Spring 2025
Elevating Student Voices Focus Group Summary Report

Requesting Department: Office of eLearning
Number of Student Voices Elevated: 10

Access to an Online or hybrid course

Overall access to information is good
Free laptops are a good incentive for students to access online/hybrid courses
Students like accessing recorded lectures
Course navigation is often self-taught, but not all students can navigate courses without instructions
Specific instructions need to be explained on how to download videos and materials
Some but not all professors provide access support
Access information location varies within the Canvas courses
Some students use the digital lab to learn how to access their courses

Utilization of Online/hybrid course resources and services

Not all instructors include information in the syllabus on how to utilize online/hybrid course resources and services
Students are using course resources such as Brainfuse, YouTube, Khan Academy, Cengage Learning, Department faculty, and Turnitin Lab
Students are motivated to utilize services such as the Centers for Academic Success and CAPS
Some students watch YouTube videos or talk to family members and peers rather than CSN resources and services
Students are using El Mapa support for English as a Second Language (ESL) courses
Students like discussion boards to interact and connect with peers
Study fetch, an AI tool, was used to take notes and record sessions

Locating support services for online or hybrid courses

Support services should be listed in the syllabus
Students utilize Bulletin boards to find important information
First Year Experience (FYI) does provide information on support services for online/hybrid courses
Sometimes students have to contact support services multiple times to get a response
Students frequently access "Rate My Professor" to select "good" online/hybrid courses

Challenges with online or hybrid courses

Students would prefer more online or hybrid course resources
Students need professors to be more involved with students who struggle academically
For online courses, there is no consistency in course format

Sometimes students encounter issues uploading/downloading files, but some professors include steps.
There is no confirmation email when submitting assignments.
It can be hard to reach part-time faculty.
Students are not able to get follow-up help after grades are posted.
Professors should allocate time to talk to students in an online format, like office hours

Late response time or no response from instructors – Some faculty state in their syllabus that their response time may take up to 10 days.
CSN primarily supports Windows-based computers rather than Apple computers
Some Math professors only require students to attend the first 3-4 class meetings, and then students only need to show up for the online exams and assignments. Students feel this is inadequate instruction.

Online/hybrid technologies or tools needed

Students need alternative sources in addition to existing PDF documents
Better access to discuss online issues - Students prefer using texts (this was a common theme).
Some classes are harder to complete in online/hybrid mode, such as language courses and music performance courses
Embed mediators within Canvas to help students and professors (could be related to SI)

Online course preparation

Students would like Academic Advising to follow up on student success with online courses
FYE events helped students with online course preparation
Basic literacy courses are needed to help with online courses
Students would prefer a condensed course with tips on how to navigate Canvas

Additional comments, suggestions, or feedback

CSN should use multiple methods to contact students (email, text, Canvas email)
Students think taking general education requirements online is best, and the specialty courses can be taken in person.
Online courses allow students to work at their own pace
Students need self-discipline for time management, and some students lack these skills.
Some professors allow tutoring hours to count in the course grade