCCD Districtwide Survey Location




6. To share college surveys click Copy to this Library and follow wizard:

| Date | Survey | Location | Funding Source | Frequency | Description | Next Planned Survey Date |
|---|---|---|---|---|---|---|
| 2/25/2019 | DAC Modern Think | Districtwide | DAC | Every 2 Years | Evaluate employee perception and culture at district and colleges | 2/25/2021 |
| 4/17/2019 | DAC Student Perception Survey | Districtwide | DAC | ? | Evaluate student percecption districtwide / IEAC | |
| 5/1/2019 | OC Student Perception | Oxnard College | No Cost | Odd Years | ure student satisfaction, use and perception of services and learning experi | 5/1/2021 |
| 8/1/2019 | MC Flex surveys | Moorpark College | No Cost | Annual | Evalute Flex sessions | 8/1/2020 |
| 8/2/2019 | VC Flex surveys | Ventura College | No Cost | Annual | Evalute Flex sessions | 8/2/2020 |
| 10/1/2019 | OC ACHA-ANCHA Survey | Oxnard College | 43-85 cents per student | 3-5 Years | survey of student health and access to healthcare and basic needs services | 10/1/2022 |
| 10/2/2019 | VC ACHA-NCHA survey | Ventura College | Unknown | 3-5 Years | survey of student health and access to healthcare and basic needs services | 10/2/2022 |
| 12/1/2019 | MC ACHA-NCHA survey | Moorpark College | College | Unkown | provide health center feedback on student health needs | |
| 1/1/2020 | DAC I.E. Customer Service Program Review - Outreach/Board Relations and Legislation | Districtwide | DAC | Annual | Program Review | 1/1/2021 |
| 1/2/2020 | DAC I.E. Customer Service Program Review - Human Resources | Districtwide | DAC | Annual | Program Review | 1/2/2021 |
| 1/3/2020 | DAC I.E. Customer Service Program Review - Research | Districtwide | DAC | Annual | Program Review | 1/3/2021 |
| 1/4/2020 | DAC I.E. Customer Service Program Review - Strategic Partnership and Planning | Districtwide | DAC | Annual | Program Review | 1/4/2021 |
| 1/5/2020 | DAC I.E. Customer Service Program Review - DAC Business Services | Districtwide | DAC | Annual | Program Review | 1/5/2021 |
| 1/6/2020 | VC Flex surveys | Ventura College | No Cost | Annual | Evalute Flex sessions | 1/6/2021 |
| 3/15/2020 | VC Student Service Point-of-Service Surveys (Paper) | Ventura College | No Cost | Annual | Results used for student service program review | 3/15/2021 |
| 3/15/2020 | VC Administrative Service Online Surveys (Online) | Ventura College | No Cost | Annual | Results used for student service program review | 3/15/2021 |
| 4/1/2020 | MC Governance Committee Surveys | Moorpark College | No Cost | Annual | Evaluate Committee Effectiveness | 4/1/2021 |
| 4/1/2020 | VC College Governance Committee surveys | Ventura College | No Cost | Annual | College Governance Committee surveys | |
| 4/2/2020 | MC Covid 19 student technology needs survey | Moorpark College | No Cost | Once | Evaluate tech needs of students while remote | |
| 4/2/2020 | MC Covid 19 faculty preference for fall 2020 | Moorpark College | No Cost | Once | Evaluate tech needs of facutly while remote | |
| 4/3/2020 | OC Governance Committee Surveys | Oxnard College | No Cost | Annual | Evaluate Committee Effectiveness | 4/3/2021 |
| 4/4/2020 | OC Covid 19 Student Technology Needs Survey | Oxnard College | No Cost | Once | Evaluate tech needs of students while remote | |
| 4/5/2020 | VC Covid 19 Student Technology Needs Survey | Ventura College | No Cost | Once | Evaluate tech needs of students while remote | |
