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Following the common set of 8 survey items that went to all students, each student received one of three randomly assigned 10-item modules:

Module	Items	Responses
Academic Support	9(A) - 18(A)	1186
Student Support	9(S) - 18(S)	1294
Virtual Instruction	9(V) - 18(V)	1240

In the following slides, N is given for the number of students represented in each chart, excluding those who skipped the item or selected the “N/A” option.

Each module was followed by the same two common open-ended items that went to all students:

- What factors were most important for helping you complete Spring semester?
- What posed the greatest challenges as you worked to complete Spring semester?

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Virtual Instruction

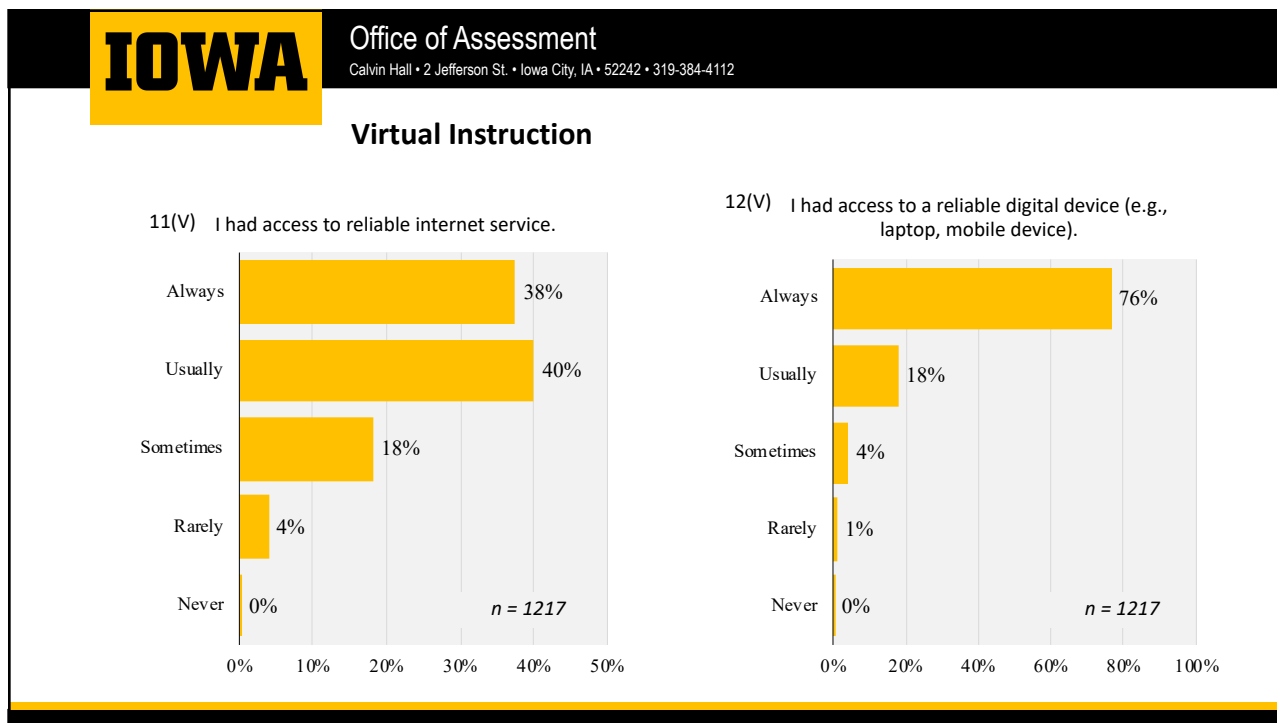
9(V) Instructors were able to use technologies for virtual instruction effectively.

Response	Percentage
Very often	18%
Often	42%
Sometimes	32%
Rarely	6%
Not at all	1%

10(V) I was able to use technologies for virtual instruction effectively.

Response	Percentage
Very often	33%
Often	40%
Sometimes	21%
Rarely	5%
Not at all	2%

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13(V) "Other comments on your experiences with technology during virtual instruction" [open-text response]

~ 15% responded, ~ **one-half** focused on instructional **Technology**

Technology: Access and Availability

"Even good internet can be unreliable sometimes, especially during timed tests and quizzes when time is of the essence and you don't have time if your computer breaks down or internet stops working."

