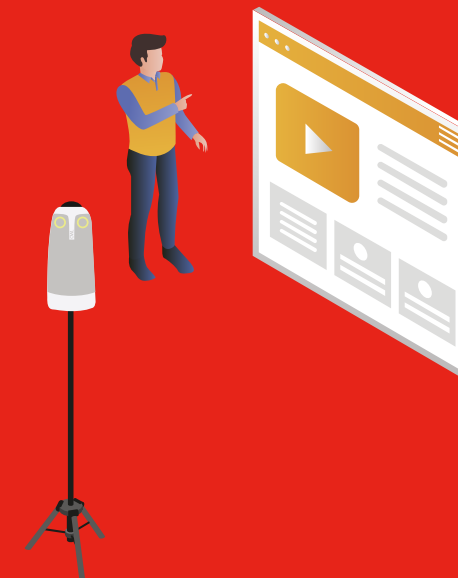


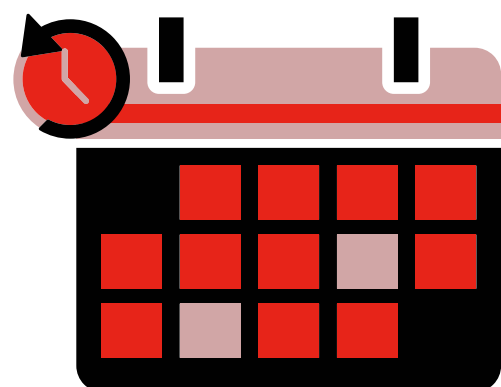
# Dual Delivery/Hyflex

Student Survey Spring 2022



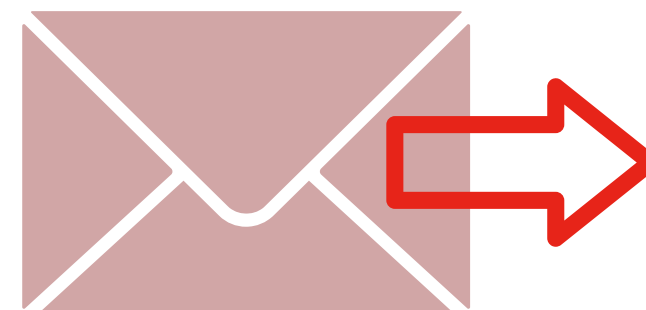
## About this Survey

Dual Delivery allows students the flexibility to attend class in-person or online via Zoom. The goal of this survey was to gain insight on the student experience for both the in-person sections and online-only sections.



**4/29 - 5/31**

Survey Open



**875**

Email Invitations



**15%**

Response Rate

# Dual Delivery/Hyflex

Student Survey Spring 2022



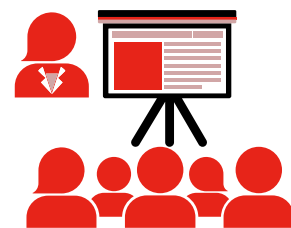
## About this Survey

Now students have seen and experienced what Dual Delivery (DD) is, they are more likely to enroll in DD sections over regular Face-to-Face sections. But In-Person DD, or regular Face-to-Face or Asynchronous Online sections are preferred over Online-Only DD or Synchronous Online classes. Below are the percentages of students who indicated they **definitely will** or **probably will** sign up for the various modalities of section offerings:



**90%**

In-Person  
Dual Delivery



**73%**

Regular  
In-Person Section



**47%**

Online only  
Dual Delivery



**40%**

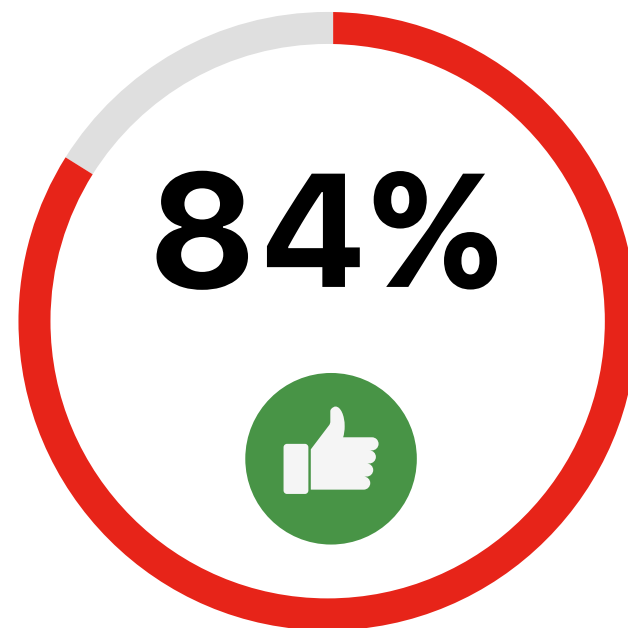
Synchronous  
Online Section



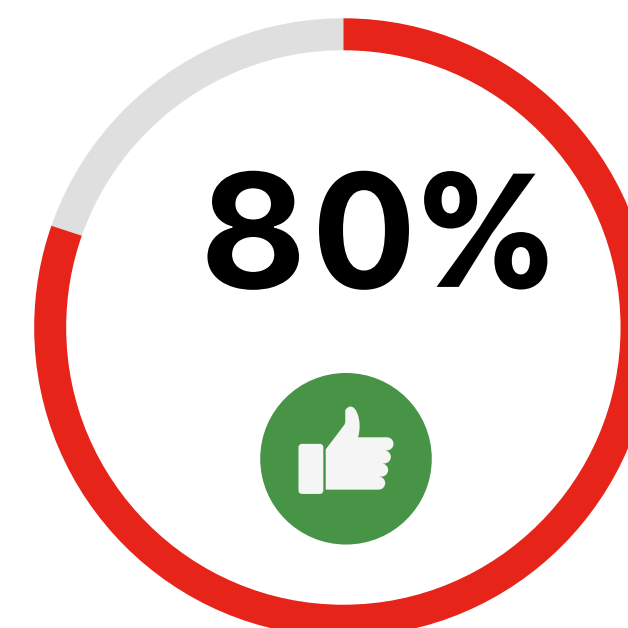
**53%**

Asynchronous  
Online Section

In-person Dual-Delivery students overwhelmingly will re-enroll and sign up for a Dual Delivery section again, with **72%** indicating **Yes** and **24%** indicating **Maybe**.