| 4/6/2020 | VC Covid 19 Faculty Technology Needs Survey | Ventura College | No Cost | Once | Evaluate tech needs of facutly while remote | |
| 5/1/2020 | MC Administrator/Director Evaluations | Moorpark College | No Cost | Annual | Helpful to evaluation process of Administrators | 5/1/2021 |
| 5/1/2020 | OC Administrator/Director Evaluations | Oxnard College | No Cost | Annual | Helpful to evaluation process of Administrators | 5/1/2021 |
| 5/1/2020 | VC Administrator/Director Evaluations | Ventura College | No Cost | Annual | Helpful to evaluation process of Administrators | 5/1/2021 |
| 5/2/2020 | MC Covid 19 faculty preference for fall 2020 | Moorpark College | No Cost | Once | Faculty preference for whether they want to teach on campus in fall | |
| 5/3/2020 | MC Covid 19 student preference for fall 2020 | Moorpark College | No Cost | Once | student preference for whether they want to take classes on campus on fall | |
| 5/4/2020 | OC Statewide Covid Impact -- Student Survey | Oxnard College | No Cost | Once | student preference for whether they want to take classes on campus on fall | |
| 5/5/2020 | OC Statewide Covid Impact -- Employee Survey | Oxnard College | No Cost | Once | Faculty preference for whether they want to teach on campus in fall | |
| 5/6/2020 | VC Statewide Covid Impact -- Student Survey | Ventura College | No Cost | Once | RP Group COVID Impact Study | |
| 5/7/2020 | VC Statewide Covid Impact -- Employee Survey | Ventura College | No Cost | Once | RP Group COVID Impact Study | |
| 6/1/2020 | MC College Governance Committee surveys | Moorpark College | No Cost | Annual | Evaluate Committee Effectiveness | 6/1/2022 |
| 8/1/2020 | MC Flex surveys | Moorpark College | No Cost | Annual | Evalute Flex sessions | 8/1/2021 |
| 8/2/2020 | VC Flex surveys | Ventura College | No Cost | Annual | Evalute Flex sessions | 8/2/2021 |
| 1/1/2021 | DAC I.E. Customer Service Program Review - Outreach/Board Relations and Legislation | Districtwide | DAC | Annual | Program Review | 1/1/2022 |
| 1/2/2021 | DAC I.E. Customer Service Program Review - Human Resources | Districtwide | DAC | Annual | Program Review | 1/2/2022 |
| 1/3/2021 | DAC I.E. Customer Service Program Review - Research | Districtwide | DAC | Annual | Program Review | 1/3/2022 |
| 1/4/2021 | DAC I.E. Customer Service Program Review - Strategic Partnership and Planning | Districtwide | DAC | Annual | Program Review | 1/4/2022 |
| 1/5/2021 | DAC I.E. Customer Service Program Review - DAC Business Services | Districtwide | DAC | Annual | Program Review | 1/5/2022 |
| 1/6/2021 | VC Flex surveys | Ventura College | No Cost | Annual | Evalute Flex sessions | 1/6/2022 |
| 2/25/2021 | DAC Modern Think | Districtwide | DAC | Every 2 Years | Evaluate employee perception and culture at district and colleges | 2/25/2023 |
| 3/15/2021 | VC Student Service Point-of-Service Surveys (Paper) | Ventura College | No Cost | Annual | Results used for student service program review | 3/15/2022 |
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| 5/1/2021 | OC Student Perception | Oxnard College | No Cost | Odd Years | ure student satisfaction, use and perception of services and learning experi | 5/1/2023 |
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| 8/2/2021 | VC Flex surveys | Ventura College | No Cost | Annual | Evalute Flex sessions | 8/2/2022 |
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| 10/2/2022 | VC ACHA-NCHA survey | Ventura College | Unknown | 3-5 Years | survey of student health and access to healthcare and basic needs services | 10/2/2025 |
| | | | | | | |

