



**San Diego City College COVID-19 Student Needs Report**

**April 2020**

**Office of Institutional Research**

**SAN DIEGO CITY COLLEGE**

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## **Background**

San Diego City College (SDCC) transitioned to remote/online learning swiftly in March 2020 when the global Coronavirus (COVID-19) pandemic forced local and state governments to cease regular business operations. After careful review of similar surveys distributed by other colleges in the region, a survey was developed that focused on the need to better understand our students' current circumstances in order to develop effective strategies for prioritizing resources. This report summarizes the process and findings.

## **Methodology**

The SDCC Office of Institutional Research designed a survey to collect student feedback on their needs during the time of transition to remote/online learning and the challenges that they faced not only with school, but also in their personal and professional lives as a result of the COVID-19 pandemic. The open-ended responses and disaggregated survey results are provided in Appendix A and B respectively.

The survey was distributed to all currently enrolled students that had not completed the course that they were enrolled in for spring semester before March 23, 2020. The survey was sent to 14,454 SDCC students enrolled in the spring 2020 term. A total of 2,925 responses were received, for a 20.2% response rate. Respondents were mostly female (64%), but were representative of the college's age and race/ethnicity groups (as self-reported during registration).

## **Survey Results**

The majority of respondents reported accessing the internet via computer/internet in their home (73%) and/or cell phone or tablet on a data plan (66%) prior to the stay at home order. In addition, the majority of respondents reported having access to a cell phone (79%) and/or laptop computer of their own (68%) to be successful in their classes for the remainder of the semester. Seventy-six percent of respondents indicated that they have reliable internet access at home or in their place of residence to be successful in their classes for the remainder of the semester. Over one-third of respondents (37%) indicated that they were concerned that limits on their cellular data plan or home internet bandwidth would impact their ability to engage in their classes for the remainder of the semester. When asked about whether students knew that some internet providers were offering services free or at reduced cost for a period of time, the majority of respondents indicated that they were either already connected to the service (33%) or that they did not need it (37%).

An important aspect of the survey was to also learn about the challenges that students were facing in their personal and professional lives as a result of the Coronavirus (COVID-19) pandemic. When asked about what challenges they were currently facing as a result of the COVID-19 pandemic, nearly half of all respondents (48%) reported loss of income and nearly one-third of respondents (29%) reported being unable to pay mortgage, rent, or utilities. The full results of the survey are reported below.

Q1 How did you usually access the internet before the stay at home (shelter in place) order? (select all that apply)

	Respondents	
Cell phone or tablet on a data plan	66%	1,923
Computer/Internet in my home	73%	2,133
Internet (wifi) at the college using my own device	33%	954
Internet at the college using a computer lab or college equipment	23%	663
Internet at the city/country library	16%	468
Internet at a cafe	15%	442
Internet at a family/friend's home	11%	311
Other	2%	68
Respondents	2,924	

Q2 Do you currently have access to any of the following in your home or place of residence to be successful in your classes for the remainder of the semester? (check all that apply)

	Respondents	
Desktop computer of my own	16%	448
Laptop computer of my own	68%	1,928
Shared desktop computer	8%	235
Shared laptop computer	12%	354
Tablet/iPad of my own on wifi	17%	486
Tablet/iPad of my own on a cellular data plan	5%	154
Shared tablet/iPad on wifi	3%	94
Shared tablet/iPad on a cellular data plan	1%	37
Cell phone of my own	79%	2,261
Shared cell phone	1%	34
None	1%	37
Other	1%	33
Respondents	2,845	

Q3 Do you currently have reliable internet access at home or in your place of residence to be successful in your classes for the remainder of the semester?

	Respondents	
Yes	76%	2,145
No	8%	238
Unsure/ Unreliable access	15%	426
Respondents	2,809	

Q4 Are you concerned that limits on your cellular data plan or home internet bandwidth will impact your ability to engage in your classes for the remainder of the semester?

	Respondents	
Yes	37%	1,035
No	46%	1,302
Unsure	17%	470
Respondents	2,807	

Q5 Did you know that some internet providers are offering services free or at reduced cost for a period of time?