Did the option to attend via Zoom **contribute to your success?**

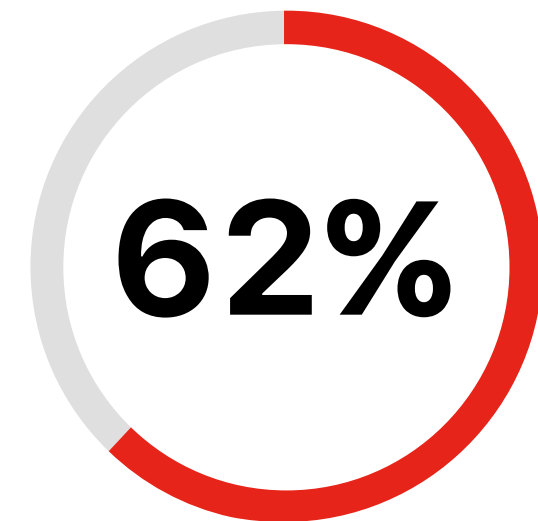


Did the option to attend via Zoom help you **stay enrolled?**

### Dual Delivery Offers Flexibility

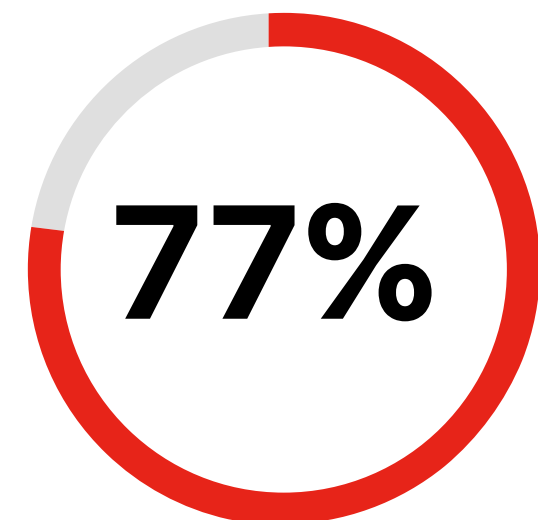
How often did you attend class online via Zoom?

With the flexibility to attend in-person or online, the majority either never attended via Zoom or attended via Zoom less than half of the time.



How important was it for you to have the option of logging into class online via Zoom?

But knowing they had the flexibility of logging into class via Zoom was extremely important or very important.



Would you recommend Dual Delivery to others? Why?

90%

Students that **said yes:** 

I felt free to be cautious and COVID-safe.

I think it's great for students who have a hectic schedule and can't always make it to class in person every time. I think the flexibility of dual delivery really motivates students to still attend class.

It allows student to work around their home and work life while also getting a degree.

These courses help those students who hold other roles such as parents and/or working students succeed.

Would you recommend Dual Delivery to others? Why?

10%

Students that **said no:**



Distraction from in person class.

I believe that attending classes in person provide a better learning experience.

I think that Dual-Delivery was a good idea to transition out of the pandemic, and now I'm really ready to get to in person learning for my Major classes. For general education classes, asynchronous courses are much better for me.

I love the idea of it but think that Pierce is still experimenting, at the detriment of students who enroll in these types of classes. Professors should offer extra credit or find some way to offload the cost of experimentation for the student.

## What was the **best part** of your experience with a Dual Delivery section?

It allowed for me to cope with a loss in the family and continue to participate in class in a way that felt more accessible to me at the time. When I felt ready, I was able to return to class in-person.

I became ill with mental health condition and I can definitely say that the zoom option saved my semester. I didn't expect to use it, yet am so grateful I did. Thank you for that. Honest, at this point I prefer online than in person for academic purposes, yet prefer in-person for workshops and activities.

Being able to see both sides of in person class and online, easier transition from being fully online to being in person, if I was unable to go to class that day (transportation wise) I was still able to attend.)

Flexibility - it allowed students every opportunity to not fall behind if they were to get sick or faced unprecedented challenges.

I had to go to my home country for a week and I was worried that I would miss a class that week. But I had the option to connect through zoom so I didn't miss any class.

I was able to never miss a class even though I had the stomach flu. I've appreciated that flexibility and the quality of the education is the same.

I enjoyed the flexibility of being able to attend class either in person or online. It is much more convenient for those with a non-standard work schedule!

I had no excuse to miss a learning day.

## What part did you **not like** of your experience with a Dual Delivery section?

I REALLY didn't like that the professor, in my opinion, overdid her assignment load. I think maybe they were nervous about neglecting one section over another, yet in the end other sections complained about some confusion and overwork. I think it is important for there to be a consistency and uniformity in the class lectures and assignments. Mainly, in my honest opinion, for dual delivery, have the class take on an asynchronous format, with the in-class lectures explaining and exploring the online content.

There were often technology problems with the owl camera or with screen sharing. It felt like the professor had to do double the effort to include both the in person and zoom students, wasting time and my mental energy to focus. This is not a problem because in 100% zoom classes, the professor only has to setup the screen share once, or in in person classes, they only have to setup the projector once.

I don't think I have a "bad experience" or something like that, everything was ok. Also, it was the first time so maybe could be that some days the connections wasn't very good and we had to wait so the zoomies can hear the class too.

In this class, the couple of times I have been there through zoom, were a bit difficult to participate since the professor would be looking at the class instead of the screen when I used the "raised my hand" emote. It was also hard to be able find the right time to unmute myself during a lecture without disrupting the flow of the class. Another thing is that the people online don't participate nearly as much as the one's that are there in person, maybe they have a hard time concentrating, or for some of the reasons I listed, I am not sure, but that does affect the way that the class works and the discussions we have.

Sometimes there would be a glare from the board.

Needs more participation points, to have everyone involved.

