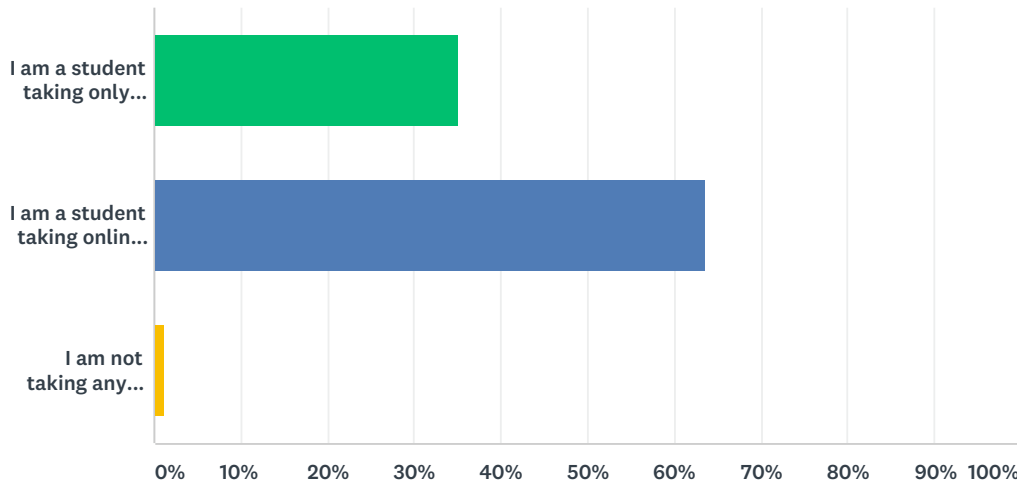


Q1 Please indicate which of the following choices best identifies your status as a student this Spring 2018 semester. Please think about all your current enrollments at LAVC.

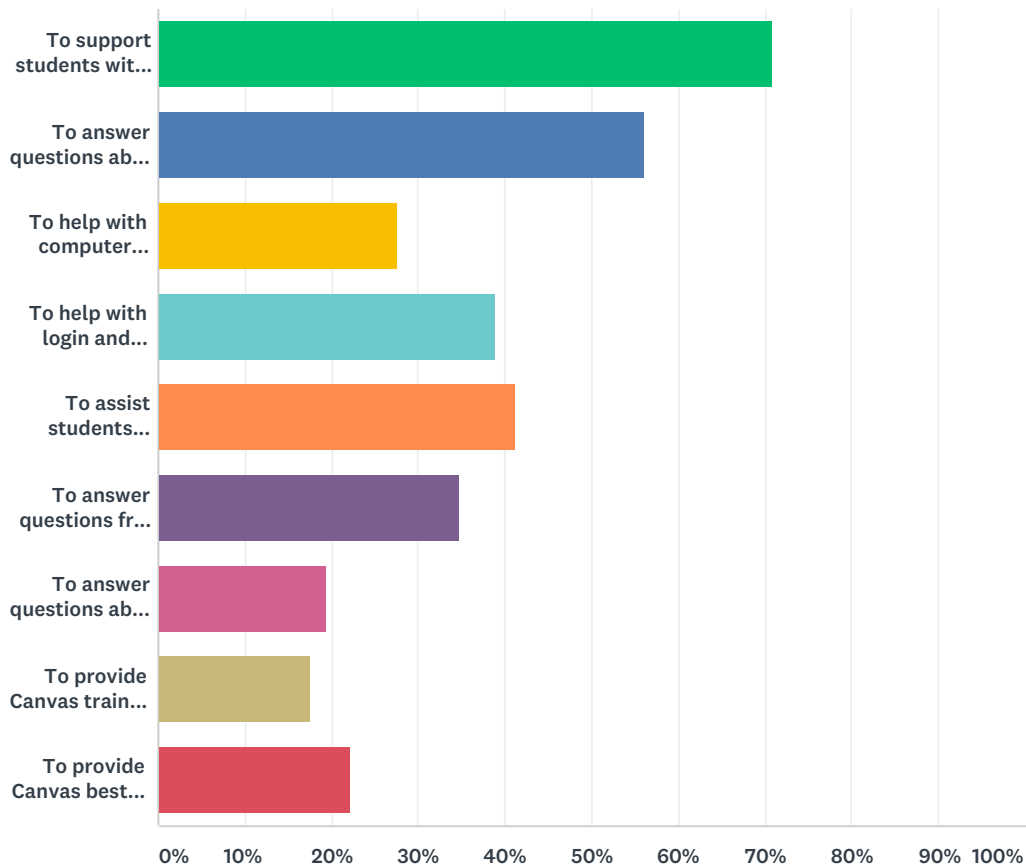
Answered: 608 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am a student taking only online classes.	35.20%	214
I am a student taking online and face to face classes.	63.65%	387
I am not taking any online or hybrid courses.	1.15%	7
TOTAL		608

Q2 Please indicate the purpose(s) of the Virtual Valley:(Mark all that apply.)

