



Barton Cares Initiative 2020

Connecting with students after COVID-19 response

BARTON
COMMUNITY COLLEGE

Brief Description

- April 23 through May 11, 2020
 - Phase 1 – Students in face-to-face courses who transitioned to Alternative Course Delivery Methods
 - Phone Calls to working numbers
 - Follow-up with email invitation
 - Phase 2 – Fully Online Students
 - Email invitation only
- Purpose: to initiate contact with Barton students, to gauge the impact of COVID-19 and transition of courses on student's academic goals, and to gauge the success of Barton's response to students as a result of the pandemic.

Phase 1 Contact Data

- 1502 student numbers called
- 526 surveys completed over the phone
- 80 students declined the survey

- 896 students emailed with online survey request
- 146 surveys completed online

602 students completed Phase 1 Surveys

Phase 2 Survey Data

- Activated Monday, May 4, 2020
- 2,496 students emailed survey invitations
- 3 survey invitations sent via multiple messaging formats
- **206 students completed Phase 2 Survey**

Responses

In total, 4,371 students from all campuses* received communication from Barton Community College as a part of the Barton Cares Initiative. 878 completed a survey for a total response rate of 20%.

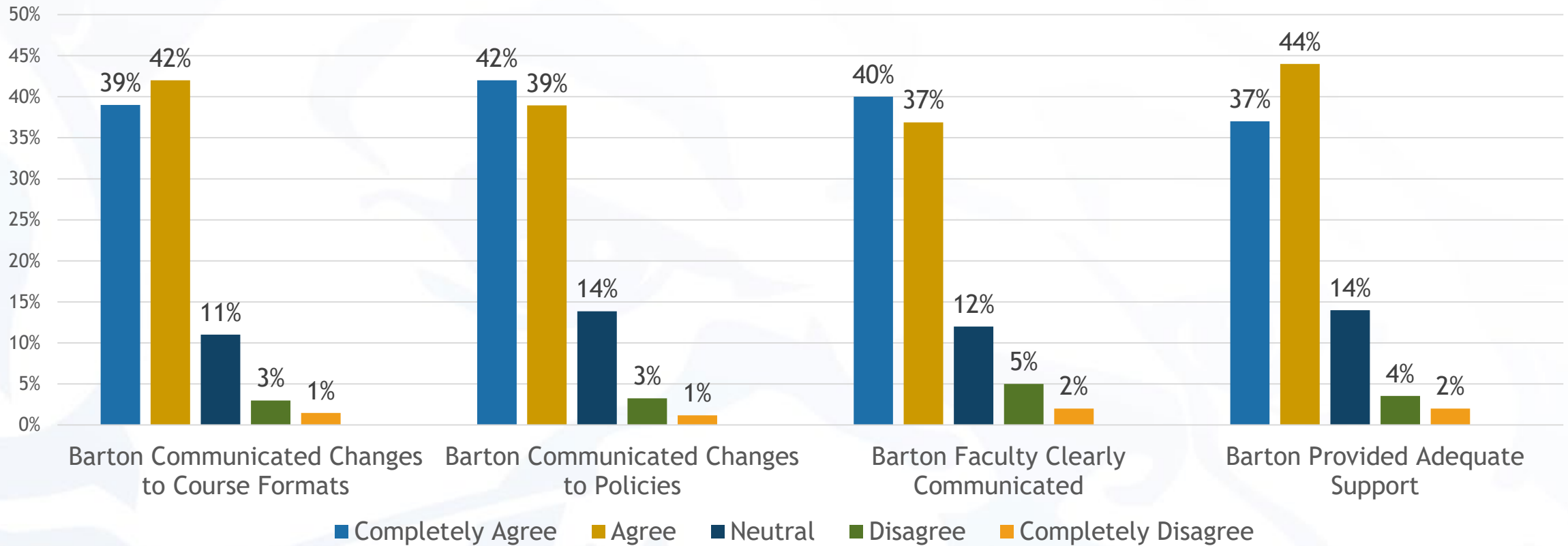
| Campus Affiliation | Total # | Percent Phase 1 | Total Percent |
|---|---------|-----------------|---------------|
| College Credit at High School (Advantage Program) | 36 | 5% | 4% |
| Ft. Leavenworth | 39 | 6% | 5% |
| Ft. Riley | 197 | 29% | 23% |
| Great Bend | 393 | 58% | 46% |
| Fully Online | 206 | | 23% |