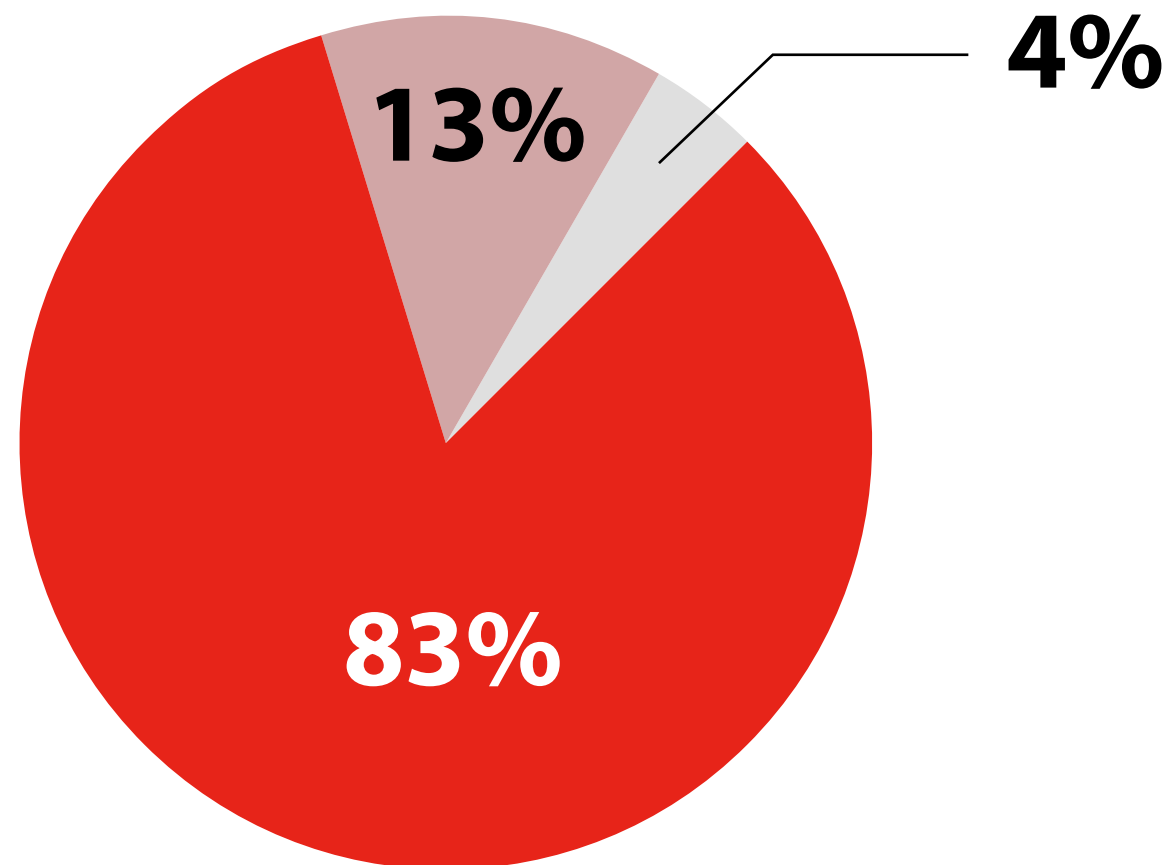
Having to group up with online people and do work together. Makes it hard to hear and see the other person.

I didn't like feeling watched by the owl camera. Only because one of my classes is really small so I feel like I stick out. Besides that, everything is fine.

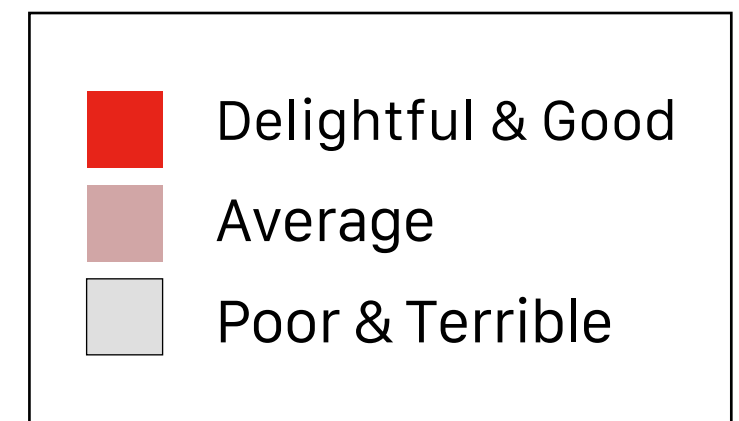
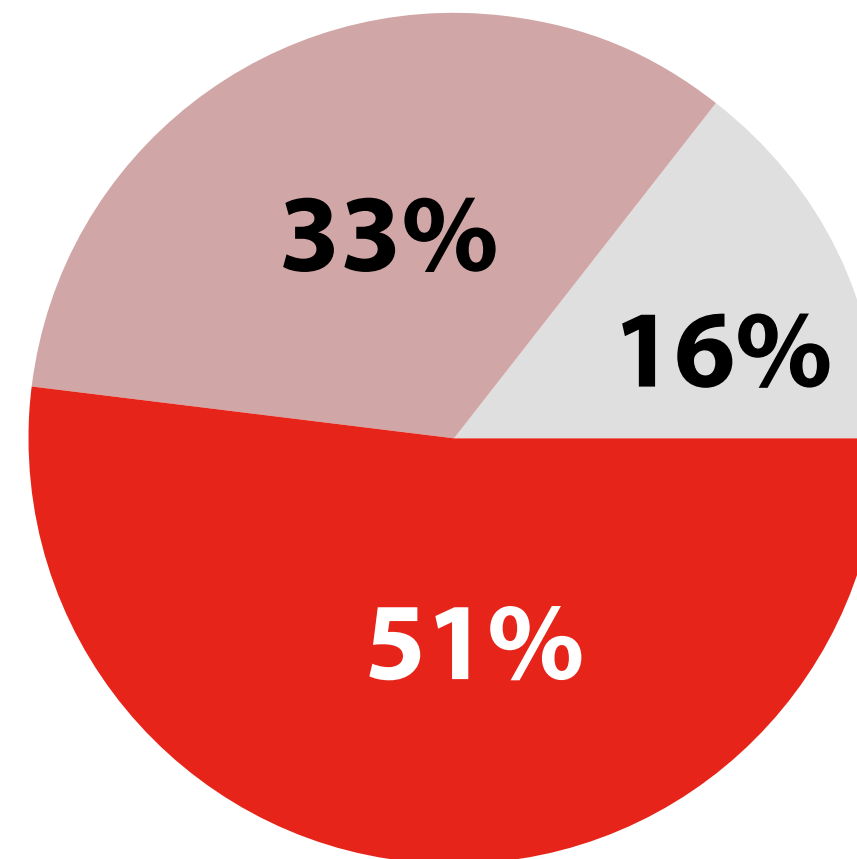


## Connection

How connected did you feel with your instructor?

