

COVID-19 Student Needs Survey Results

This survey was conducted by Mesa's Research Office via Survey Monkey. A total of 9,777 responses were collected between March 25th, 2020 and April 23rd 2020

*Challenges
Faced*



*How Can Mesa
Help*



*Additional
Links*



Challenges faced by Students



Students were asked to share challenges faced during the COVID-19 pandemic. There were 8,379 responses. Here are the top six challenges:*

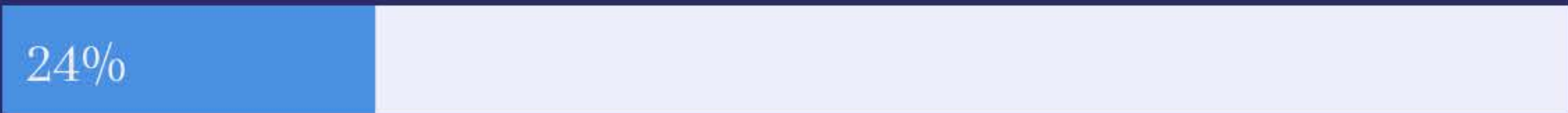
1

Income Loss



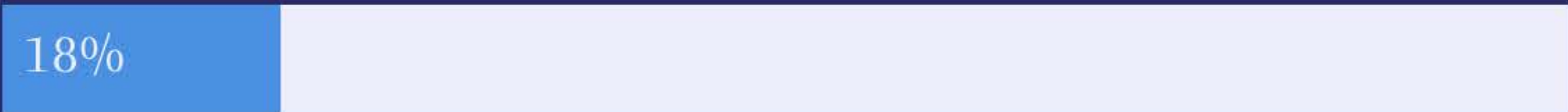
2

Unable to Pay Mortgage, Rent, or Utilities



3

Working Remotely



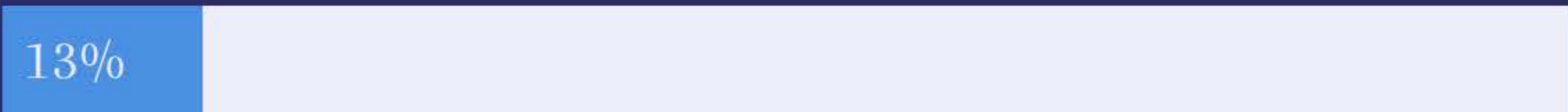
4

Not Enough Food



5

Children Homeschooling



6

Unstable Home/living Situation



**students were asked to select from a list all of the challenges that applied*

Challenges with Technology

Students with access to a computer/mobile device at home:



32%

share the equipment with others in their household

Students with cell phone data:

24%

are worried about running out of data on their plan when completing online coursework



Regarding students' internet access:

20%

have unreliable or no access to internet at home



How Mesa Can Help



A total of **2,560 valid responses** was provided by students to the open-ended question: **“How can Mesa help you?”**

The Six Most Common Themes:

**Financial
Relief**



Flexibility



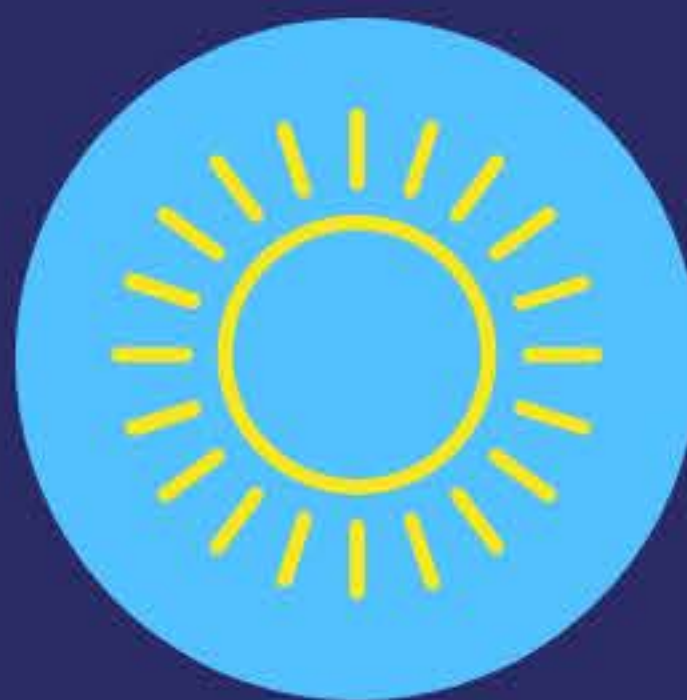
**Communication
and Resources**



**Technology
Support**



**Mental
Health**



**A Ray of
Sunshine**

The responses were manually coded by
Mesa’s Research Office team.



Financial Relief

Monetary Aid

652 expressed some form of financial need.

Food

194 expressed a need for access to food.

Employment

142 expressed employment concerns.*

Refunds

142 solicited some form of refund.

Housing insecurity

82 expressed a housing need or challenge.

Waiving of tuition

Students requested partial/full tuition waivers for spring or fall.

Financial Aid Checks

Students expressed a need to speed up checks.

*reduced hours, job loss, or searching for a job.



Just make the spring semester online cause I have to help family pay bills and I have to work doing doordash food delivery more to pay bills. My mom is unemployed and my dad just had knee replacement surgery.



Flexibility



Course Flexibility

332 expressed a need for flexibility with coursework deadlines, assignment difficulty, meeting times, and grading.

Ability to Drop Out of Class

112 expressed a desire to withdraw from class without being penalized.

Empathy

56 said they are taking care of dependents.

19 said they or someone in their family are essential workers.



Be flexible with how classes are during this difficult time. My work hours are changed a lot and my childcare has changed a lot over these times too.



