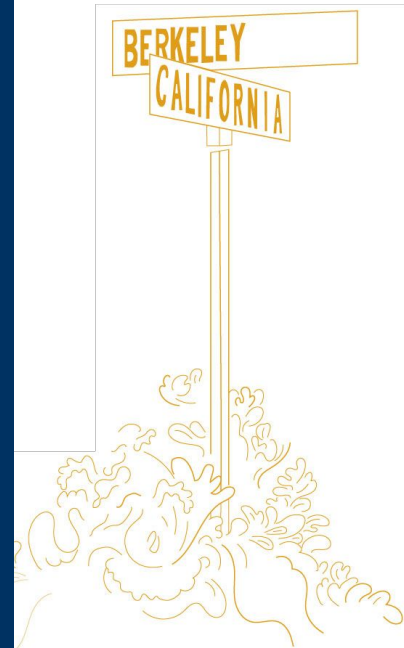# A Finger on the Pulse:
Responding to students during crises

Audrey Alforque Thomas (she/her)
Institutional Research Analyst
Division of Undergraduate Education
UC Berkeley

CAIR 2021

Learning Outcomes

When to use student pulse surveys
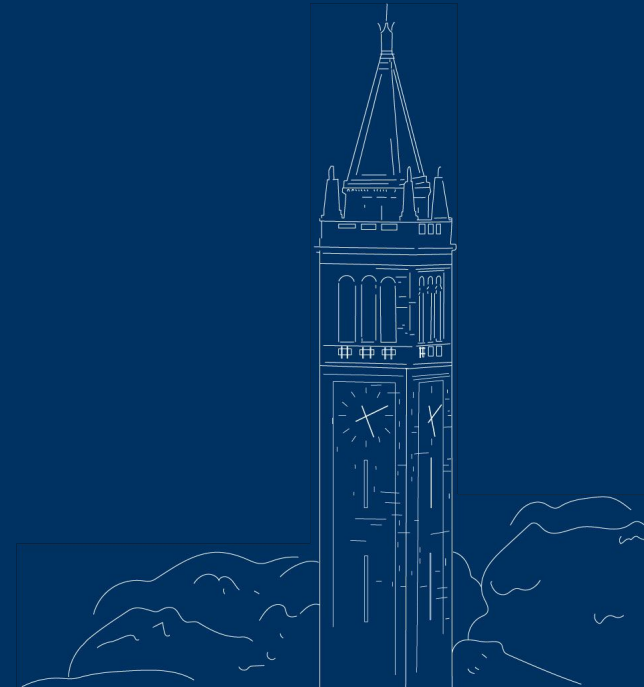
Composition of your working group

Addressing student needs

When to use pulse surveys

Emergency or prolonged disruption

Quick, actionable information

September 2020

How are students doing?
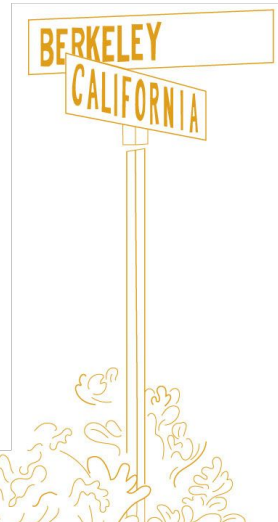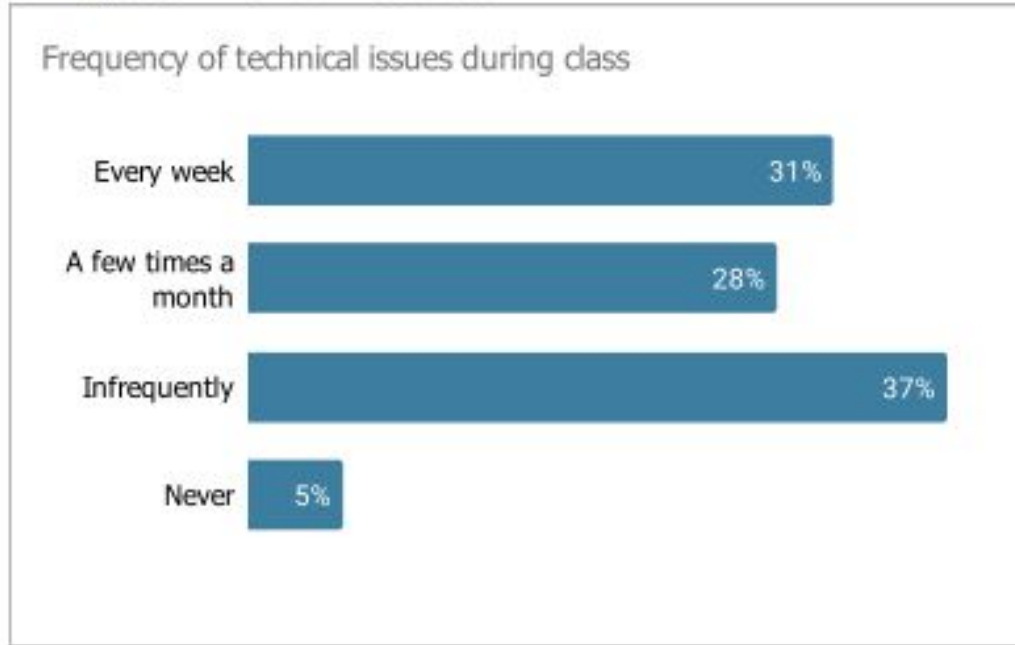
What do students need for remote instruction?