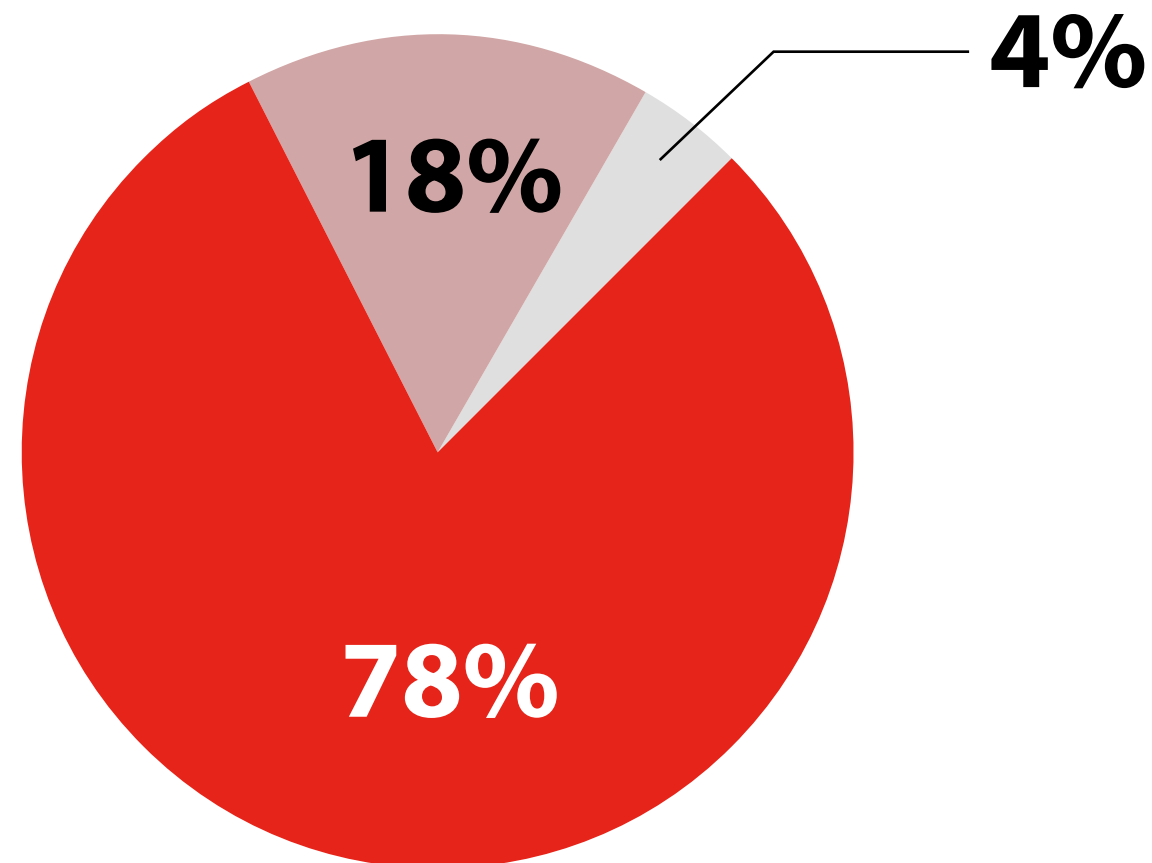


How connected did you feel with your classmates?

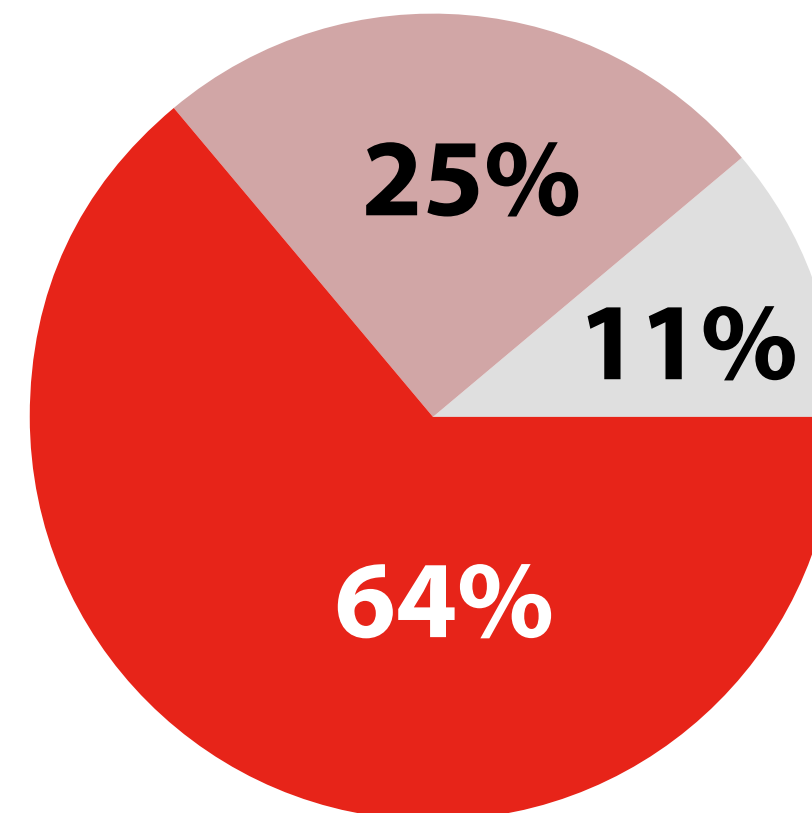


## Contribution to Learning

How effective was the technology in general?



