

Inside Track, UPCEA

Institutional Staff Online Support Survey – Staff Survey

[Survey participants will not see instructions in brackets]

Thank you for agreeing to help us with this important research. The survey should take between 5 to 10 minutes to complete. Participation is voluntary. All responses will remain anonymous.

Qualifying Questions

1. Which of the following best describes the institution you work for?
 - a. 4-year public
 - b. 4-year private
 - c. Community college
 - d. For-profit
 - e. Other (please specify)

2. Which of the following best describes your title at your institution?
 - a. Academic adviser
 - b. Online support specialist
 - c. Technology support specialist
 - d. Career services specialist
 - e. Dean of online and continuing education
 - f. Provost of online and continuing education
 - g. Chief online learning officer
 - h. Other (please specify)

3. How many years have you held that title at your institution?
 - a. Less than 1 year
 - b. 1-2 years
 - c. 3-4 years
 - d. 5-10 years
 - e. More than 10 years

4. What is the highest level of education you have received?
 - a. High school diploma or less
 - b. Associate's degree
 - c. Bachelor's degree
 - d. Some graduate studies
 - e. Master's degree
 - f. Doctorate or professional degree (Ph.D., Ed.D., J.D., etc.)
5. Do you currently provide support for students enrolled in online programs?
 - a. Yes
 - b. No [Terminate]

Questions for Qualified Respondents

6. Do you provide support for multiple online programs?
 - a. Yes [Go to Q7]
 - b. No [Go to Q9]
7. Did you provide support for multiple programs prior to the COVID 19 pandemic?
 - a. Yes
 - b. No
8. How many online programs do you provide support for?
 - a. 2-3
 - b. 4-5
 - c. 6-9
 - d. 10 or more
9. Which of the following best describes the credential of the online program(s) for which you currently provide support? Please select all that apply.
 - a. Associate's degree
 - b. Bachelor's degree
 - c. Undergraduate certificate
 - d. Graduate certificate
 - e. Graduate or master's degree
 - f. Professional or doctoral degree (Ph.D., Ed.D., J.D., etc.)
 - g. Other (please specify)

10. Which of the following best describes the subject area(s) in which you are currently providing support for students? Please select all that apply.

- a. Arts and Humanities
- b. Business
- c. Health and Medicine
- d. Multi/Interdisciplinary Studies
- e. Public and Social Services
- f. Science, Math, and Technology
- g. Engineering
- h. Social Sciences
- i. Education
- j. Other (please specify)

11. What do you see as the biggest challenge students face in completing their online program?

12. How challenging do you think students find the following in completing or working toward their academic goals?

	Very Challenging	Somewhat Challenging	Not Challenging	N/A
Orientation to school policies and requirements				
Choosing courses				
Registering for classes				
Connecting to the school's community				
Connecting to physical/mental health services				
Support with technology				
Financial aid services				

13. Please rate the level of support you feel online students receive from institutional staff for the following student services relating to institution integration. [Randomize row choice order. Hide answer choices marked N/A in Q12]

	Very Supportive	Somewhat Supportive	Not Supportive	N/A
Orientation to school policies and requirements				
Choosing courses				
Registering for classes				
Connecting to the school's community				
Connecting to physical/mental health services				
Support with technology				
Financial aid services				

14. Which of the following do you see as the highest priority for students?

- a. Orientation to school policies and requirements
- b. Choosing courses
- c. Registering for classes
- d. Connecting to the school's community
- e. Connecting to physical/mental health services
- f. Support with technology
- g. Financial aid services

15. Please rate how challenging the following activities relating to student's academic goals are to online students. [Randomize row order]

	Very Challenging	Somewhat Challenging	Not Challenging	N/A
Learning new subjects				
Setting goals				
Managing time and balancing school with other commitments				
Choosing classes				
Getting tutoring				
Completing difficult assignments or preparing for exams				
Staying mentally healthy				
Staying motivated to achieve academic goals				
Connecting school to career goals				

16. Please rate the level of support you feel online students receive from institutional staff for the following activities relating to their academic goals. [Randomize row choice order. Hide answer choices marked N/A in Q15]

	Very Supportive	Somewhat Supportive	Not Supportive	N/A
Learning new subjects				
Setting goals				
Managing time and balancing school with other commitments				
Choosing classes				
Getting tutoring				
Completing difficult assignments or preparing for exams				
Staying mentally healthy				
Staying motivated to achieve academic goals				
Connecting school to career goals				

17. Which of the following do you see as the highest priority for students?

- a. Learning new subjects
- b. Setting goals
- c. Managing time and balancing school with other commitments
- d. Choosing classes
- e. Getting tutoring
- f. Completing difficult assignments or preparing for exam
- g. Staying mentally healthy
- h. Staying motivated to achieve academic goals
- i. Connecting school to career goals

18. Please rate how challenging the following student services relating to career services are to online students. [Randomize row order]

	Very Challenging	Somewhat Challenging	Not Challenging	N/A
Exploring careers				
Finding internships				
Applying for jobs				
Changing jobs				

19. Please rate the level of support you feel online students receive from institutional staff for the following student services relating to career services. [Randomize row choice order. Hide answer choices marked N/A in Q18]

	Very Supportive	Somewhat Supportive	Not Supportive	N/A
Exploring careers				
Finding internships				
Applying for jobs				
Changing jobs				

20. Which of the following do you see as the highest priority for students?

- a. Exploring careers
- b. Finding internships
- c. Applying for jobs
- d. Changing jobs

21. In what areas, other than those previously mentioned, might student support services at your institution not meet the expectations of students?

22. How satisfied do you believe students at your institution are with the overall support they've received from institutional staff during the COVID 19 pandemic?

- a. Extremely satisfied
- b. Very satisfied
- c. Somewhat satisfied
- d. Not very satisfied
- e. Not at all satisfied

23. Which channels of communication would you like your school to use in communication with students? Please select all that apply.

- a. Phone calls
- b. Text messages
- c. Emails
- d. In-person meetings and events
- e. Video meetings and virtual events
- f. On-demand digital resources

24. Please rate how useful the following delivery service channels are in your experience with online students at your institution.

	Very Useful	Somewhat Useful	Not Useful	N/A
Phone calls				
Text messages				
Emails				
In-person meetings and events				
Video meetings and virtual events				
On-demand digital resources				

The last few questions are for demographic purposes only. All responses will remain anonymous.

25. What is your zip code? [Numerical input]

26. What is your current employment status?

- a. Employed full-time
- b. Employed part-time

27. Into which of the following age groups do you fall?

- a. 18 to 21
- b. 22 to 24
- c. 25 to 29
- d. 30 to 34
- e. 35 to 44
- f. 45 to 54
- g. 55 to 64
- h. 65 or over

28. What is your gender?

- a. Female
- b. Male
- c. Non-binary/third-gender
- d. Prefer to self-describe
- e. Prefer not to say

Thank you for your time.