How is remote instruction going?

How are instructors, advisors, and department staff doing with remote delivery of services?
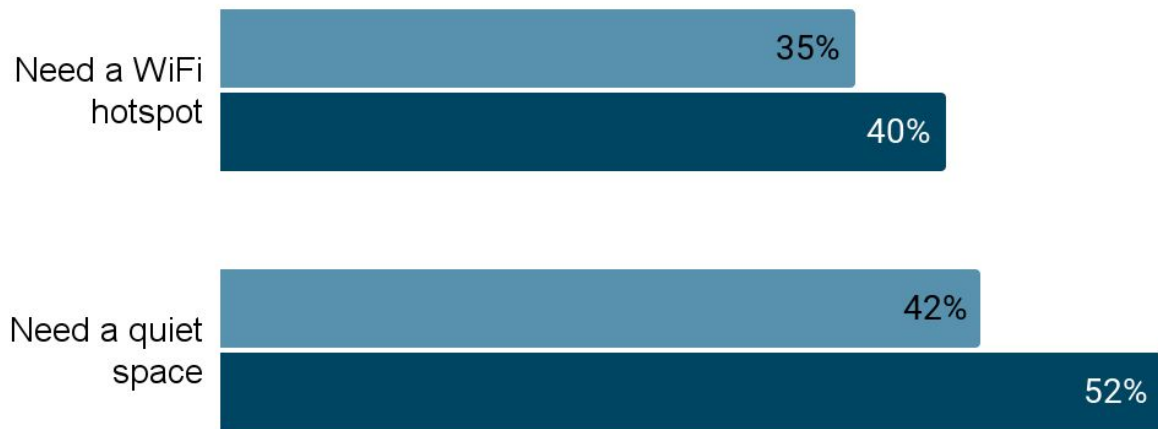
Berkeley Undergraduate Education

"How often has an instructor had technical problems or issues during your class?"

Many undergraduates report that their instructors are having technical difficulties

Frequency of technical issues during class

Every week	31%
A few times a month	28%
Infrequently	37%
Never	5%

Student needs for remote learning

Summer 2020   Fall 2020

Need a WiFi hotspot
- Summer 2020: 35%
- Fall 2020: 40%

Need a quiet space
- Summer 2020: 42%
- Fall 2020: 52%

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Response rates

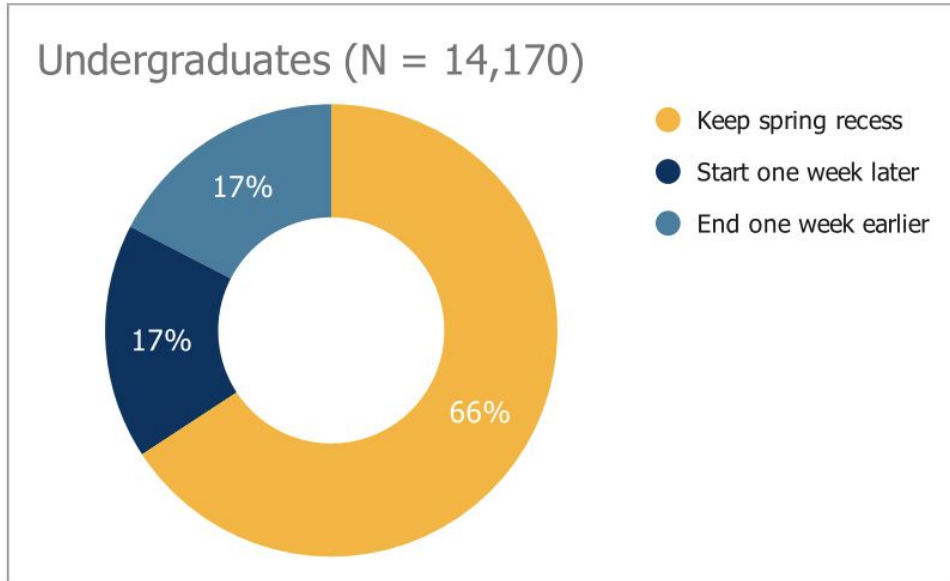32% average over eight pulse surveys

Range 23% to 43%

What issue pushed 47% of undergraduates to respond to the pulse survey?

Mid-way through Fall 2020 when planning for Spring 2021 was happening

Academic Calendar for Spring 2021

Two-thirds of undergraduates and over half of graduate students would prefer to keep spring recess and leave the Spring 2021 academic calendar unchanged.