How effective was the OWL to your learning?



What was the **best part** of your experience with a Dual Delivery section?

Being able to interact with students who were in person while being able to be online. As well as being involved and included with the group.

It allowed me to take multiple classes while working FT.

The option to do from home or not and still have the same lesson and experience.

Easier to manage my time and have more time to work on assignments.

Honestly hope we keep this, it's very helpful if something happens and we can't make it to class.

That we had the best professor and she made everyone feel welcome and connected. Even with the students that were taking the class in person, we all felt connected.

Getting to work mostly from home but getting in person interaction with the teacher.

I couldn't go in person but I am glad I can join the zoom.

What part did you **not like** of your experience with a Dual Delivery section?

When online it can be hard to see the Professor because the screen shows different camera angles of the classroom also, but using a larger screen would help this.

Depending on the teacher, it would be hard to contact them. However, most of my teachers were quite responsive.

The only down side to this class option is that sometimes the topics that are being taught are hard to learn and if I have questions, besides office hours it is very hard to get all of the answers that I am trying to ask so I can get a better understanding of the subject and grasp that concept.

The owl made the sound hard to hear at times if the teacher didn't stay in front of it.

Felt isolated, disconnected with teachers, deadlines for all classes piled up on the same day.

Not much interaction with classmates.

Everything was perfect.

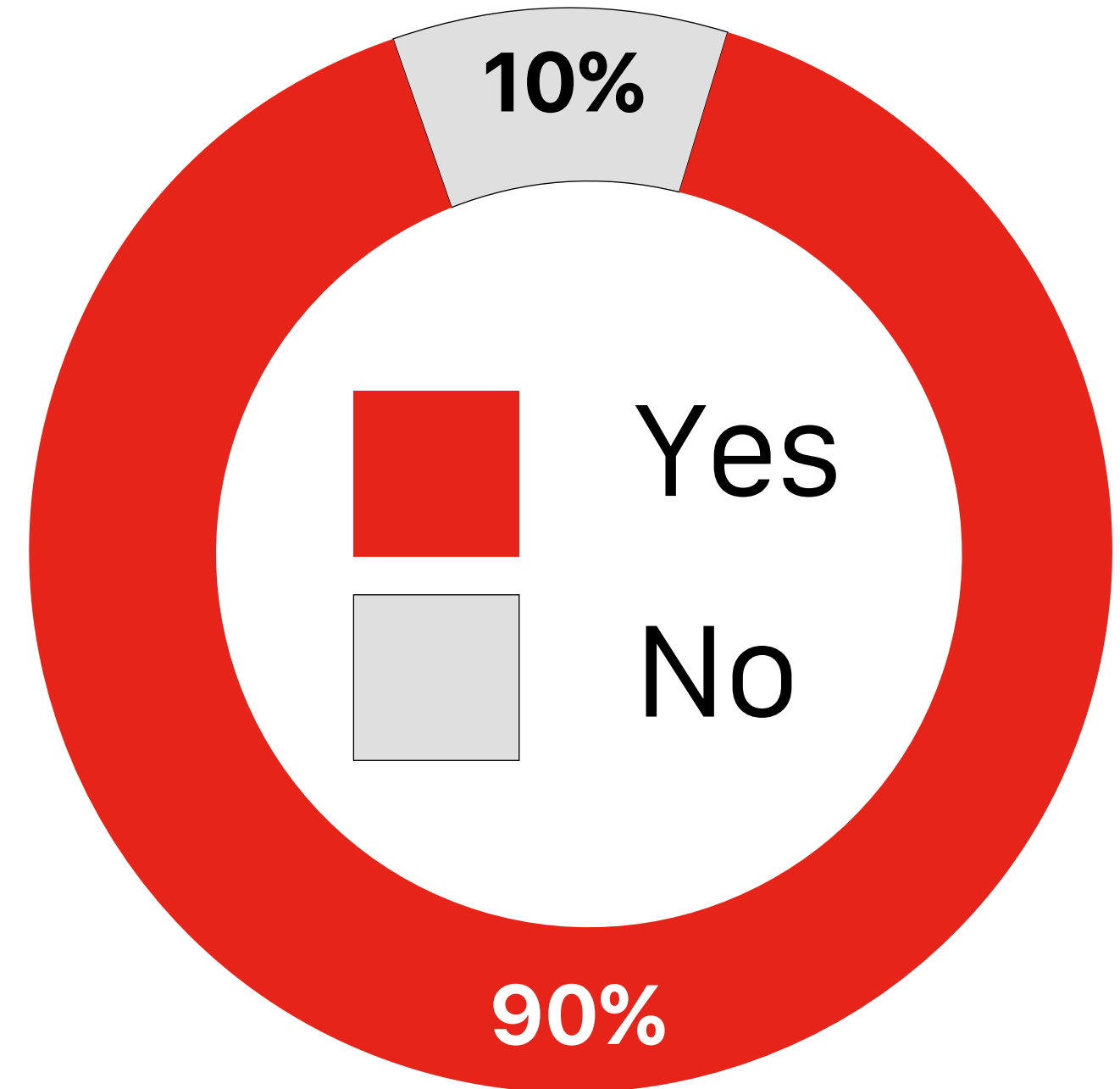
There is nothing that I did not like.

# Dual Delivery/Hyflex

Faculty Survey Spring 2022

## Faculty Responses

Now that you have been teaching Dual Delivery (DD), do you feel sufficiently trained?



## What suggestions would you add to the training?

When you do the training maybe split up your groups based on experience with technology. Have the least experienced in one group and the more experienced in a separate group to make it more efficient. Also maybe recruit some more experienced people to just be in a low experienced group to maybe just assist with set ups.

Pedagogical ways/ideas to use owl more effectively.

More peer mentorship and workshops.

