

> WE HEARD YOUR CONCERNS. HERE'S THE ACTION WE'RE TAKING.

In response to the COVID-19 pandemic, the college changed to flexible online learning course delivery in mid-March.

To better understand how this shift affected students, a survey was created for students to share their feedback and insights.

- **899 survey completions**
- **Distributed on Canvas**
- **Typical time to complete: 4m:38s**



> ACADEMIC SUCCESS

Many survey participants expressed concern that the transition to flexible learning would affect their grades and academic success. **A review of grades at the end of the Winter term found that, overall, GPA increased compared to the Fall term - a testament to students' resiliency.**

ACADEMIC SUCCESS IS ABOUT MORE THAN GRADES THOUGH, AND THE COLLEGE IS IMPLEMENTING PROGRAMS TO SUPPORT YOUR SUCCESS, INCLUDING:

- 1 Get Ready: A Refresher for New Students** — Be Ready for Fall 2020 with these self-paced, online modules designed to refresh your skills in English, math or science. Watch your college email in July for details.
- 2 Set for Success: Navigating Learning at a Distance** — Self-paced, online modules will provide tips and tricks for how to be successful while learning at home. Coming to students' college email in August.
- 3 Family Orientation** for new students, their parents or partners — This program was expanded from one event to a three-part monthly series. Students could start making connections even before classes begin. Recordings are available at lethbridgecollege.ca/nso
- 4 New Student Orientation (lethbridgecollege.ca/nso)** — Orientation will be done virtually on Sept. 8 to prepare new students for success online and will be program-focused to connect students with their instructors.
- 5 College Student Inventory** — This pre-arrival questionnaire helps new students understand what challenges they may face in a college environment. Each student receives a customized report detailing services that may benefit them.

> ENGAGEMENT AND INTERACTION

College is a time of personal growth, and an opportunity to build lifelong connections with fellow students and instructors. In the survey, you told us the switch to flexible learning affected your ability to have positive interactions.

60%

About 60% of participants indicated their connection to other students was somewhat or greatly impacted.

45%

More than 45% of participants indicated their connection to instructors was somewhat or greatly impacted.

THE COLLEGE IS ADDRESSING THESE CONCERNS WITH:

- Additional professional development resources for faculty and new tools for live, online instruction and engagement.
- Extra communication with students by email and online through the summer to encourage connection and information sharing.
- Development of a guide for all staff and students indicating the many ways to access services.
- Each student is assigned a Faculty Liaison, an instructor from their program who becomes a go-to resource for the student's questions or concerns. The liaison can help connect students to services or to answers to their questions.

> MOTIVATION

Did you find it challenging to stay motivated after the switch to flexible learning?

You're not alone. The ability to stay motivated was identified as the single greatest challenge by survey participants.

70%

More than 70% of participants indicated that their ability to stay motivated was somewhat or greatly impacted.

Participants provided many insightful comments about how the experience affected their motivation.

60%

Nearly 60% of participants indicated that they were concerned about getting a job after completing their studies.

THE COLLEGE IS IMPLEMENTING AND ENHANCING PROGRAMS TO HELP YOU STAY MOTIVATED, INCLUDING:

- Investing in a resource to help instructors support student motivation.
- Career and Academic Advising services provide individualized support to students who want to explore options for their program.
- Planning an online database to connect students with opportunities for extracurricular volunteer, networking or work-related unpaid experiences to support their skill development.
- Holding a *Be Career Ready: Learn from Our Alumni* online panel discussion featuring alumni from different professions who were able to share their experiences and knowledge with current students. The first panel discussion in late May streamed on Shaw in July. A new session is planned in August.
- Creating a video series and other resources to help students and alumni searching for work during the pandemic and a Canvas course for current students called *Career Toolkit: The Skills for a Successful Career Story*.
- Launching the Ready to Rise campaign with the goal of raising \$1 million for emergency funds to students and to expand our capacity to meet students' needs for mental health resources.

> HEALTH AND WELLBEING

The COVID-19 pandemic has had a profound effect on everyone's lives. Survey participants shared many of their challenges, such as feelings of loneliness and isolation, financial challenges, and concerns for physical and mental health.

At Lethbridge College, the health and wellness of students and employees is our priority. Our range of services in support of students' mental and physical health will be provided online, by phone, or, if needed, in person.

55%

More than 55% of participants indicated that feelings of loneliness and isolation somewhat or greatly impacted them. A similar number indicated that their overall mental health and wellbeing was negatively impacted.



SERVICES INCLUDE:

- Crisis help, counselling and a Student Support Specialist to assist students in navigating on-campus and in-community resources.
- Wellness Services' physician and psychiatrist appointments resuming in September. To book an appointment, call 403-320-3289.
- We're developing online training on resilience and mental health and providing opportunities for students and employees to connect online.
- Lethbridge College Students' Association student health and dental benefit plan now covers claims for eligible services made from international students' home country.