******SAMPLE LANGUAGE FOR COLLEGES TO USE TO SEND SURVEY TO STUDENTS**

**Email Invitation**

SUBJECT LINE: We want to hear from you! Complete the statewide *Transfer Experiences in the Wake of COVID-19* Survey

Greetings!

We want to hear from you! We are inviting you to complete an online survey to gather information about students' experiences navigating transfer during the pandemic. This survey asks about your current and future transfer plans, challenges you are encountering in the transfer process, your awareness and access to transfer-related resources and information, and your demographics.

The survey is being administered by the Research and Planning Group for California Community Colleges (The RP Group) and will take approximately 10 minutes to complete.

Students who complete the survey and provide their contact information at the end will be **eligible for 1 of 10, $100 Amazon gift cards.**

The survey results will be aggregated across students and used both statewide and by individual colleges to better support students both now and throughout the next year. Your responses to this survey are confidential. Your survey responses will be shared with your college and we will take necessary precautions to ensure your confidentiality is maintained. Your student ID will be asked at the end of the survey and is optional. If you do provide your student ID, that will allow us to connect more of our institutional data to your responses and improve the potential to better customize what we learn to our students and better inform transfer practices and processes to support you and other students in these difficult times.

**Take the CCC statewide** *Transfer Experiences in the Wake of COVID-19* Survey **here:** http://s.alchemer.com/s3/Transfer-Experiences-in-the-Wake-of-Covid-19

This survey will be available until **Friday, March 26th.**

Thank you!

******SAMPLE LANGUAGE FOR COLLEGES TO USE TO SEND SURVEY TO STUDENTS**

**Email Reminder**

SUBJECT LINE: Reminder: We want to hear from you! Complete the statewide *Transfer Experiences in the Wake of COVID-19* Survey

Greetings!

This email is a friendly reminder that we would like to hear from you to understand what you need to support your transfer journey here at the college.

We are inviting you to complete an online survey to gather information about students' experiences navigating transfer during the pandemic. This survey asks about your current and future transfer plans, challenges you are encountering in the transfer process, your awareness and access to transfer-related resources and information, and your demographics.

The survey is being administered by the Research and Planning Group for California Community Colleges (The RP Group) and will take approximately 10 minutes to complete.

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**Take the CCC statewide *Transfer Experiences in the Wake of COVID-19* Survey here:**
http://s.alchemer.com/s3/Transfer-Experiences-in-the-Wake-of-Covid-19

This survey will be available until **Friday, March 26th.**

Thank you!

# CCC Students' Transfer Experiences in the Wake of COVID-19

## INTRODUCTION

**Page description:**
The purpose of this survey is to gather information about students' experiences navigating transfer during the pandemic. This survey asks about your current and future transfer plans, challenges you are encountering in the transfer process, your awareness and access to transfer-related resources and information, and your demographics. The survey will take approximately 10 minutes to complete.

**Students who complete the survey and provide their contact information at the end will be eligible for 1 of 10, $100 Amazon gift cards.**

**Confidentiality.** Your responses to this survey are confidential. Your survey responses will be shared with your college and we will take necessary precautions to ensure your confidentiality is maintained.

**Voluntary.** This survey is completely voluntary. You do not have to participate and no one will know if you do or do not. If you do not want to answer a specific question, you may skip it (but your perspective is important to us, so we hope you will answer as many questions as you can). You may discontinue your participation at any time without penalty.

**Benefits.** Your participation in this survey will help us understand how students like you are experiencing transfer during this pandemic and help inform local and state efforts to improve transfer practices and policies.

**Risks.** There are no foreseeable risks associated with your participation in this survey.

**Questions.** If you would like more information about this survey, you may contact Dr. Katie Brohawn at kbrohawn@rpgroup.org.

**Page exit logic:** Skip / Disqualify Logic
**IF:** #1 Question "**Informed Consent. To begin the survey, please consent to the following: I am 18 years of age or older and freely consent to participate in this survey.**" is one of the following answers ("No, I do not consent to participate.") **THEN:** Jump to page 7 - Thank You!

LOGIC Show/hide trigger exists.

1. **Informed Consent. To begin the survey, please consent to the following: I am 18 years of age or older and freely consent to participate in this survey.** *

- ○ Yes, I consent to participate.
- ○ No, I do not consent to participate.

## MY CURRENT TRANSFER PATH

2. **Select your community college. If you are enrolled in more than one college, select the institution where you are taking most of your courses. If you are not currently enrolled, select the one where you most recently took classes.** *

LOGIC Show/hide trigger exists.

3. **What is your current enrollment status?** *

- I am still enrolled at my community college
- I am no longer enrolled at my community college, but plan to re-enroll in the near future
- I am no longer enrolled at my community college and do not know when I will return
- I transferred and am attending a university

LOGIC Hidden unless: #3 Question "**What is your current enrollment status?** " is one of the following answers ("I am no longer enrolled at my community college, but plan to re-enroll in the near future","I am no longer enrolled at my community college and do not know when I will return")

4. **Are you no longer enrolled at your community college because of the pandemic?**

- Yes
- No

LOGIC Hidden unless: #3 Question "**What is your current enrollment status?** " is one of the following answers ("I am still enrolled at my community college","I am no longer enrolled at my community college, but plan to re-enroll in the near future","I am no longer enrolled at my community college and do not know when I will return")