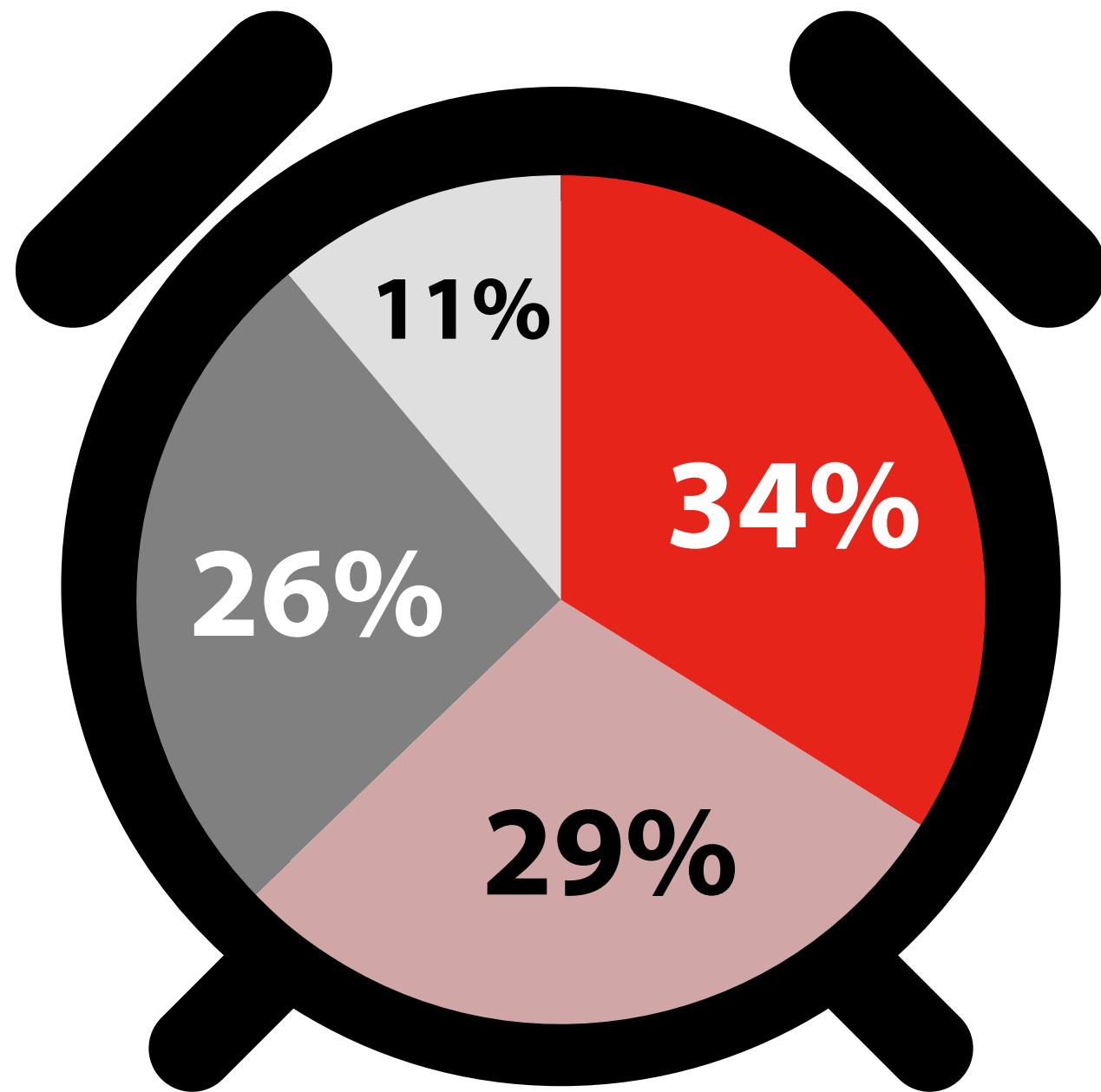
It might be nice to have follow up collaboration with other dual delivery instructors.

Holding the training in one of Pierce's classrooms would be helpful. A more hands on training in which everyone would have to set up the Owl and connect it in their classroom would have been useful.

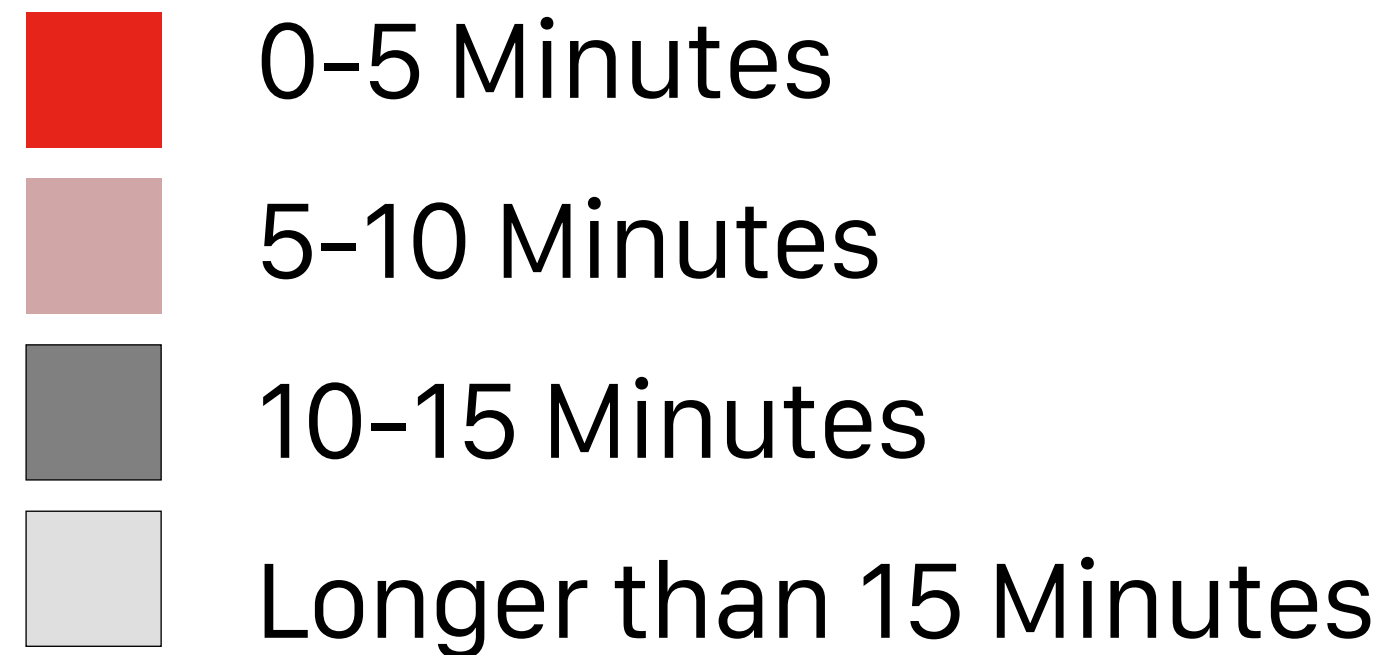
Now that we are able to gather more data, I would suggest including the data that is gathered on best practices.