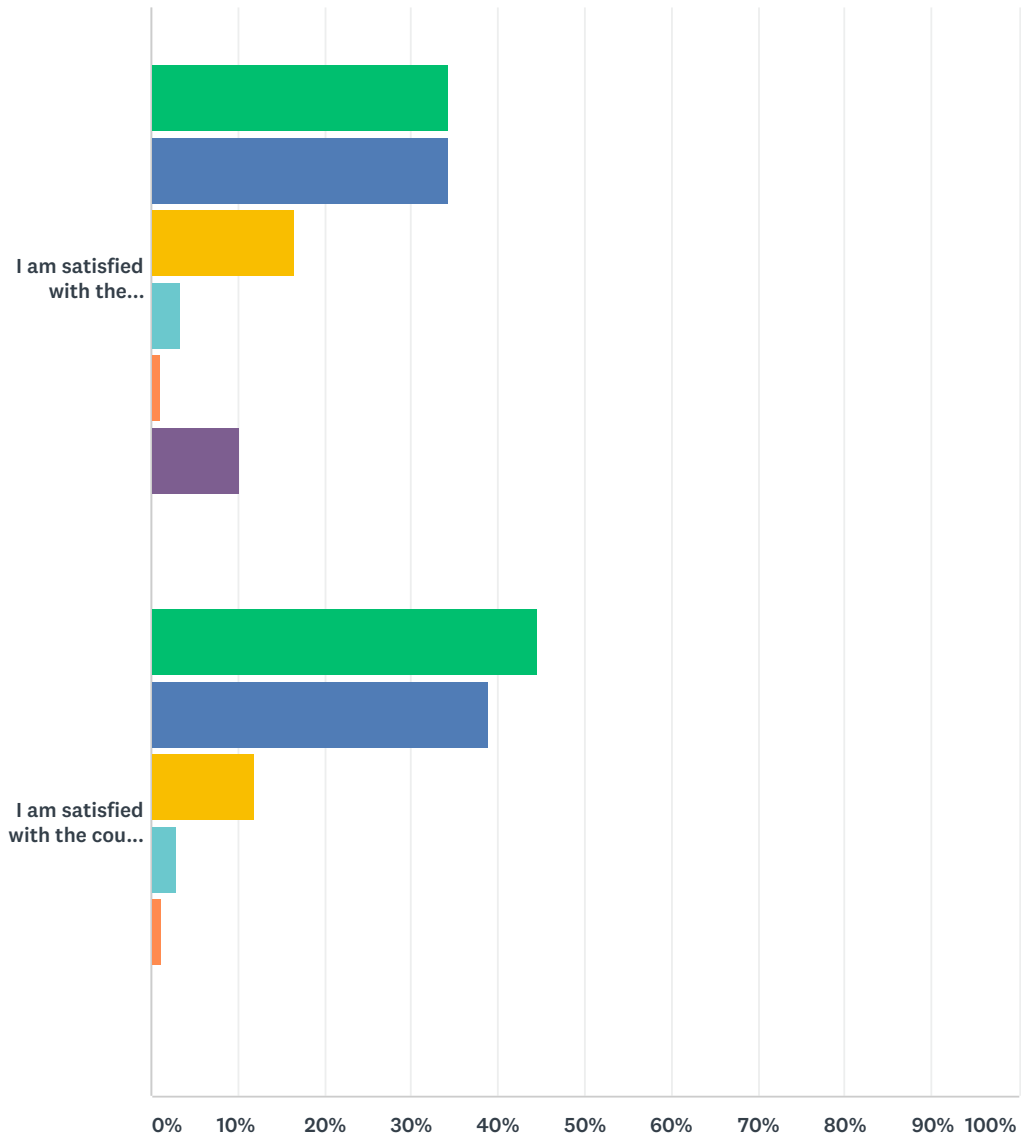
Answered: 334 Skipped: 274



ANSWER CHOICES	RESPONSES	
To support students with the use of the current campus LMS (Canvas).	70.96%	237
To answer questions about Online/Hybrid classes.	55.99%	187
To help with computer software issues involving web browsers.	27.54%	92
To help with login and finding instructors contact information.	38.92%	130
To assist students submitting assignments to LMS (Canvas)	41.32%	138
To answer questions from prospective online students.	34.73%	116
To answer questions about the campus WiFi network.	19.46%	65
To provide Canvas training to DE instructors.	17.66%	59
To provide Canvas best practice recommendations to DE users.	22.16%	74
Total Respondents: 334		

Q3 Please rate the following:

Answered: 373 Skipped: 235



■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree
■ Don't Know/Not Applicable

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NOT APPLICABLE	TOTAL
I am satisfied with the Virtual Valley website.	34.33% 126	34.33% 126	16.62% 61	3.27% 12	1.09% 4	10.35% 38	367
I am satisfied with the course management system (Canvas).	44.57% 164	38.86% 143	11.96% 44	2.99% 11	1.36% 5	0.27% 1	368

#	PLEASE SHARE ADDITIONAL COMMENTS ABOUT CANVAS.	DATE
1	It could be more user friendly like a mac	6/10/2018 12:00 AM

LAVC Student Virtual Valley Distance Education Survey Spring 2018

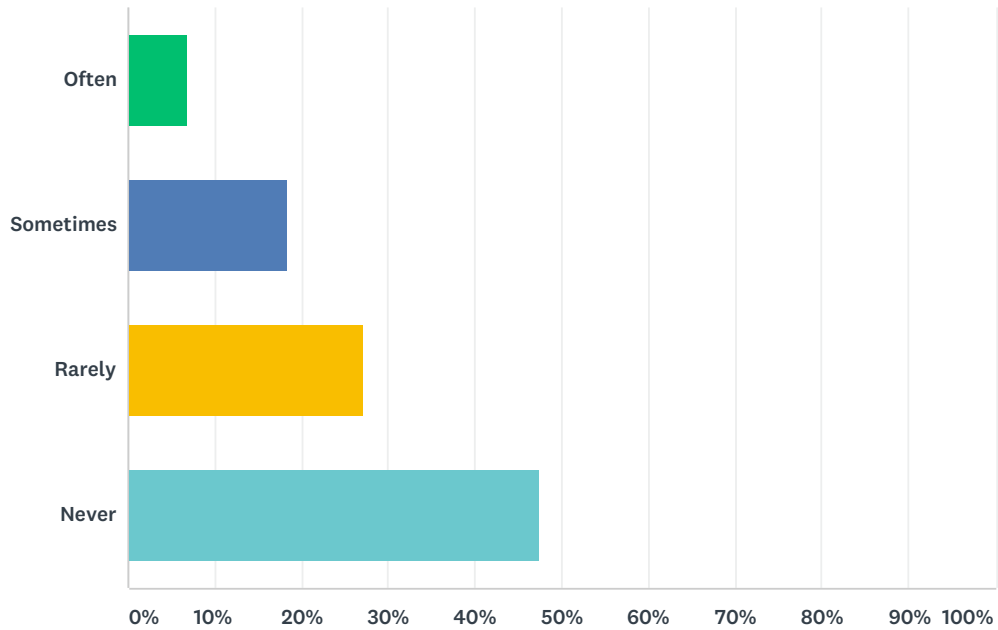
2	Has a lot of issues with bugs constant have to reopen.	6/4/2018 9:31 PM
3	Assignments sometimes close a couple of minutes prior to their due date	6/4/2018 1:03 AM
4	Some instructors do not respect the holidays when it comes to online classes they expect students to submit assignments on holidays.	5/27/2018 11:48 AM
5	The Virtual Valley Website can be a bit confusing to navigate at times. Adding a search option which searches specific keywords would be a great idea that would help many students. For example, I took 5 minutes looking for my registration date on the website. With the search option, student would save a lot of time and hassle.	5/26/2018 1:10 PM
6	It's a good system, all professors should use this instead their 500 other different websites that sometimes don't even exist anymore or bring up issues	5/25/2018 1:00 PM
7	A professor thought that I could contact him through Canvas even though I wasn't yet enrolled in his class and I couldn't. That would be an interesting feature.	5/24/2018 12:22 AM