"I had a professor wanting us to use a virtual desktop, vpn, and statistical software all at once. this was a lot to ask considering my laptop is old and my wifi is bad and the professor just wasn't very understanding of how much of a task this was."

"I live out in the country, so every day I would have to go 30 minutes to my place of employment and watch my video lectures there."

"Access to web cameras, printers, and specific system requirements were difficult to acquire."

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13(V) "Other comments on your experiences with technology during virtual instruction" [open-text response]

~ 15% responded, ~ **one-half** focused on instructional **Technology** (continued)

Technology: Instructor Preparation

"Some professors are just not well-versed in technology and best teaching practices in online classes, so that made certain aspects of classes difficult. I think if they have to do any virtual instruction in the fall, they need to have more tech support to help them navigate virtual learning."

"Teachers were not prepared to do this and pretending like any of it worked is foolish"

"Plenty Of Teachers Were Recalcitrant To Learn"

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13(V) "Other comments on your experiences with technology during virtual instruction" [open-text response]

~ 15% responded, ~ **one-third** focused on instructional **Quality**

Quality of Support for Learning

"Some instructions were great but others were horrible. ... Some professors did not do a good job of communicating what needed to be done and some even added MORE work during this time. It was very disappointing to see the lack of empathy and consideration some professors had"

"For me, it's not an issue of access, it's an issue of quality when classes are online."

"It seemed as if there were minimal structural guidelines when it came to online classes. Each class did things differently and it was hard to keep track of lectures, homework, etc."

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13(V) “Other comments on your experiences with technology during virtual instruction” [open-text response]
~ 15% responded, ~ **one-third** focused on instructional **Quality** (continued)

Quality of Instructor Effort

“I think some professors were amazing during this time, but I had a few that continued using outdated software and forms of communication that harmed my learning more than helped it”

“Most of my professors transitioned well into online classes. However, I think some need to try harder and really consider what an online course should be. [One instructor] did not record new lectures ... and relied on old supplementary lectures and PowerPoints to fill us in. As a result, I felt as I had to work twice as hard to learn the information in needed to know.”

“It took a little while for some instructors to figure out a good system and there were still some hiccups occasionally but overall it went well”

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Virtual Instruction

14(V) Instructors in my courses used virtual class sessions well.

Frequency	Percentage
Very often	19%
Often	37%
Sometimes	32%
Rarely	9%
Not at all	3%