Some picture guides for setting up equipment and a "trouble shooting" page.

The training was great, so I have nothing to suggest.



What was the average set up time?



## What is one thing **you like** about teaching DD?

I like being flexible for students to increase the likelihood that they can attend class. I also had to use the remote option as the instructor when I got covid.

More inclusive for students that are unable to visit campus. They can participate in group discussions with in-class students.

I really like that it means a larger class size with more participants (plus it can be a huge help to provide more class modes and more equitable education options).

Students feel like they are in the classroom, more connected.

It allows us to offer students various course modality options and helps increase enrollment for certain courses.

The convenience it gives the students to join as they need from wherever they need to. I felt that my students were just as active when they joined via Zoom as they were in person.

It gave me the opportunity to do more lab demonstration which made the lab better for all students.

Believe it or not, more student participation



## What is one thing that was **difficult** about teaching DD?

Having to set it up and take it down all the time. In my mind, the Owls should be permanent fixtures in the room (like projectors).

I feel like the hardest thing about teaching might be some technical issues, but that can be improved with more practice and learning to be a slight more technically savvy.

Engaging Roomies and Zoomies at the same time is incredibly challenging. It is especially difficult to know how Zoomies are doing when they do not have their cameras on. I understand why some of them don't feel comfortable doing so, but it makes it very hard to assess engagement and learning when looking at black boxes.

Can't use the white board in the classroom due to glare.

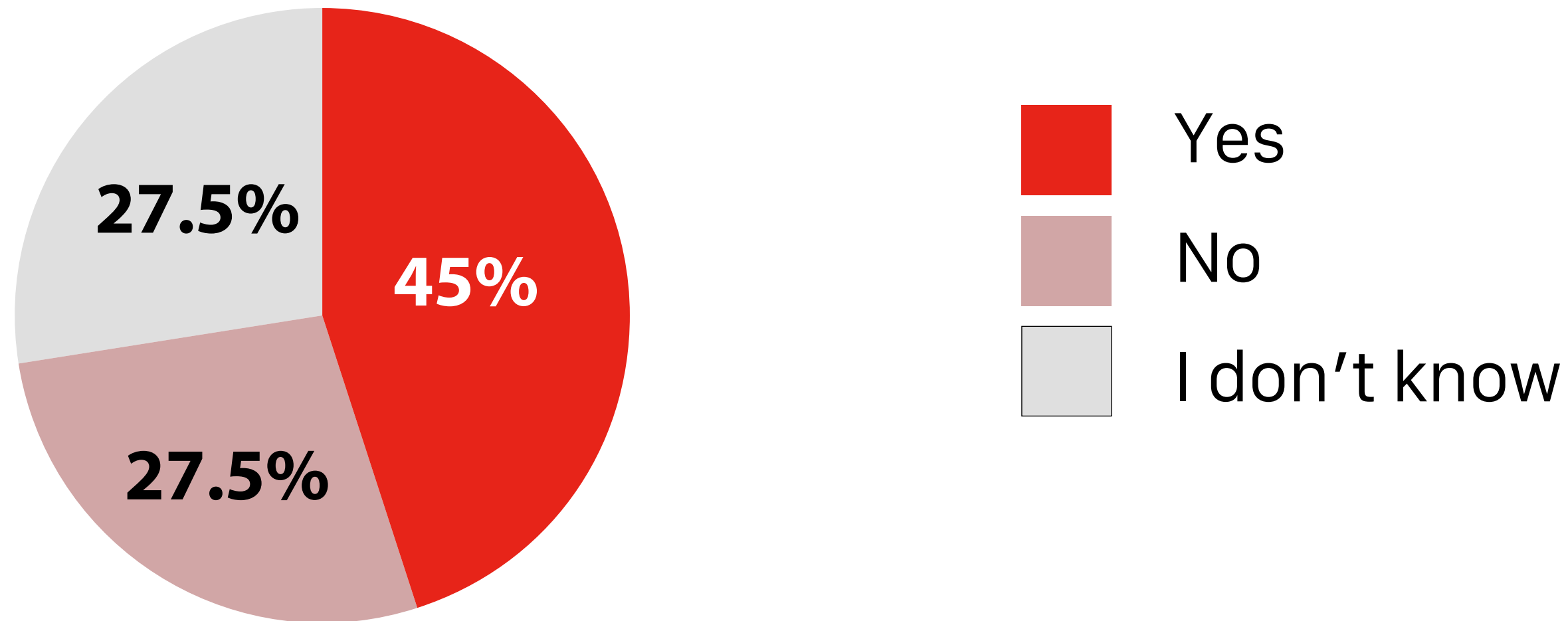
Sometimes switching between several different applications and making sure they were being shared simultaneously with both groups was challenging.

The setup time is too long, about 15 minutes (partially due to the slow Wifi and/or classroom computers that Pierce has).