8	My issue has nothing to do with your system. I have a low wifi signal so it takes 5 to 8 hours to do a 2 hour assignment	5/22/2018 12:54 AM
9	I love Canvas	5/21/2018 5:01 PM
10	I do not appreciate the random Canvas updates. It prevents us students from submitting work. It would be best if you can change the timing of updates to early mornings instead of scheduling an update without any prior notification to online students.	5/20/2018 9:29 PM
11	The interphase needs work	5/20/2018 6:51 PM
12	Easy to use and navigate	5/19/2018 11:54 PM
13	It's pretty neat!	5/19/2018 4:14 PM
14	good platform for learning	5/18/2018 11:46 PM
15	Unfortunately most of it doesn't work properly with mobile devices, making it difficult to do quick changes or uploads while on the go. Otherwise, it's great.	5/18/2018 10:17 PM
16	Doesn't always work,has made me miss assignment replies and has negatively affected my grade. Help desk not available off hours.	5/18/2018 9:31 PM
17	Perhaps I am the exception but I am taking online classes at CSU San Marcos and Canvas works fine. Canvas for this class is a mess.	5/18/2018 7:12 PM
18	I enjoy Canvas (however Professors do not seem to get notifications about comments on assignments). I haven't really explored the Virtual Valley page -- it seems confusing and redundant to the Student Portal.	5/18/2018 6:22 PM
19	Taking an online class gives me more flexibility with my busy schedule.	5/18/2018 5:24 PM
20	Overall it's an easy to navigate website	5/18/2018 5:03 PM
21	It has plenty of room to grow.	5/18/2018 4:27 PM
22	very simple and easy	5/18/2018 4:22 PM
23	I never do use this	5/18/2018 4:15 PM
24	I am very satisfied with Canvas, it makes it a lot easier for me to do my assignments at my own pace but with the pressure of turning them in on time.	5/18/2018 4:02 PM
25	Please stop changing programs and stick to one. Canvas is great! It has an app that I can use, and makes things easier. Stop changing from one to another because it makes stuff complicated!	5/18/2018 3:40 PM
26	This system works very well. I have no problems with online classwork.	5/18/2018 3:35 PM
27	Canvas app is not completely compatible with iPhones!! When using the app I cannot watch videos uploaded by my professor. I have taken 12 online only classes & some professors don't use canvas as it is intended.	5/18/2018 3:28 PM
28	Canvas is great, is has worked very well for me, so far, so good :)	5/18/2018 3:13 PM