Data Points from Students Experiencing Transition

Combined results of phone calls and online surveys

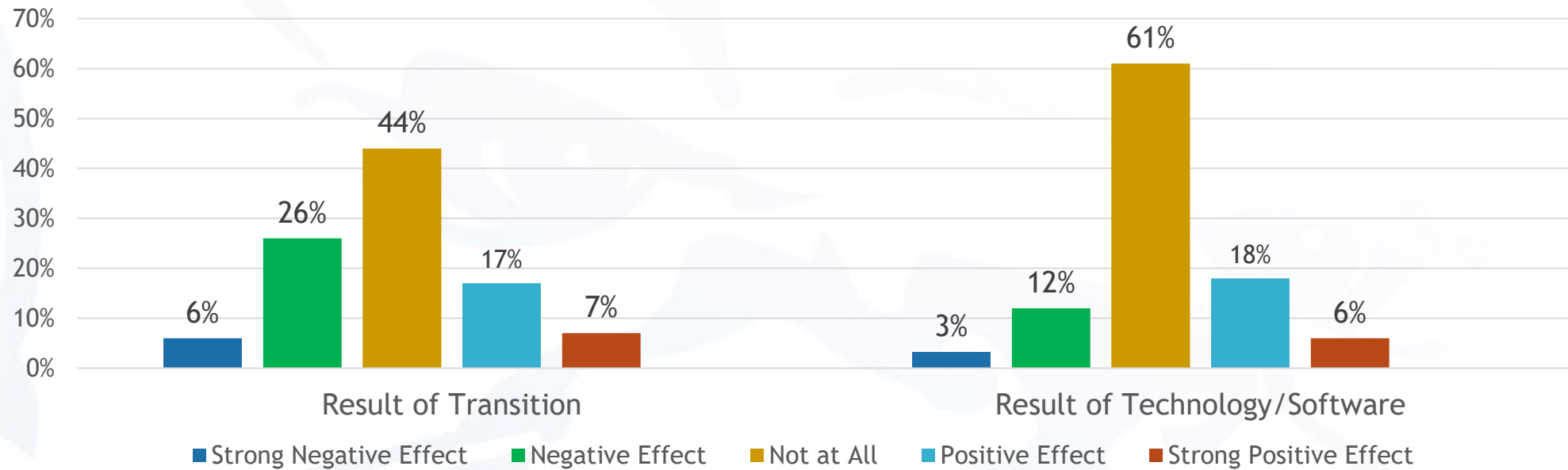
Students Positive review of Barton's Response