More online classes with flexibility in terms of class schedule and testing, being able to choose dates myself so that i can focus on what i need in terms of income and paying bills and/or being able to postpone tests/homework if something comes up.





Communication and Resources

Proactive Communication

240 expressed a need or appreciation for open/clear communication and the sharing of resources.

Books, Software, and Supplies

88 students expressed a need for required textbooks or specific class supplies (including software licenses).

Academic Support

58 expressed a need for tutoring support.



Providing students with resources such as food, remote jobs options, simply providing information as to where we can find things we need.



Please make online books more accessible for us students. Thank you.



Free online tutoring, and possibly extend the withdrawal dateline without a W.



Technology Support



Adequate computer devices and reliable internet connection

196 expressed some form of technological need.

Online learning and teaching support

190 expressed there is a need for online learning support (for students and/or faculty teaching online).



With my family laptop at home, it has become difficult for me to continue with school work for there are more than two people using one laptop at home. I tried using my phone as an extra device for my school work but it has not yet helped me in the long run this month.



Provide teachers with quality microphones and high quality internet connection so images are not pixelated and voices don't sound like they are talking into a metal can.



Maybe train the professors on how to use Zoom because it makes it difficult when the students don't know how to use it or the professors.





Mental Health

Students are feeling overwhelmed or isolated

84 responses suggested the student was in need of mental health support.

Return to normal

68 expressed a desire to return back to normal as soon as possible.

Students are having difficulty adjusting.



More than anything, I'm just worried about the situation. Going through a bit of anxiety and struggling to focus on school work.



Provide tips from mental health Dept at Mesa. Provide weekly streamed lectures and class discussions over video chat. Video chat office hours.



I am very concerned about not passing my classes. I am doing what teachers mention, But I am still facing the anxiety not to passing the classes. I need these classes to transfer next semester.



A Ray of Sunshine



Some are doing well

284 positively shared that they do not need Mesa's help at this time.

Students asked Mesa to keep up the good work.

Students want Mesa to focus resources on those who need it the most.

23% of students said they were not facing any challenges as a result of the COVID-19 pandemic (8,379 valid responses).



Everything you are doing is more than enough. Thank you for all your efforts, you are doing such a great job. This are difficult times and we need all the support from both parts. God Bless You all!



Keeping up with the communication, it has been very helpful so far.



Teachers have been great about offering extensions should we need the



Student Demographics

Language

<0.5% of the 9,777 responses were collected by a [Spanish version](#) of the survey.

Ethnicity

Asian	16%
Black	5%
Latinx	39%
Native American	<1%
Pacific Islander	<1%
White	30%
Two or More	7%
Unknown	2%

Age

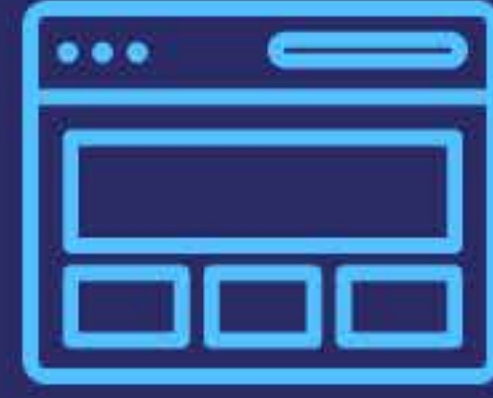
Under 18	6%
18-24	57%
25-29	15%
30-39	12%
40-49	5%
50 and above	4%

Gender

Female	64%
Male	35%
Nonbinary/Unknown	<1%

Note: Demographic information is based on a total of 8,715 responses successfully matched to the [SDCCD Institutional Research Database](#) using email address or student id.
(Click [here](#) to learn more about [Mesa's overall student population](#))

Additional Links



Online Student Support Services

**The COVID-19 Emergency Relief Fund
Application for Students**

**Donate to the San Diego Mesa College
COVID-19 Emergency Fund**

COVID-19 Campus updates



#HumanizeData

The Office of Institutional Effectiveness

SAN DIEGO
MESA COLLEGE

Additional Comments from Students

Financial Need



With the loss of income due to being laid off, **make tuition and books more affordable** in order to stay on course with my education plan. The loss of income is going to dictate how many classes I'll be able to take. I'm currently taking 2 online classes. The first has already started. The other is going to start soon, but **I don't know if I'll be able to afford it** because **I've been laid off** from work.



Letting international students **make payment next semester** because my home country is in the same situation or worse than USA.



I think Mesa college has done a wonderful job with helping me these last couple of years. One of the reasons why I chose to take classes on campus was to get away from an **unstable environment at home**. I was getting ready to **move out with help from financial aid** but then the pandemic happened. I think in my case, **I have to wait it out**. Like I said before, I think **Mesa college has done a tremendous job already** and I feel like they handled the current situation a lot better than other universities or community colleges in California.



Flexibility



Taking a science class online is difficult. Being in class and hands on, is how I learn best. I am worried about my grade(have to get an A for the Nursing program). I now have to home school my 6 year old twins. Hard to get any studying done with them awake. And mentally exhausted to study in the evening. I am trying my best though.



It has been very difficult to keep up. I work for ***** Hospital and my shifts have been extended and now I have 3 homeschooled children at home. Trying to focus on school in these times is difficult. Possibly going to fail. Unable to keep up.



By giving the faculty more time to distinguish how they will carry out exams and quizzes (especially DSPS students) and have faculty be more lenient about due dates this semester in order to lessen the stress for students and for themselves.



Communication and Resources



Some type of **online or email system with counselors** to talk about classes/graduation.



Allow me to **speak with a counselor on the phone.**