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29	<p>Online chemistry courses should NOT be an option. There is absolutely no lecture, lab professor reads book from PowerPoint, that does not quantify a lecture. █████ canvas is all over the place, there is no structure or regularity. He sends out announcements stating something is due at 11:59 that day, but then sets it to eastern standard time and will not reopen assignment even though he gave us a time. Due dates are all over the place, discussions do not have a rubric so you always get points taken off because you can never be sure of what he's asking. Exams are described with topics, vs. chapters, so you're looking into chapters that had not been assigned before the exam. THE WORST PART is that we can't even see our quizzes or exams, so we have NO IDEA what we need to improve on or what we got wrong. It is SO disappointing to see a professor care less about the effects his disorganization has on his students. Throughout the LACC District, LAVC is considered a joke when talking about our chemistry department. Except for █████, every other professor really just needs to retire and give students a chance to LEARN the subject. It is quite embarrassing that our chemistry department gets laughed at by schools in our district. Can we please fix this!</p>	5/18/2018 3:11 PM
30	It would be nice to have a window frame of 5 minutes after the designated deadline	5/18/2018 2:55 PM
31	The mobile app still needs work	5/18/2018 2:47 PM
32	Sometimes I am logged off for no apparent reason during exams which is stressful. This happens despite perfect WiFi connection.	5/18/2018 2:36 PM
33	I don't retain what I learn as well when taking an online class as I do in a physical classroom. The classes are too easy and what I'd expect of a high school course.	5/18/2018 1:22 PM
34	Canvas does not properly transfer Word Documents, also it is difficult to upload photos if you are using the online version rather than the app. If you are doing an assignment in the entry text box Canvas sometimes reboots and erases all of what you've written making you restart. I find myself typing my answers on a blank document and copying and pasting onto Canvas.	5/18/2018 1:11 PM
35	Can be glitchy	5/18/2018 1:09 PM
36	I think canvas is pretty intuitive and productive.	5/18/2018 1:07 PM
37	We need communicatin with Professor and other students	5/18/2018 12:40 PM
38	The chat should be made more like an instant messenger. It's a hassle to send to group or individuals.	5/18/2018 12:21 PM
39	Teachers seem ignorant in maintaining classes	5/18/2018 12:12 PM

Q4 I use the Virtual Valley Help Desk...