5. **What best describes your current transfer plans?**

- Applied to transfer and got accepted, but deferred
- Applied to transfer and got accepted, but decided not to go
- Applied to transfer, but did not get accepted
- Plan to transfer and have submitted applications to universities
- Plan to transfer, but have not submitted applications to universities
- Have not applied to transfer and am unsure of transfer plans

LOGIC Hidden unless: (#3 Question "**What is your current enrollment status?** " is one of the following answers ("I am still enrolled at my community college","I am no longer enrolled at my community college, but plan to re-enroll in the near future","I am no longer enrolled at my community college and do not know when I will return") AND #5 Question "**What best describes your current transfer plans?** " is one of the following answers ("Applied to transfer and got accepted, but deferred","Applied to transfer and got accepted, but decided not to go","Plan to transfer, but have not submitted applications to universities","Have not applied to transfer and am unsure of transfer plans"))

6. **Did your transfer plans change due to the pandemic?**

- Yes
- No

LOGIC Hidden unless: (#6 Question "**Did your transfer plans change due to the pandemic?**" is one of the following answers ("Yes") AND #6 Question "**Did your transfer plans change due to the pandemic?**" )

7. **What about the pandemic caused your transfer plans to change?**

LOGIC Hidden unless: #3 Question "**What is your current enrollment status?** " is one of the following answers ("I transferred and am attending a university")

8. **To which type of university did you transfer?**

- CSU
- UC
- In-state private
- Out of state

9. **Have you received any college awards (e.g., certificate or degrees) to date?**

- Yes
- No

LOGIC Hidden unless: (#9 Question "**Have you received any college awards (e.g., certificate or degrees) to date?** " is one of the following answers ("Yes") AND #9 Question "**Have you received any college awards (e.g., certificate or degrees) to date?** " )

10. **Please select all the awards you have received to date (check all that apply):**

- [ ] Certificate
- [ ] Associate Degree of Arts or Science
- [ ] Associate Degree of Arts or Science for Transfer (AD-T)
- [ ] Bachelor's Degree or higher

LOGIC Hidden unless: ((#10 Question "**Please select all the awards you have received to date (check all that apply):**" is one of the following answers ("Certificate","Associate Degree of Arts or Science","Bachelor's Degree or higher") AND #9 Question "**Have you received any college awards (e.g., certificate or degrees) to date?** " is one of the following answers ("Yes")) OR #9 Question "**Have you received any college awards (e.g., certificate or degrees) to date?** " is one of the following answers ("No"))

11. **Are you aware of the Associate Degree for Transfer options at your institution?**

- ○ Yes
- ○ No

LOGIC Hidden unless: ((#10 Question "**Please select all the awards you have received to date (check all that apply):**" is one of the following answers ("Certificate","Associate Degree of Arts or Science","Bachelor's Degree or higher") AND #9 Question "**Have you received any college awards (e.g., certificate or degrees) to date?** " is one of the following answers ("Yes")) OR #9 Question "**Have you received any college awards (e.g., certificate or degrees) to date?** " is one of the following answers ("No"))

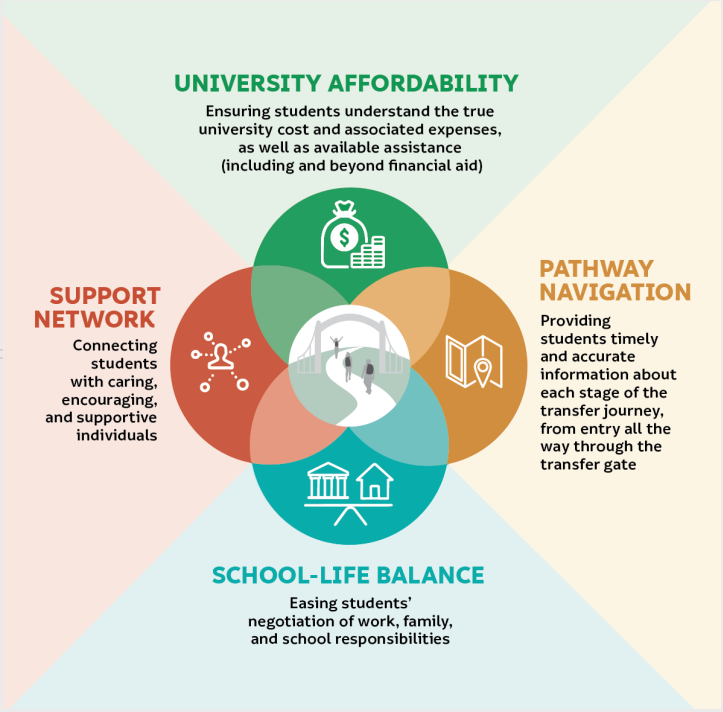
12. **Are you currently attempting to complete an Associate Degree for Transfer?**