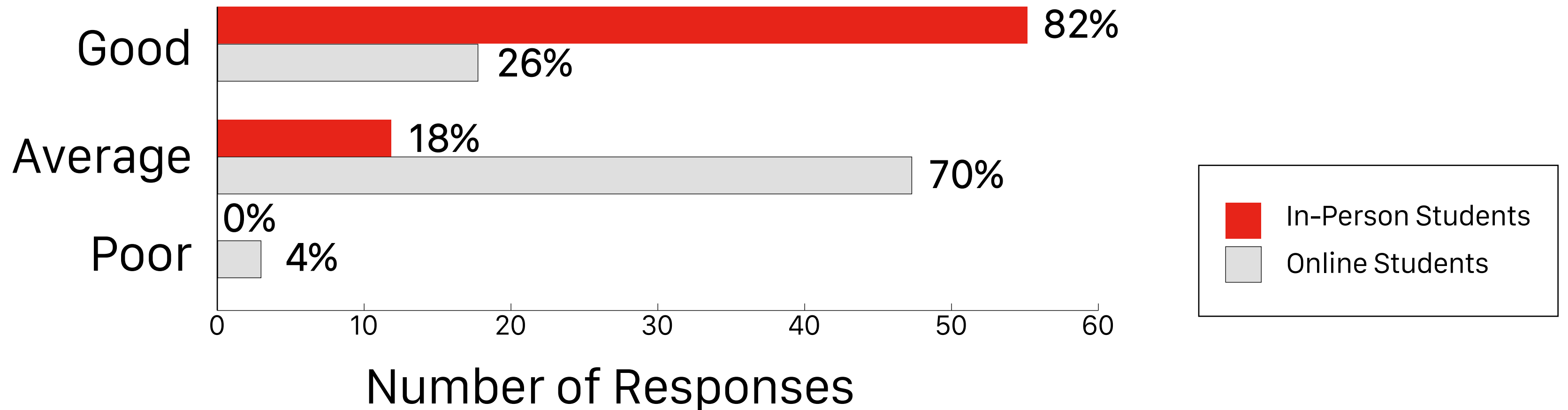
There's always that nagging feeling that maybe you're not being as effective with the online section. But, I learned to trust the students because they would definitely unmute or raise hand to get my attention when they didn't understand something. They were great!

Seeing when there are questions in the chat when I am sharing the screen. But the leader of the group helped me.

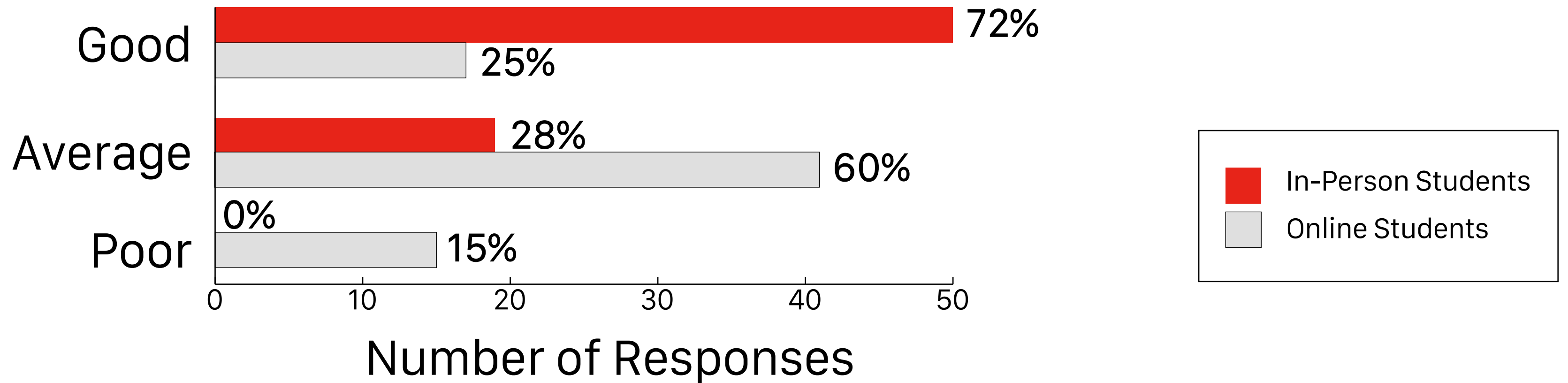
Would you teach a Dual Delivery class in the future if there was no associated stipend?



How much do you feel you got to know your students?



Based on your experience, rate how well each group was actively involved in the class.



Was there a difference in student success between the two modes of delivery? Please share how you are assessing this and why you think this is the case.

It is difficult to tell because many students kept switching back and forth between in-person and on-line.

The people in person were engaged and working together as a community. Many people online were also engaged but there were some who were not. They were nonresponsive when asked a question or did not participate in breakout rooms or discussions.

The zoomies and roomies are succeeding equally well. And zoomie attendance at 8 am is much better than I would have expected

Yes. The online students are absent from their online class more often and turn in their work late more often.

Student success may be similar, but I cannot judge until the end of the semester. My on-campus students seem to need more assistance--this is likely why they chose to be on-campus.

I noticed that the average was lower on the lab practical exam for the online students.

No, there wasn't much of a difference. At the end of the day, students were trying to balance their class workloads with life responsibilities, and whether they attended in person or online, there were successes and struggles all around. I try to be as flexible as possible for all my students, and even then, some availed of the help while others did not.

No, my class is a music lab and students need to demonstrate proper performance of the skills learned in each class.

## What advice would you give a fellow colleague who has never taught DD before?

Take the training, and build on the process. Don't try to do it all at once. Also, get an Ipad to act as a remote for the OWL.

Spend extra time playing around with the OWL in the classroom before the first-class meeting, including having colleagues attend the practice via Zoom. Practice with the classroom computer settings, such as what to display where, sound settings, etc.

My advice would be just to be comfortable with technology and understanding zoom or the OWL in order to make sure the class moves smoothly. The inclusion of zoom class alongside the in person one is also very helpful.

Make sure to regularly require some sort of check-in, activity, or feedback from students to encourage engagement.

Give a lot of time for setup and prep. Understand there will be technical difficulties and prepare alternative things. Practice things like videos and such before trying it in this system.

Encourage all to participate. Putting online and in person students in the same group helps with this as they monitor each other, but they need devices to do this.

Engage with your online students as if they are physically in the classroom, and when moving around the classroom setup your zoom interface and orient your monitor so that you can easily see who is speaking

Bring backup devices. This is a great opportunity to push your seating further and integrate more technology. Not just the owl, but things like new microscopes that can project on the screen and onto tablets. Be willing to experiment.