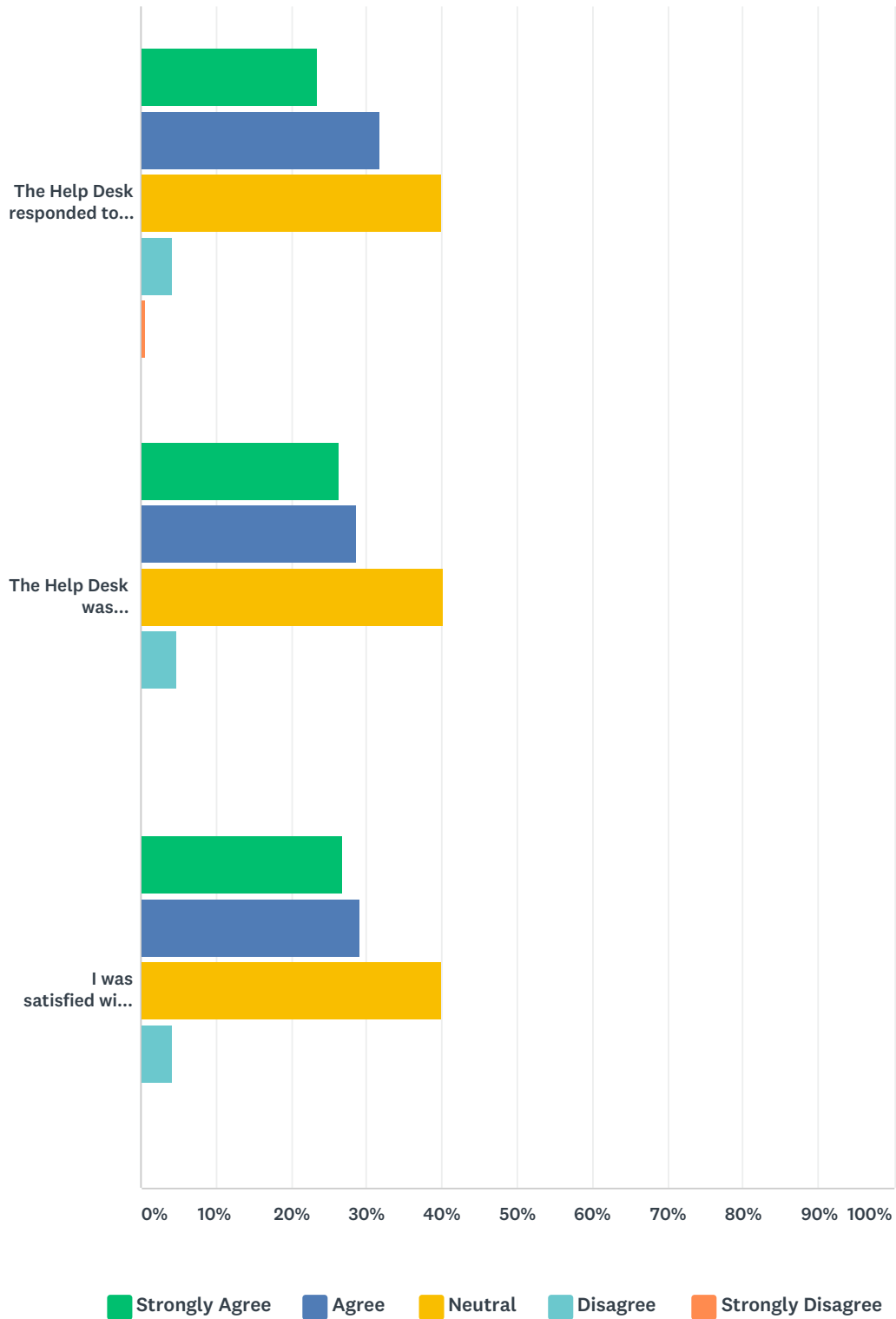
Answered: 371 Skipped: 237



ANSWER CHOICES	RESPONSES	
Often	7.01%	26
Sometimes	18.33%	68
Rarely	27.22%	101
Never	47.44%	176
TOTAL		371

Q5 Please rate the following with regard to the Help Desk.