Communication and Support

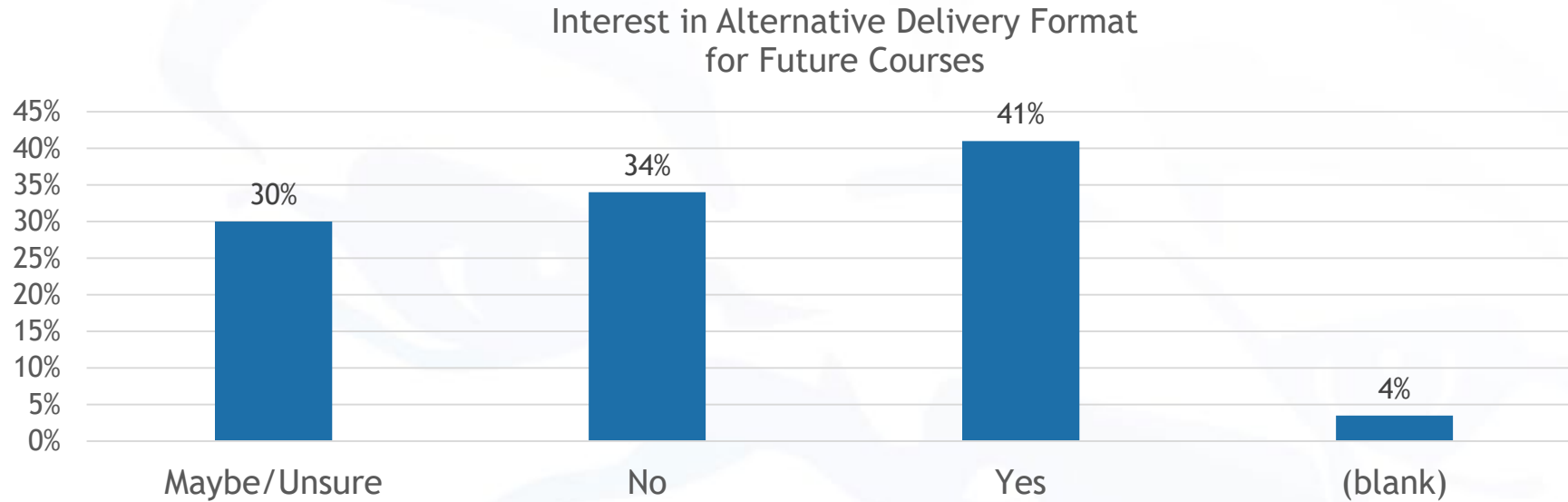


Students Expressed Concerns

Effects on Grades



Student Preference on Future Courses



Summary of Comments

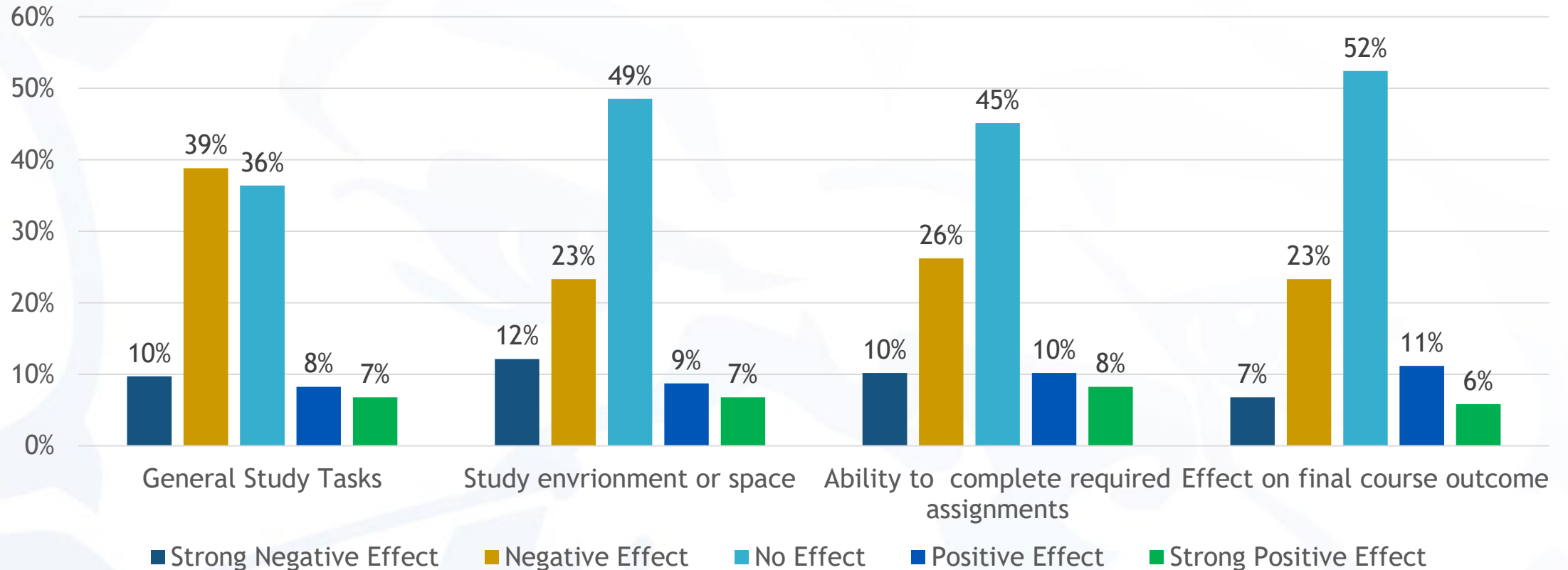
| Phase 1 Surveys: 414 Students Offered Comments | | | |
|--|-----|---|----|
| Complimentary Comments | | Comments Identifying Gaps in Changing Course Delivery Methods | |
| General Positive Response | 153 | Expressed a need or desire for in-person courses | 96 |
| Positive Comments about Faculty | 115 | Expressed difficulty in communication with faculty | 43 |
| Positive Comments about Nursing, EMS, and Auto Programs | 11 | Expressed difficulty with inconsistent course expectations | 41 |
| Positive Comments Ft. Riley and Ft. Leavenworth | 5 | Identified increased workload or time commitment | 26 |
| Positive Comments about SAD or Student Support Services | 4 | Indicated a need for flexibility of course expectations | 7 |
| Positive Comments about new delivery methods and desire to continue | 21 | Indicated a need for physical textbook (not online reading materials) | 7 |
| Comments Regarding Personal Effects | | Comments Expressing Negative Effects | |
| Indicated desire for interpersonal connections w/instructors and/or peers | 38 | Expressed concern about effect on grades | 28 |
| Identified struggles with personal motivation, focus, and/or mental health | 31 | Dropped a course as a result of transition | 19 |
| Identified Emotional Response | 5 | Other Frustrations | 17 |
| Comments Identifying Gaps in Transition | | Questions regarding Processes, and Procedures | |
| Expressed problems with communication | 30 | Campus Re-opening | 25 |
| Expressed difficulty with communication at different locations | 15 | Textbook Return | 14 |
| Offered suggestions for communication methods | 14 | Graduation | 6 |
| Expressed difficulty communicating with student services | 13 | Transfer Credits | 5 |
| Concerns with Technology and Access | | Housing Refund | 3 |
| Indicated difficulty with technology | 23 | Financial Aid | 2 |
| Problems or concerns with zoom | 17 | | |
| Expressed difficulty with internet access | 14 | | |