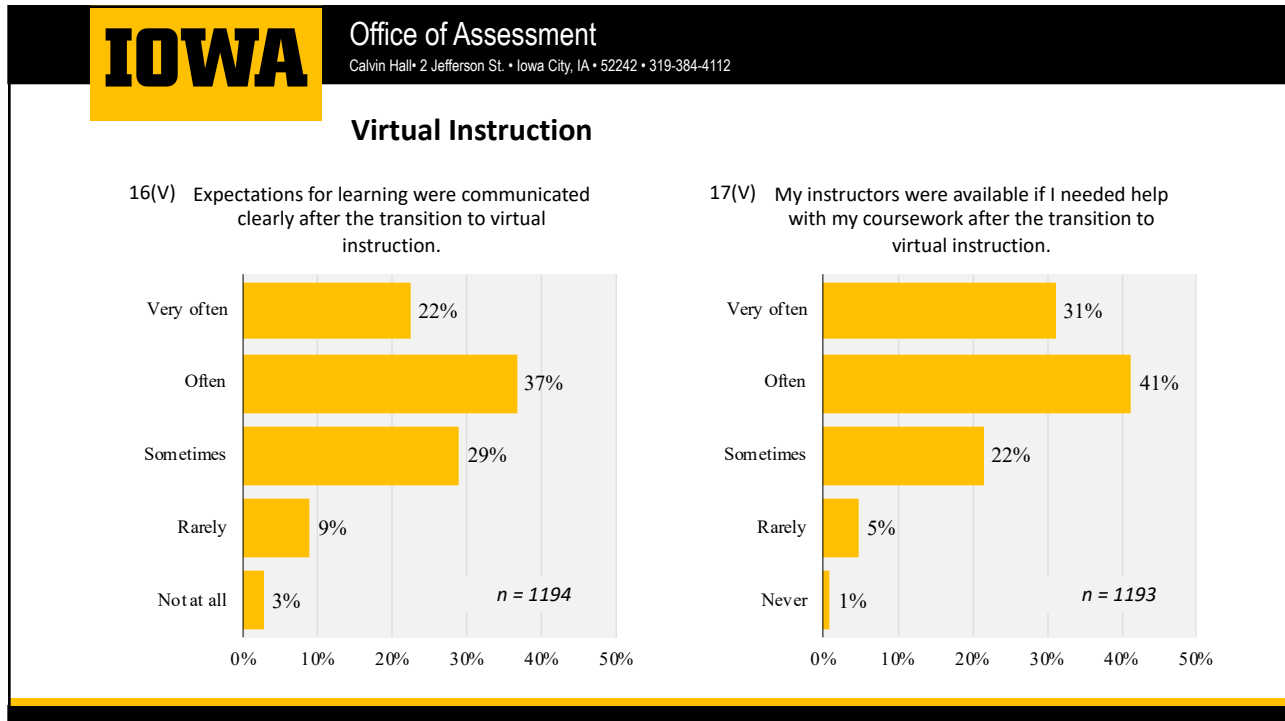
n = 1196

15(V) My instructors provided guidance to help students learn in their virtual courses.

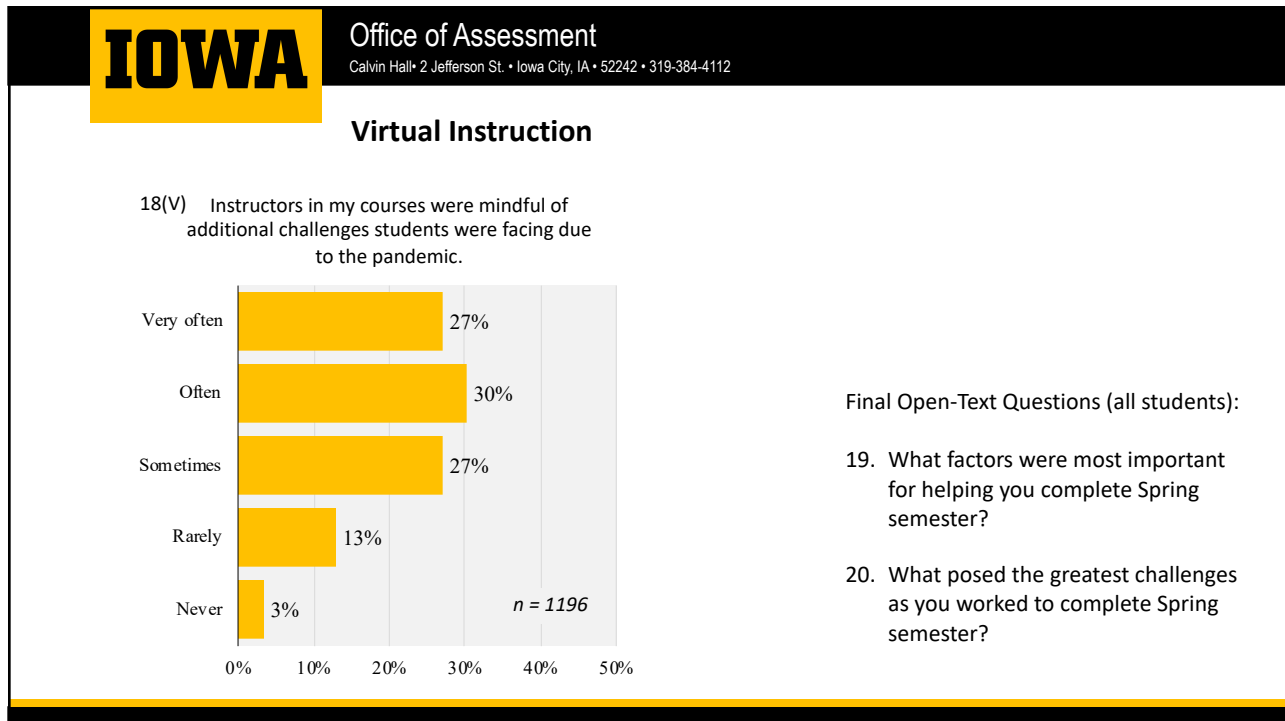
Frequency	Percentage
Very often	21%
Often	43%
Sometimes	28%
Rarely	6%
Not at all	2%

n = 1195

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