Answered: 170 Skipped: 438



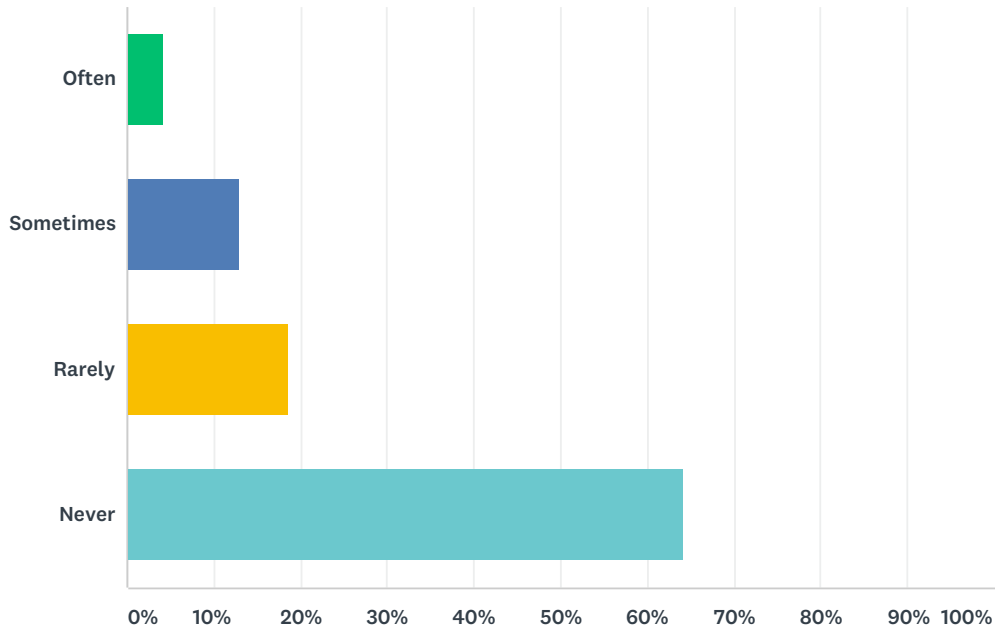
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
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LAVC Student Virtual Valley Distance Education Survey Spring 2018

The Help Desk responded to my request within 48 hours.	23.53% 40	31.76% 54	40.00% 68	4.12% 7	0.59% 1	170
The Help Desk was knowledgeable on the subject matter related to my request.	26.35% 44	28.74% 48	40.12% 67	4.79% 8	0.00% 0	167
I was satisfied with solution provided by the help desk.	26.79% 45	29.17% 49	39.88% 67	4.17% 7	0.00% 0	168

Q6 I have used the services offered by the Distance Education Coordinator.