- ○ Yes
- ○ No

## ISSUES IMPACTING YOUR TRANSFER

**Page description:**

A prior survey of over 800 California community college students who were close to transfer identified that four major issues impact students' transfer journey:




We would like to know how much these factors impact your transfer experience, especially during COVID.

13. **Rate the following issues based on how important they are to your ability to transfer.**

## 1 = not at all important to 6 = very important

| | Not at all important 1 | 2 | 3 | 4 | 5 | Very important 6 |
|---|---|---|---|---|---|---|
| **University affordability** - Knowing what it will cost to attend university, having enough money to pay for it, and receiving adequate financial assistance | ○ | ○ | ○ | ○ | ○ | ○ |
| **School-life balance** - Being able to juggle my numerous work and/or family responsibilities with school | ○ | ○ | ○ | ○ | ○ | ○ |
| **Pathway navigation** - Knowing what steps are required to transfer and when I need to complete specific milestones | ○ | ○ | ○ | ○ | ○ | ○ |
| **Support network** - Getting enough help and encouragement during my transfer process, including from family and friends, people at my community college, and/or representatives from my university of choice | ○ | ○ | ○ | ○ | ○ | ○ |

14. **To what degree was the following a challenge for you BEFORE THE PANDEMIC:**

| | Very challenging | Moderately challenging | Slightly challenging | Not at all challenging |
|---|---|---|---|---|
| **University affordability** - Knowing what it will cost to attend university, having enough money to pay for it, and receiving adequate financial assistance | ○ | ○ | ○ | ○ |
| **School-life balance** - Being able to juggle my numerous work and/or family responsibilities with school | ○ | ○ | ○ | ○ |
| **Pathway navigation** - Knowing what steps are required to transfer and when I need to complete specific milestones | ○ | ○ | ○ | ○ |
| **Support network** - Getting enough help and encouragement during my transfer process, including from family and friends, people at my community college, and/or representatives from my university of choice | ○ | ○ | ○ | ○ |

15. **Please share any other transfer-related challenge(s) not covered above that you experienced BEFORE THE PANDEMIC.**

16. **To what degree has the following been a challenge for you DURING THIS TIME:**

| | Very challenging | Moderately challenging | Slightly challenging | Not at all challenging |
|---|---|---|---|---|
| **University affordability** - Knowing what it will cost to attend university, having enough money to pay for it, and receiving adequate financial assistance | ○ | ○ | ○ | ○ |
| **School-life balance** - Being able to juggle my numerous work and/or family responsibilities with school | ○ | ○ | ○ | ○ |
| **Pathway navigation** - Knowing what steps are required to transfer and when I need to complete specific milestones | ○ | ○ | ○ | ○ |
| **Support network** - Getting enough help and encouragement during my transfer process, including from family and friends, people at my community college, and/or representatives from my university of choice | ○ | ○ | ○ | ○ |

17. **Please share any other transfer-related challenge(s) not covered above that you experienced DURING THIS TIME.**

18. **To what degree do you expect the following to be a challenge in the UPCOMING YEAR?**

| | Very challenging | Moderately challenging | Slightly challenging | Not at all challenging |
|---|---|---|---|---|
| **University affordability** - Knowing what it will cost to attend university, having enough money to pay for it, and receiving adequate financial assistance | ○ | ○ | ○ | ○ |
| **School-life balance** - Being able to juggle my numerous work and/or family responsibilities with school | ○ | ○ | ○ | ○ |
| **Pathway navigation** - Knowing what steps are required to transfer and when I need to complete specific milestones | ○ | ○ | ○ | ○ |
| **Support network** - Getting enough help and encouragement during my transfer process, including from family and friends, people at my community college, and/or representatives from my university of choice | ○ | ○ | ○ | ○ |

19. **Please share any other transfer-related challenge(s) not covered above that you expect will impact you in the UPCOMING YEAR.**