	Respondents	
I am already connected to this service	33%	869
I am trying to connect to this service now	10%	264
I plan to connect to this service in the future	24%	625
I do not need it	37%	975
Respondents	2,649	

Q6 What challenges are you currently facing as a result of the COVID-19 pandemic? (check all that apply)

	Respondents	
Caring for a dependent	16%	412
Caring for someone who is ill	6%	147
Children homeschooling	18%	457
I am ill	5%	122
Inadequate healthcare	9%	240
Loss of healthcare	6%	149
Loss of income	48%	1,241
Loss of shelter	2%	48
Not enough food	18%	456
Unable to pay mortgage, rent, or utilities	29%	756
Unstable home/living situation	12%	300
Working remotely	15%	395
None	20%	512
Other	11%	297
Respondents	2,600	

## Respondent Profile

Table 1. Gender

	City College		Respondents	
Female	8,102	56%	1,882	64%
Male	6,288	44%	1,033	35%
Other	8	0%	3	0%
Unknown	56	0%	7	0%
Total	14,454	100%	2,925	100%

Table 2. Ethnicity

	City College		Respondents	
Asian	1,549	11%	294	10%
Black	1,421	10%	255	9%
Hispanic	7,230	50%	1,540	53%
Native American	47	0%	11	0%
Pacific Islander	78	1%	15	1%
White	3,048	21%	620	21%
Two or more races	793	5%	132	5%
Unknown	288	2%	58	2%
Total	14,454	100%	2,925	100%

Table 3. Age

	City College		Respondents	
Under 18	1,022	7%	139	5%
18 - 24	7,280	50%	1,419	49%
25 - 29	2,503	17%	446	15%
30 - 39	2,161	15%	484	17%
40 - 49	852	6%	224	8%
50 and >	636	4%	213	7%



## Appendix: Disaggregated Survey Results

Q1 How did you usually access the internet before the stay at home (shelter in place) order? (select all that apply)

	Cell phone or tablet on a data plan	Computer/Internet in my home	Internet (wifi) at the college using my own device	Internet at the college using a computer lab or college equipment	Internet at the city/country library	Internet at a cafe	Internet at a family/friend's home	Other	Respondents
Respondents	66%	73%	33%	23%	16%	15%	11%	2%	2,924

	Cell phone or tablet on a data plan	Computer/Internet in my home	Internet (wifi) at the college using my own device	Internet at the college using a computer lab or college equipment	Internet at the city/country library	Internet at a cafe	Internet at a family/friend's home	Other	Respondents
Female	66%	75%	33%	22%	16%	16%	10%	2%	1,881
Male	64%	70%	32%	24%	16%	14%	12%	3%	1,033

	Cell phone or tablet on a data plan	Computer/Internet in my home	Internet (wifi) at the college using my own device	Internet at the college using a computer lab or college equipment	Internet at the city/country library	Internet at a cafe	Internet at a family/friend's home	Other	Respondents
Asian	66%	80%	37%	25%	17%	18%	16%	2%	294
Black	60%	59%	22%	25%	20%	11%	9%	5%	255
Hispanic	68%	70%	35%	23%	17%	15%	11%	1%	1,540
Native American	91%	82%	36%	18%		9%		9%	11
Pacific Islander	73%	60%	20%	33%	40%	20%	13%	13%	15
White	62%	82%	29%	19%	9%	14%	8%	3%	620
Two or more races	63%	81%	33%	27%	21%	17%	11%	3%	131
Unknown	64%	71%	29%	19%	19%	16%	14%	2%	58

	Cell phone or tablet on a data plan	Computer/Internet in my home	Internet (wifi) at the college using my own device	Internet at the college using a computer lab or college equipment	Internet at the city/country library	Internet at a cafe	Internet at a family/friend's home	Other	Respondents
Under 18	78%	81%	17%	8%	8%	6%	9%		139
18 - 24	66%	73%	37%	24%	17%	15%	12%	1%	1,419
25 - 29	69%	76%	40%	25%	17%	18%	11%	3%	445
30 - 39	67%	68%	26%	21%	15%	17%	10%	4%	484
40 - 49	61%	69%	29%	21%	15%	15%	11%	5%	224
50 and >	51%	75%	15%	22%	14%	8%	5%	5%	213

Q2 Do you currently have access to any of the following in your home or place of residence to be successful in your classes for the remainder of the semester? (check all that apply)

	Desktop computer of my own	Laptop computer of my own	Shared desktop computer	Shared laptop computer	Tablet/iPad of my own on wifi	Tablet/iPad of my own on a cellular data plan	Shared tablet/iPad on wifi	Shared tablet/iPad on a cellular data plan	Cell phone of my own	Shared cell phone	None	Other	Respondents
Respondents	16%	68%	8%	12%	17%	5%	3%	1%	79%	1%	1%	1%	2,845