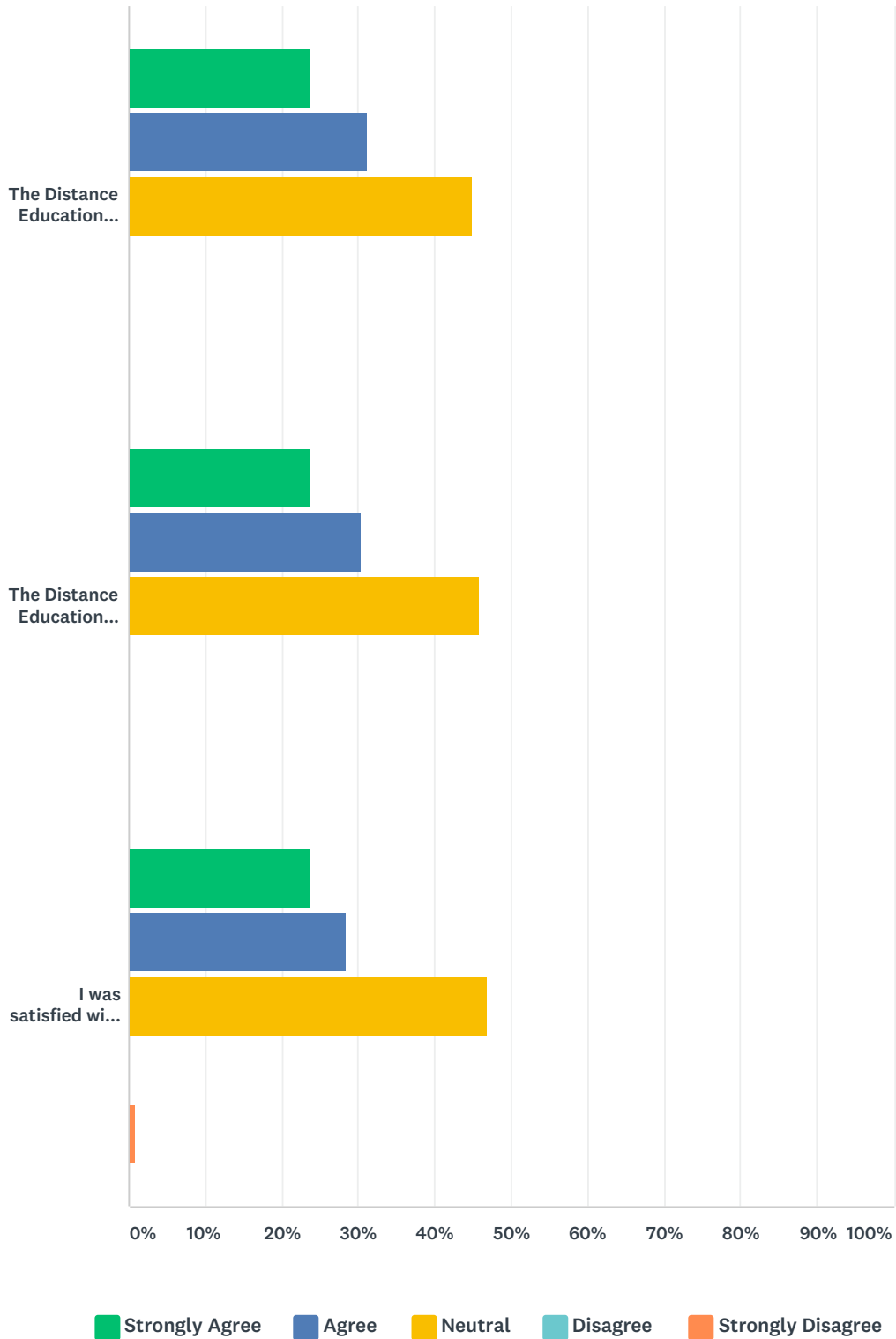
Answered: 339 Skipped: 269



ANSWER CHOICES	RESPONSES	
Often	4.13%	14
Sometimes	12.98%	44
Rarely	18.58%	63
Never	64.31%	218
TOTAL		339

Q7 Please rate the following with regard to the Distance Education Coordinator.

Answered: 110 Skipped: 498



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
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LAVC Student Virtual Valley Distance Education Survey Spring 2018

The Distance Education Coordinator responded to my request within 72 hours.	23.85% 26	31.19% 34	44.95% 49	0.00% 0	0.00% 0	109
The Distance Education Coordinator was knowledgeable on the subject matter related to my request.	23.85% 26	30.28% 33	45.87% 50	0.00% 0	0.00% 0	109
I was satisfied with solution provided by the Distance Education Coordinator.	23.85% 26	28.44% 31	46.79% 51	0.00% 0	0.92% 1	109

Q8 Additional comments:

Answered: 31 Skipped: 577

#	RESPONSES	DATE
1	Online classes are good but really there is no substitute to face to face classes in my opinion. Also the online system took me a while to figure out, I had to drop out of the first online class because I did not know how to work it. Also I thought there was only canvas and did not know about how to check for grades, finances, etc. We need a workshop to find out all the resources at the college.	6/10/2018 12:05 AM
2	I would like to have more information about assistance in helping students complete online courses at LAVC or within the LA Community College District	6/8/2018 10:17 AM
3	Previous to Canvas, LAVC and LAMC online courses seemed difficult to access. Canvas is very well organized and accessing course content is very easy.	6/3/2018 5:27 PM
4	I wish there were more online classes. I am a working full time, 55 year old adult returning to school, also full time, to get my degree before I die. I wish all classes had an online option.	5/31/2018 11:58 AM
5	No additional comments, very satisfied.	5/26/2018 1:11 PM
6	I don't know what "Virtual Valley" is, so...	5/24/2018 12:22 AM
7	Canvas is wonderful and I enjoy using it. However, your instructors need better supervision for their online courses. My online professor this semester has not engaged or interacted with the class. We didn't hear from him in over a month at one point. I don't feel like ive gotten anything out of my online experience because of this.	5/21/2018 6:20 PM
8	I thought this survey was going to be regarding the actual online classes. I'm currently enrolled in an online class, and it is hands down the worst class I have ever taken. Its intro to philosophy, and because of the way my teacher has my online class set up, I have to coordinate my schedule with other students in my online class. I can't do that because the point was to do this class in my FREE time. And because I'm unable to do this, it's ruining my gpa because It was too late to drop the class. You guys need to work on everything online, ESPECIALLY THE CLASSES!	5/21/2018 5:11 PM
9	I have not used the Distance Education Coordinator, it would be nice if you add a N/A button	5/20/2018 9:30 PM
10	None	5/18/2018 10:16 PM
11	I had a bad experiences with 6B class last semester, the teacher didn't post a clear explained assignments	5/18/2018 8:58 PM
12	I am not sure how Canvas works for this class but modules need to be redesigned completely. I am spending way too much time flipping back and forth accessing parts of the modules. Perhaps Power Point would be helpful so the modules flow more smoothly.	5/18/2018 7:15 PM
13	Good service	5/18/2018 7:09 PM
14	I have only used Canvas	5/18/2018 3:26 PM
15	I am very glad I was able to take the English 101 course at LAVC, since at my home school, the class I needed, was not available for me in the schedule I needed.	5/18/2018 3:18 PM
16	A lot of professors do the minimum amount of work for the online classes, and that's a big problem.	5/18/2018 3:13 PM

LAVC Student Virtual Valley Distance Education Survey Spring 2018

17	<p>Online chemistry courses should NOT be an option. There is absolutely no lecture, lab professor reads book from PowerPoint, that does not quantify a lecture. ██████ canvas is all over the place, there is no structure or regularity. ██████ sends out announcements stating something is due at 11:59 that day, but then sets it to eastern standard time and will not reopen assignment even though he gave us a time. Due dates are all over the place, discussions do not have a rubric so you always get points taken off because you can never be sure of what he's asking. Exams are described with topics, vs. chapters, so you're looking into chapters that had not been assigned before the exam. THE WORST PART is that we can't even see our quizzes or exams, so we have NO IDEA what we need to improve on or what we got wrong. It is SO disappointing to see a professor care less about the effects his disorganization has on his students. Throughout the LACC District, LAVC is considered a joke when talking about our chemistry department. Except for ██████, every other professor really just needs to retire and give students a chance to LEARN the subject. It is quite embarrassing that our chemistry department gets laughed at by schools in our district. Can we please fix this!</p>	5/18/2018 3:12 PM
18	need to add more online classes, because it helps to manage students time	5/18/2018 3:06 PM
19	My Political Science instructor ██████ was really bad! The worst ever.	5/18/2018 2:58 PM
20	The system isn't too complicated and overall I am satisfied and able to accomplish my tasks.	5/18/2018 2:37 PM
21	I have no idea about most of the questions in the survey...	5/18/2018 2:34 PM
22	I had not heard of a couple of those resources.	5/18/2018 2:15 PM
23	Once again the classes offered online are too simple and not what I'd expect of something that's supposedly college level. This will not prepare students for the real world nor will it help them if they decide to go to a real college	5/18/2018 1:25 PM
24	I had no idea there was an online help desk	5/18/2018 1:03 PM
25	I don't know how to use the assistance.	5/18/2018 12:41 PM
26	Haven't had to use the distance education coordinator	5/18/2018 12:38 PM
27	I like to learn virtual	5/18/2018 12:27 PM
28	I'm not sure what virtual valley is supposed to do. Also, they were useless when I needed them. I had to go to the admissions office to change my password. I don't even know what DEC is.	5/18/2018 12:23 PM
29	Online classes work only if there's a professor that's committed to teaching those courses exists. When a professor is impossible to get a hold of - can be a miserable experience.	5/18/2018 12:22 PM
30	I didn't even know we had a coordinator for this, let alone resources.	5/18/2018 12:21 PM
31	I like cirtula learning	5/18/2018 12:21 PM