## YOUR UNDERSTANDING OF CHANGES TO TRANSFER REQUIREMENTS DUE TO COVID-19

20. **Are you aware of any changes to transfer requirements (e.g., acceptance of certain letter grades to meet transfer requirements) your community college has made due to the pandemic?**

- Yes
- No

LOGIC Hidden unless: (#20 Question "**Are you aware of any changes to transfer requirements (e.g., acceptance of certain letter grades to meet transfer requirements) your community college has made due to the pandemic?**" is one of the following answers ("Yes") AND #20 Question "**Are you aware of any changes to transfer requirements (e.g., acceptance of certain letter grades to meet transfer requirements) your community college has made due to the pandemic?**" )

21. **How have the changes (e.g., use of Pass/No Pass grades) at your community college affected your transfer experience?**

- It improved my transfer opportunities
- It hurt my transfer opportunities
- I am not sure how it affected my transfer opportunities
- It did not affect my transfer opportunities

LOGIC Show/hide trigger exists. Hidden unless: (#21 Question "**How have the changes (e.g., use of Pass/No Pass grades) at your community college affected your transfer experience?**" is one of the following answers ("It improved my transfer opportunities") AND #21 Question "**How have the changes (e.g., use of Pass/No Pass grades) at your community college affected your transfer experience?**" )

22. **What change(s) at your community college improved your transfer opportunities?**

LOGIC Hidden unless: #22 Question "**What change(s) at your community college improved your transfer opportunities?**"

23. **How did the change(s) at your community college improve your transfer opportunities?**

LOGIC Show/hide trigger exists. Hidden unless: (#21 Question "**How have the changes (e.g., use of Pass/No Pass grades) at your community college affected your transfer experience?**" is one of the following answers ("It hurt my transfer opportunities") AND #21 Question "**How have the changes (e.g., use of Pass/No Pass grades) at your community college affected your transfer experience?**" )

24. **What change(s) at your community college hurt your transfer opportunities?**

LOGIC Hidden unless: #24 Question "**What change(s) at your community college hurt your transfer opportunities?**"

25. **How did the change(s) at your community college hurt your transfer opportunities?**

26. **Are you aware of any changes to the transfer requirements (e.g., acceptable grades or courses) your university of choice has made due to the pandemic?**

- Yes
- No

LOGIC Show/hide trigger exists. Hidden unless: (#26 Question "**Are you aware of any changes to the transfer requirements (e.g., acceptable grades or courses) your university of choice has made due to the pandemic?**" is one of the following answers ("Yes") AND #26 Question "**Are you aware of any changes to the transfer requirements (e.g., acceptable grades or courses) your university of choice has made due to the pandemic?**" )

27. **How have the changes at your university of choice affected your transfer experience?**

- It improved my transfer opportunities
- It hurt my transfer opportunities
- I am not sure how it affected my transfer opportunities
- It did not affect my transfer opportunities

LOGIC Show/hide trigger exists. Hidden unless: #27 Question "**How have the changes at your university of choice affected your transfer experience?**" is one of the following answers ("It improved my transfer opportunities")

28. **What change(s) at your university of choice improved your transfer opportunities?**

LOGIC Hidden unless: #28 Question "**What change(s) at your university of choice improved your transfer opportunities?** "

29. **How did the change(s) at your university of choice improve your transfer opportunities?**

LOGIC Show/hide trigger exists. Hidden unless: #27 Question "**How have the changes at your university of choice affected your transfer experience?**" is one of the following answers ("It hurt my transfer opportunities")

30. **What change(s) at your university of choice hurt your transfer opportunities?**

LOGIC Hidden unless: #30 Question "**What change(s) at your university of choice hurt your transfer opportunities?**"

31. **How did the change(s) at your university of choice hurt your transfer opportunities?**

## YOUR SATISFACTION WITH TRANSFER SUPPORTS

32. **Please select how easy or hard it was to access the following transfer supports and resources during this time.**

| | Harder to access now than before | No difference | Easier to access now than before | Did not try / do not know |
|---|---|---|---|---|
| Counselor/advisor | ○ | ○ | ○ | ○ |
| Transfer Center staff at the community college | ○ | ○ | ○ | ○ |
| Transfer Center staff at the university | ○ | ○ | ○ | ○ |
| Transfer workshops/events | ○ | ○ | ○ | ○ |
| Transfer website | ○ | ○ | ○ | ○ |
| Other online resources (e.g., Assist) | ○ | ○ | ○ | ○ |

LOGIC Hidden unless: ((((( Question "Counselor/advisor" is one of the following answers ("Easier to access now than before") OR Question "Transfer Center staff at the community college" is one of the following answers ("Easier to access now than before")) OR Question "Transfer Center staff at the university" is one of the following answers ("Easier to access now than before")) OR Question "Transfer workshops/events" is one of the following answers ("Easier to access now than before")) OR Question "Transfer website" is one of the following answers ("Easier to access now than before")) OR Question "Other online resources (e.g., Assist)" is one of the following answers ("Easier to access now than before"))

33. **Please describe why it was easier to access.**

LOGIC Show/hide trigger exists.