	Desktop computer of my own	Laptop computer of my own	Shared desktop computer	Shared laptop computer	Tablet/iPad of my own on wifi	Tablet/iPad of my own on a cellular data plan	Shared tablet/iPad on wifi	Shared tablet/iPad on a cellular data plan	Cell phone of my own	Shared cell phone	None	Other	Respondents
Female	11%	70%	8%	13%	17%	6%	4%	1%	80%	1%	1%	1%	1,836
Male	24%	64%	9%	12%	17%	5%	3%	1%	79%	2%	2%	1%	999

	Desktop computer of my own	Laptop computer of my own	Shared desktop computer	Shared laptop computer	Tablet/iPad of my own on wifi	Tablet/iPad of my own on a cellular data plan	Shared tablet/iPad on wifi	Shared tablet/iPad on a cellular data plan	Cell phone of my own	Shared cell phone	None	Other	Respondents
Asian	22%	74%	9%	13%	18%	6%	2%	1%	74%	1%	0%	1%	284
Black	15%	58%	10%	12%	17%	5%	4%	2%	73%	2%	3%	2%	245
Hispanic	14%	65%	7%	14%	16%	5%	3%	1%	81%	1%	1%	1%	1,499
Native American	18%	64%	9%	18%	27%	9%			82%			9%	11
Pacific Islander	20%	60%		7%	40%	7%	7%		87%			7%	15
White	18%	74%	10%	9%	20%	6%	4%	1%	81%	1%	1%	1%	610
Two or more races	16%	74%	9%	9%	16%	5%	1%	2%	73%	3%	2%	2%	128
Unknown	15%	68%	9%	8%	9%	4%			81%		2%	2%	53

	Desktop computer of my own	Laptop computer of my own	Shared desktop computer	Shared laptop computer	Tablet/iPad of my own on wifi	Tablet/iPad of my own on a cellular data plan	Shared tablet/iPad on wifi	Shared tablet/iPad on a cellular data plan	Cell phone of my own	Shared cell phone	None	Other	Respondents
Under 18	19%	69%	20%	20%	11%	4%	10%	1%	91%	3%	1%		134
18 - 24	14%	69%	8%	13%	13%	4%	2%	1%	82%	1%	1%	1%	1,369
25 - 29	14%	73%	6%	11%	20%	6%	3%	1%	83%	1%	1%	1%	438
30 - 39	14%	63%	7%	12%	22%	8%	4%	2%	75%	1%	1%	2%	477
40 - 49	17%	65%	7%	12%	23%	9%	5%	0%	72%	2%	3%	3%	218
50 and >	29%	60%	10%	5%	26%	5%	3%	1%	67%	1%	1%	3%	209

Q3 Do you currently have reliable internet access at home or in your place of residence to be successful in your classes for the remainder of the semester?

	Yes	No	Unsure/ Unreliable access	Respondents
Respondents	76%	8%	15%	2,809

	Yes	No	Unsure/ Unreliable access	Respondents
Female	77%	8%	15%	1,810
Male	75%	9%	16%	989

	Yes	No	Unsure/ Unreliable access	Respondents
Asian	84%	5%	10%	280
Black	70%	15%	15%	240
Hispanic	74%	9%	16%	1,478
Native American	73%		27%	11
Pacific Islander	53%	33%	13%	15
White	83%	6%	12%	606
Two or more races	73%	6%	21%	127
Unknown	69%	4%	27%	52

	Yes	No	Unsure/ Unreliable access	Respondents
Under 18	89%	4%	7%	131
18 - 24	74%	9%	17%	1,350
25 - 29	79%	7%	14%	435
30 - 39	75%	9%	17%	472
40 - 49	78%	8%	14%	215
50 and >	78%	12%	11%	206

Q4 Are you concerned that limits on your cellular data plan or home internet bandwidth will impact your ability to engage in your classes for the remainder of the semester?

	Yes	No	Unsure	Respondents
Respondents	37%	46%	17%	2,807

	Yes	No	Unsure	Respondents
Female	37%	46%	17%	1,810
Male	36%	47%	17%	987

	Yes	No	Unsure	Respondents
Asian	38%	46%	16%	280
Black	50%	37%	13%	238
Hispanic	39%	42%	18%	1,479
Native American	36%	45%	18%	11
Pacific Islander	47%	33%	20%	15
White	26%	59%	15%	605
Two or more races	33%	50%	17%	127
Unknown	35%	48%	17%	52

	Yes	No	Unsure	Respondents
Under 18	18%	59%	23%	131
18 - 24	40%	44%	17%	1,350
25 - 29	35%	49%	16%	434
30 - 39	37%	48%	15%	471
40 - 49	39%	43%	18%	216
50 and >	34%	50%	16%	205

Q5 Did you know that some internet providers are offering services free or at reduced cost for a period of time?

