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**Sent:** Tuesday, June 2, 2020 9:27 AM

**To:** Faculty <faculty@groups.csusb.edu>

**Cc:** Sandy Bennett <Sandy.Bennett@csusb.edu>; Janette Garcia <jygarcia@csusb.edu>; AJ Hernandez <ahernand@csusb.edu>

**Subject:** ASI Virtual Instruction Survey

Dear Faculty,

While we are making progress in our virtual setting, wide variability exists among our students' experiences. Additional training will be offered for faculty and students this summer to further develop online teaching and learning proficiency and enhance experiences in a remote environment.

To guide in this development, below you will find a recap of student responses related to teaching and learning from ASI's Virtual Instruction Survey. This survey was sent via email to students on May 13 and included three questions:

1. Please tell us about your virtual learning experience this quarter. What do you like/dislike about the experience?
2. What can the campus do to improve your virtual learning experience?
3. What would you like to ask President Morales about the upcoming Summer and Fall terms?

As of May 20, 249 students had responded to this ongoing survey. Identifying information has been redacted with "XXXs" and responses to the third question are not included due to overlap. Detailed results for the first two questions are attached.

Pros	Cons
<ul style="list-style-type: none"><li>• Flexibility and empathy of some professors</li></ul>	<ul style="list-style-type: none"><li>• Lots of additional assignments and "busy work" from some professors; additional workload compared to pre-COVID-19</li></ul>
<ul style="list-style-type: none"><li>• No commute resulting in more study time</li></ul>	<ul style="list-style-type: none"><li>• Lessons are often self-taught (some professors are simply posting PowerPoint presentations; no Zoom lectures)</li></ul>
<ul style="list-style-type: none"><li>• Ability to better juggle home life during the pandemic</li></ul>	<ul style="list-style-type: none"><li>• Three- to four-hour Zoom sessions and sometimes longer classes</li></ul>
<ul style="list-style-type: none"><li>• Ability to work at own pace</li></ul>	<ul style="list-style-type: none"><li>• Technical issues students are penalized for</li></ul>
<ul style="list-style-type: none"><li>• Resourceful professors</li></ul>	<ul style="list-style-type: none"><li>• Lack of communication</li></ul>
<ul style="list-style-type: none"><li>• Use of YouTube videos to further explain concepts from recorded lectures</li></ul>	<ul style="list-style-type: none"><li>• Difficulty connecting with professors; slow to respond to email and the posting of grades</li></ul>
<ul style="list-style-type: none"><li>• Weekly question and answer sessions offered by some professors</li></ul>	<ul style="list-style-type: none"><li>• No common standard online procedure for online teaching, video conferencing, PowerPoints, etc.;</li></ul>

	consistency needed with programs used in a virtual setting
<ul style="list-style-type: none"> <li>• Zoom lectures that are synchronous and then posted online for reference</li> </ul>	<ul style="list-style-type: none"> <li>• Inflexible professors</li> </ul>
<ul style="list-style-type: none"> <li>• Professors who seek feedback from students and respond to this feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Inconsistent organization of items in BlackBoard</li> </ul>
	<ul style="list-style-type: none"> <li>• Limited time for quizzes and tests; lockdown browser during testing is problematic</li> </ul>

Thank you for your continued efforts to support one another and our students during these challenging circumstances. I'm confident we can continue to advance our many successes going forward.

Best,  
Shari



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