

Voice of the Student Study

April 2023

Math Feedback



Study Design

- The aim of the Riverside City College (RCC) Voice of the Student was to collect insight on student experience from first-year students across the college.
- A Multimodal Cognitive Method (MCM) developed by Yvonne Olivares, Ph.D. was used to collect more reliable qualitative data from diverse populations.
- The Multimodal Cognitive Method has been used by school districts, state agencies, community colleges and education-related nonprofits to support inclusive student-centered and equity-based research. This study utilized an online platform to engage students allowing participants to complete the study at their convenience with guided activities and live research moderators.

Feelings Around Math



Students who Completed Transfer Level Math

Students who have successfully enrolled and completed their math requirements say improving course descriptions and having math courses more readily available are the key to improving the student experience in finding, enrolling, and successfully completing math.

Students who Failed Transfer Level Math

Students currently enrolled, and those who have failed math, say instructors are the key to improving the student experience.

"I was very confused and stressed in this class because math already wasn't my strong suit and the teacher moved extremely quick and wasn't very inviting to questions. I learned mainly from study groups but eventually I dropped the class due to stress."



RECOMMENDATIONS



Positive Environment

Create a safe environment for asking questions.

Access

Remember that not all students have the same resources.

Dropping Classes

All students say instructors are the key to avoiding course drops.

Collaboration

Make Collaboration a part of the course.

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Guided Pathways

Feedback



Study Design

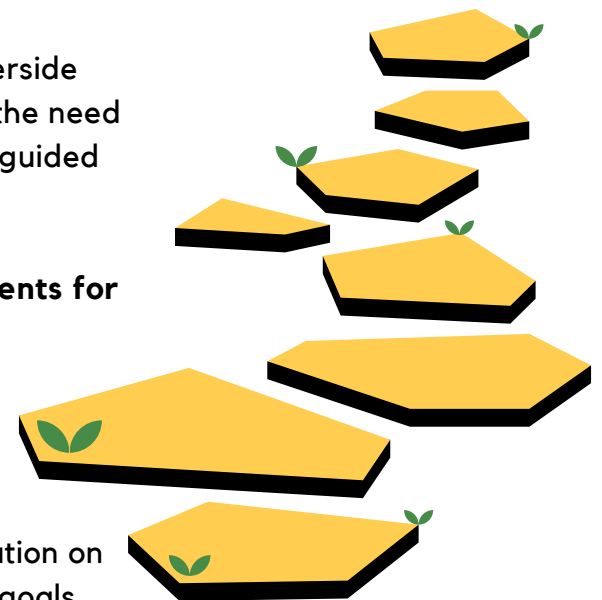
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Guided "Self-Serve" Pathways

Though most students have strong positive feelings towards Riverside City College (RCC), many identify common pain points including the need for students to be strong self-advocates because of RCC's poor guided pathways self-service, including:


- **Need to rely on, difficult to schedule, counselor appointments for many answers.**
- **Limited/difficult to find math-related guided pathways information.**

Students recommend decreasing the need to schedule as many appointments with counselors by improving and detailing information on courses such as which apply toward their major and/or transfer goals, and alternate course options.





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Complete Study on RCC's Institutional Effectiveness Webpage

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Communication Feedback



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Engagement Matters

- Increase interest-specific extra-curricular clubs, activities, and **COMMUNICATE BETTER** about these activities.
- Improving guided pathways information regarding potential end goals could improve persistence
- Tying coursework to skills needed to become successful entrepreneurs could also improve persistence.
- Improve course descriptions to allow students to make informed decisions

CONNECT MAJORS to CAREER

There may be a gap in knowledge about what students can do with majors, the variation of directions they can go with various degrees/certificates.



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