

[Inside Track, UPCEA]

[Student Survey]

Online Student Support 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. At the conclusion of this survey, you may enter into a raffle to win one of five \$20 Amazon gift cards, and one \$100 Amazon gift card.

Qualifying Questions

1. Into which of the following age groups do you fall?
 - a. Under 18
 - b. 18 to 21
 - c. 22 to 24
 - d. 25 to 29
 - e. 30 to 34
 - f. 35 to 44
 - g. 45 to 54
 - h. 55 to 64
 - i. 65 or over

2. What is the highest level of education that you have completed to date?
 - a. Less than high school [Terminate]
 - b. High school diploma or GED
 - c. Associate's degree
 - d. Some college, but no degree
 - e. Bachelor's degree
 - f. Graduate or master's degree
 - g. Professional or doctoral degree (PhD., Ed.D., J.D., etc.) [Terminate]

3. Are you currently enrolled at a college or university?
 - a. Yes [Go to Q5]
 - b. No [Go to Q4]

4. Have you been enrolled in a college or university in the last year?
 - a. Yes
 - b. No [Terminate]
5. Which type of program are you currently or recently enrolled in?
 - a. Associate's degree
 - b. Bachelor's degree
 - c. Graduate certificate
 - d. Graduate or master's degree
 - e. Professional or doctoral degree (Ph.D., Ed.D., J.D., etc.)
 - f. Other (please specify)
6. Which of the following best describes your current progress in your program?
 - a. Just started the program
 - b. About a quarter of the way through the program
 - c. About halfway through with the program
 - d. About three quarters of the way through the program
 - e. Nearly done with the program.
7. Which of the following best describes the institution in which you enrolled?
 - a. 4-year public institution
 - b. 4-year private institution
 - c. Community college
 - d. For-profit institution
 - e. Other (please specify)
8. Which of the following best describes your [credential type from Q5] program?
 - a. The program is entirely online
 - b. The program is mostly online, with a few on-campus courses or visits
 - c. The program is an even mix of online and on-campus courses
 - d. The program is mostly on-campus, with a few online courses [Terminate]
 - e. The program is entirely on-campus [Terminate]

Questions for Qualified Respondents

9. Was the mix of online and on-campus courses in your program impacted by the COVID-19 pandemic?
- a. Yes, more of my courses are now online
 - b. Yes, more of my courses are now on-campus
 - c. No, my program was not impacted
 - d. Other (please specify)
10. Which of the following best describes the subject area you are currently studying?
[Randomize answer choice order]
- 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. Which of the following best describes your current status as a student?
- a. Part-time
 - b. Full-time
12. Overall, how satisfied are you with the online program in which you are currently enrolled?
- a. Extremely satisfied
 - b. Very Satisfied
 - c. Somewhat satisfied
 - d. Not very satisfied
 - e. Not at all satisfied

13. Which of the following were significant factors in selecting the institution where you are currently enrolled? Please select all that apply. [Randomize answer choice order]

- a. Location of the institution
- b. Affordable tuition
- c. Offered program of interest
- d. Online offering
- e. Reputation of the institution
- f. Quality of the faculty
- g. Student services and support
- h. Other (please specify)

14. Which of the following were significant factors in selecting the program in which you are currently enrolled? Please select all that apply. [Randomize answer choice order]

- a. Interested in subject area
- b. Offered fully online
- c. Links to employment
- d. Career advancement
- e. Career change
- f. Personal enrichment
- g. Other (please specify)

15. How are you funding your education? Please select all that apply.

[Randomize answer choice order, except last response.]

- a. Scholarships or grants
- b. Loans
- c. Employer tuition reimbursement
- d. Personal savings or out of your own pocket
- e. Family
- f. Other (please specify)

16. What is the biggest challenge you face in completing your online program?

17. How challenging have you found the following in integrating or becoming comfortable with your institution/program? [Randomize row choice order]

	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				

18. Please rate the level of support you receive from institutional staff for the following student services. [Randomize row choice order. Hide answer choices marked N/A in Q17]

	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				

19. Which of the following do you see as your highest priority?

- 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

20. How challenging have you found the following activities in completing or working toward your academic goals? [Randomize row choice 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 my academic goals				
Connecting school to my career goals				

21. Please rate the level of support you receive from institutional staff in completing the following activities. [Randomize row choice order. Hide answer choices marked N/A in Q20]

	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 my academic goals				
Connecting school to my career goals				

22. Which of the following do you see as your highest priority?

- 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 exams
- g. Staying mentally healthy
- h. Staying motivated to achieve my academic goals
- i. Connecting school to my career goals

23. How challenging have you found the following in completing or working toward your career goals? [Randomize row choice order]

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

24. Please rate the level of support you receive from institutional staff for the following student services. [Randomize row choice order. Hide answer choices marked N/A in Q23]

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

25. Which of the following do you see as your highest priority?

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

26. How satisfied are you with the overall support you'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

27. Which channels of communication would you like your school to use in communication with you? 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

28. Please rate how useful the following delivery service channels have been for you in communicating with institutional staff.

	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				

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

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

30. What is your current employment status?

- a. Employed full-time
- b. Employed part-time
- c. Retired [Go to Q35]
- d. Unemployed, but currently seeking employment [Go to Q35]
- e. Unemployed, and not seeking employment [Go to Q35]

31. [If employed in Q30] In which industry are you currently employed?
[List of industries]

32. [If employed in Q30] Briefly list your job title. [Free-response]

33. [If bachelor's degree or higher in Q2] Since graduating college, how many times have you changed jobs or gotten a new job?

- a. I have only worked at my current job
- b. I have changed jobs once
- c. I have changed jobs twice
- d. I have changed jobs three times
- e. I have changed jobs four times or more

34. [If employed in Q30] Does your employer provide any of the following?

	Yes	No	Don't Know
Tuition reimbursement for bachelor's degrees			
Tuition reimbursement for master's degrees			
Tuition reimbursement for certificate programs			
Tuition reimbursement for doctoral degrees			
Tuition reimbursement for other training programs			
Release time during normal working hours for coursework or relevant activities			
Travel for education			
Reimbursement for education materials (books, software, etc.)			

35. Which of the categories best describes your annual household income?

- a. Under \$35,000
- b. \$35,000 to \$49,999
- c. \$50,000 to \$74,999
- d. \$75,000 to \$99,999
- e. \$100,000 to \$149,999
- f. \$150,000 or more

36. 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.

After clicking "Done" below, you will have the opportunity to enter your email address into the raffle to win one of five \$20 Amazon gift cards, and one \$100 Amazon gift card. Your email address will not be connected to your response.

If you would prefer not to enter the raffle, you may close this window.