	I am already connected to this service	I am trying to connect to this service now	I plan to connect to this service in the future	I do not need it	Respondents
Respondents	33%	10%	24%	37%	2,649

	I am already connected to this service	I am trying to connect to this service now	I plan to connect to this service in the future	I do not need it	Respondents
Female	33%	10%	23%	36%	1,709
Male	32%	10%	24%	38%	931

	I am already connected to this service	I am trying to connect to this service now	I plan to connect to this service in the future	I do not need it	Respondents
Asian	41%	6%	21%	35%	263
Black	38%	15%	19%	31%	224
Hispanic	33%	11%	27%	33%	1,401
Native American	36%	9%	18%	45%	11
Pacific Islander	54%	8%	23%	23%	13
White	27%	8%	18%	49%	575
Two or more races	34%	9%	26%	33%	119
Unknown	23%	5%	19%	53%	43

	I am already connected to this service	I am trying to connect to this service now	I plan to connect to this service in the future	I do not need it	Respondents
Under 18	30%	4%	9%	62%	125
18 - 24	30%	10%	25%	38%	1,269
25 - 29	37%	10%	26%	31%	415
30 - 39	32%	13%	25%	33%	453
40 - 49	40%	10%	20%	32%	206
50 and >	34%	9%	22%	38%	181



Q6 What challenges are you currently facing as a result of the COVID-19 pandemic? (check all that apply)

	Caring for a dependent	Caring for someone who is ill	Children homeschooling	I am ill	Inadequate healthcare	Loss of healthcare	Loss of income	Loss of shelter	Not enough food	Unable to pay mortgage, rent, or utilities	Unstable home/living situation	Working remotely	None	Other	Respondents
Respondents	16%	6%	18%	5%	9%	6%	48%	2%	18%	29%	12%	15%	20%	11%	2,600

	Caring for a dependent	Caring for someone who is ill	Children homeschooling	I am ill	Inadequate healthcare	Loss of healthcare	Loss of income	Loss of shelter	Not enough food	Unable to pay mortgage, rent, or utilities	Unstable home/living situation	Working remotely	None	Other	Respondents
Female	17%	6%	21%	5%	9%	6%	48%	1%	18%	31%	10%	15%	18%	11%	1,680
Male	13%	6%	12%	4%	10%	5%	47%	3%	17%	26%	14%	16%	22%	12%	912

	Caring for a dependent	Caring for someone who is ill	Children homeschooling	I am ill	Inadequate healthcare	Loss of healthcare	Loss of income	Loss of shelter	Not enough food	Unable to pay mortgage, rent, or utilities	Unstable home/living situation	Working remotely	None	Other	Respondents
Asian	17%	9%	14%	5%	10%	7%	42%	2%	18%	28%	11%	18%	19%	13%	255
Black	20%	6%	25%	4%	5%	5%	44%	4%	22%	32%	12%	14%	21%	12%	222
Hispanic	17%	5%	19%	4%	10%	6%	48%	2%	18%	30%	12%	14%	19%	8%	1,366
Native American	9%		9%		18%	9%	45%	9%	36%	18%	18%	18%	18%	9%	11
Pacific Islander	14%		21%	7%		7%	50%		21%	29%	7%	29%	14%	14%	14
White	13%	5%	13%	7%	7%	5%	50%	1%	13%	25%	10%	16%	21%	18%	571
Two or more races	9%	6%	18%	5%	14%	4%	51%	2%	22%	29%	18%	17%	14%	13%	114
Unknown	9%	6%	6%	2%	11%	2%	47%	2%	13%	32%	15%	11%	26%	17%	47

	Caring for a dependent	Caring for someone who is ill	Children homeschooling	I am ill	Inadequate healthcare	Loss of healthcare	Loss of income	Loss of shelter	Not enough food	Unable to pay mortgage, rent, or utilities	Unstable home/living situation	Working remotely	None	Other	Respondents
Under 18	5%	3%	11%	1%	1%	2%	20%		9%	9%	7%	8%	53%	4%	117
18 - 24	11%	6%	11%	4%	10%	6%	50%	2%	18%	27%	13%	14%	23%	7%	1,221
25 - 29	20%	6%	20%	4%	10%	8%	52%	2%	19%	32%	11%	17%	15%	13%	410
30 - 39	24%	5%	30%	7%	11%	6%	51%	2%	17%	36%	11%	17%	12%	14%	455
40 - 49	23%	5%	36%	5%	9%	4%	45%	2%	22%	35%	10%	23%	10%	18%	209
50 and >	15%	5%	10%	9%	6%	4%	39%	3%	15%	22%	10%	11%	20%	24%	188