Data Points from Fully Online Students

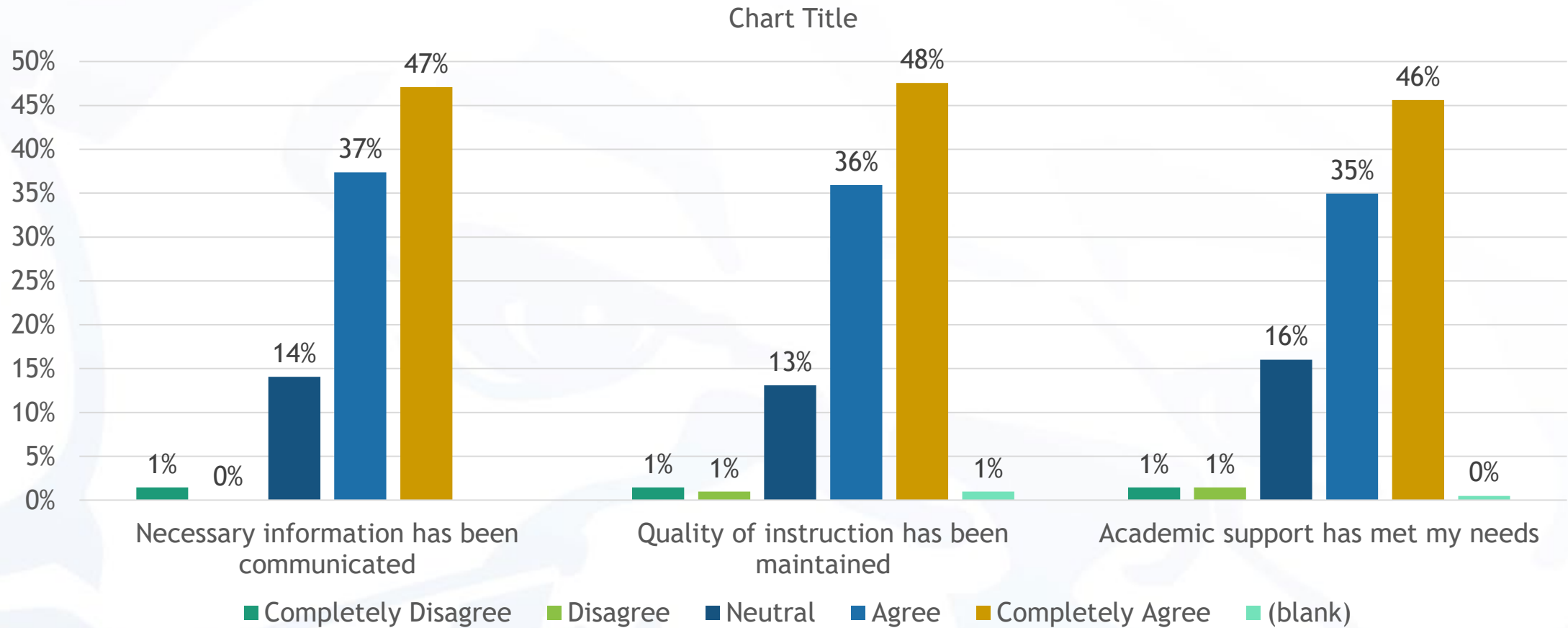
Online survey only

Student's perceptions of COVID effects

Impact on Academic Practices



Students positive review of Barton's response



Summary of Comments

| Phase 2: 52 Students Offered Comments | |
|---------------------------------------|---|
| General Review of Barton | |
| | 21 positive, 1 negative, 1 neutral |
| Comments on Communication | |
| | 3 positive comments regarding communication to students |
| Comments on Student Support | |
| | 3 noted Student Academic Development program |
| Comments on Faculty | |
| | 7 positive, 2 negative, 1 expressed concern for faculty |
| Comments on Personal Effects | |
| | 2 concerned with finances |
| | 8 commented on mental health - 2 of whom wanted more reach-out from faculty |
| | 6 commented on changes in personal motivation |
| | 1 comment on improved personal safety |
| | 12 noted changes to life/schedule, 2 dropped as a result, |
| Additional Comments | |
| | 6 commented on transitioned courses as well as online |

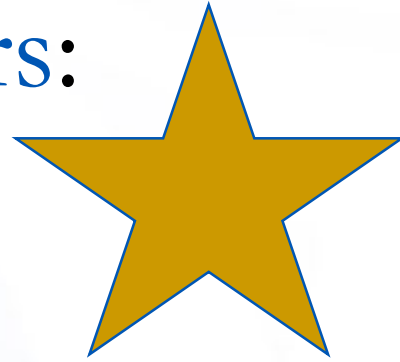
Recommendations:

- Promotion of positive results
- Communication plans (including varying methods) regarding academic practices and student services during a normal academic year and in the event of future course interruptions
- Clear definitions of expectations for students and faculty in the varying Course Delivery Methods
- Student support specific to online student population
- Faculty professional development opportunities for instruction and support of students during times of national instability.

Kudos to the Cougars:



Great job to the college and instructor for communicating and being flexible.



Thank you for being great during this time. Makes life a little brighter during these times.



High school student: "It has been AMAZING!" and "I am so thankful for this opportunity."



Instructors have made it very fun to take the course online.

Everything has been very smooth. Wonderful!



I like how Barton Community College staff offer assistance to the online and on campus students during the crisis. It says a lot about this college. Thanks for all you do!