34. **Please rate your satisfaction with the communication and supports you received from your community college about transfer BEFORE THE PANDEMIC.**

- Extremely satisfied
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- Extremely dissatisfied

LOGIC Hidden unless: #34 Question "**Please rate your satisfaction with the communication and supports you received from your community college about transfer BEFORE THE PANDEMIC.**"

35. **Please share the reason(s) for your rating.**

LOGIC Show/hide trigger exists.

36. **Please rate your satisfaction with the communication and supports you received from your community college about transfer DURING THIS TIME.**

- Extremely satisfied
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- Extremely dissatisfied

LOGIC Hidden unless: #36 Question "**Please rate your satisfaction with the communication and supports you received from your community college about transfer DURING THIS TIME.**"

37. **Please share the reason(s) for your rating.**

LOGIC Show/hide trigger exists.

38. **Please rate your satisfaction with the communication and supports you received from your university of choice about transfer DURING THIS TIME.**

- Extremely satisfied
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- Extremely dissatisfied

LOGIC Hidden unless: #38 Question "**Please rate your satisfaction with the communication and supports you received from your university of choice about transfer DURING THIS TIME.**"

39. **Please share the reason(s) for your rating.**

40. **What do you currently need from your community college and/or university of choice to support your transfer path?**

**YOUR DEMOGRAPHICS**

**Page description:**
This next set of questions asks you about your demographic characteristics. While optional, providing this information is incredibly valuable for two main reasons. First, it allows us to determine whether those who respond to the survey are representative of the population being studied to determine whether the survey results can be generalized to this larger population. Second, it allows us to examine whether there are differences in survey responses across groups to better identify opportunities and make recommendations for improving the experiences of those groups.

## 41. **Gender (check all that apply):**

- [ ] Female
- [ ] Male
- [ ] Nonbinary
- [ ] Decline to state
- [ ] Other - Write In

## 42. **Sexual Orientation (check all that apply):**

- [ ] Straight/heterosexual
- [ ] Gay or Lesbian/homosexual
- [ ] Bisexual
- [ ] Decline to state
- [ ] Other - Write In

43. **Do you identify as Transgender?**

- ○ Yes
- ○ No
- ○ Decline to state

44. **Race/Ethnicity (check all that apply):**

- ☐ African American/Black
- ☐ Native American/Alaskan Native
- ☐ Asian - South
- ☐ Asian - Southeast
- ☐ Asian - East
- ☐ Hispanic or Latina/o/x
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Decline to state
- ☐ Other - Write In

45. **Age:**

46. **Are you the first person in your family to attend college?**

- ○ Yes
- ○ No
- ○ Decline to state

47. **How are you paying for your education (check all that apply)?**

- ☐ Financial Aid (e.g., scholarships, grants)
- ☐ Loans
- ☐ Self
- ☐ Parent/Guardian
- ☐ Decline to state

48. **You have the option of providing your student ID. Doing so will allow your college and statewide researchers to better explore patterns between students' survey responses and their longer-term outcomes. If you prefer to remain anonymous, please leave this question blank.**

Please be sure to share your full ID, including any and all leading zeros and/or letters.

College Student ID

49. **For a chance to enter into a random lottery for 1 of 10 $100 Amazon gift cards, please enter your full name and email address. This information will not be linked to your survey responses.**

Full Name

Email Address

50. **Do you want to want to be considered for a focus group we are planning in April?  If you are selected for the focus group we will provide a $50 gift card for your focus group participation.**

- Yes
- No

**Thank You!**

LOGIC Hidden unless: #1 Question "**Informed Consent. To begin the survey, please consent to the following: I am 18 years of age or older and freely consent to participate in this survey.**" is one of the following answers ("No, I do not consent to participate.")

Thank you for taking our survey. Your response is very important to us.