Undergraduates (N = 14,170)

- Keep spring recess — 66%
- Start one week later — 17%
- End one week earlier — 17%

Learning Outcomes

When to use student pulse surveys

Composition of your working group
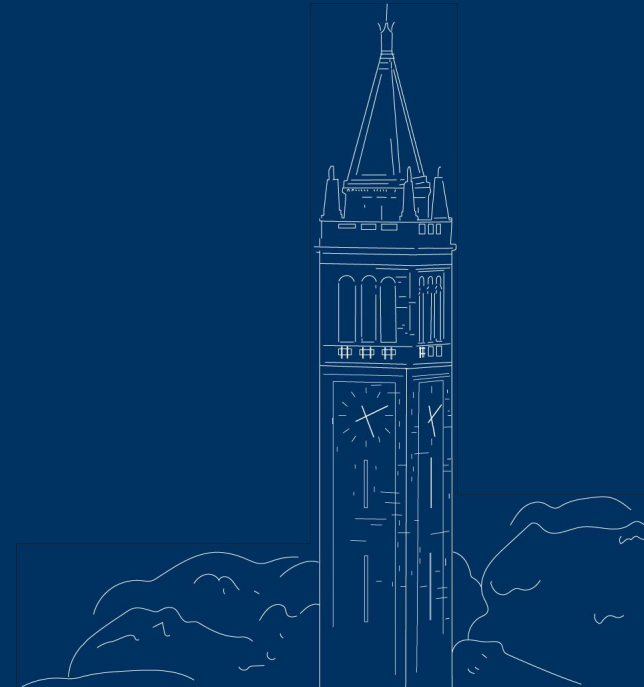
Addressing student needs

Working Group

Represent your student populations

Keep it small for quick deployment

    … but leverage experts

Connections with senior leadership

Sponsors

Vice Chancellor for Undergraduate Education

Vice Provost and Dean for the Graduate Division

Vice Chancellor for Student Affairs

Working group roles

Survey experts

Data experts

Communications experts

People in critical meetings for timely issues

Regular access to sponsors

Learning Outcomes

When to use student pulse surveys

Composition of your working group
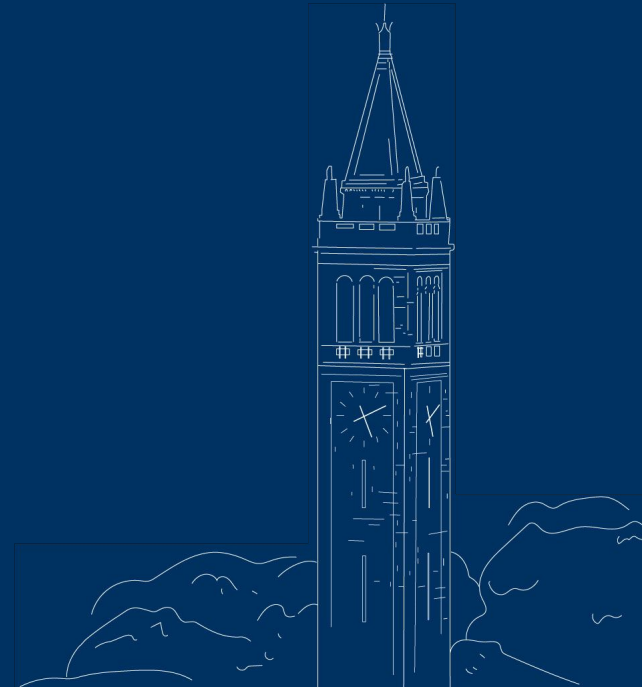
Addressing student needs

Addressing Student Needs

Campus response

- Response & Recovery Newsletter
- Email invitation to the next pulse survey

Reports

Self-service portal for campus community

Campus Response

Second student pulse survey now open

With the ongoing changes due to the pandemic, we want to check in every few weeks to hear about student experiences and needs via one-minute surveys. Pulse Survey #2 is currently open to all undergraduate and graduate students. The report from Pulse Survey #1 is now available and below are some findings:

- Many students said they nee
  Technology Equity Program
  and 1,200 noise-canceling h

- Over 50% of undergraduates
  class at least a few times a n
  to update their Keep Teachin
  support for faculty. They rec
  instructors to get quick supp
  faculty in creating more cons

- Students said they would us
  consultations with a Universi
  remember that UC Berkeley
  resources through the Tang (

Latest student pulse survey now open

The spring 2021 Student Pulse Survey #2 is open to all students until March 9. Share your perceptions of academic dishonesty and your experiences with student support services during the pandemic. The report from Pulse Survey #1 is now available and below are some findings:

- Compared to fall 2020, students are still requesting recordings of classes and needing private, quiet space. Need a private space? Book an individual workroom at the ASUC Student Union.

- Zoom burnout is being felt more than half the days or nearly every day by 57% of undergraduates and 45% of graduate students. Beat pandemic fatigue and find your fun.

- Some students still need equipment for remote learning. The Student Technology Equity Program continues to offer free loaner laptops, Wi-Fi hotspots, and other peripherals (e.g. webcam, headphones, etc.) for students in need.

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Pulse Survey #1 - Special Topic: Instruction & Resources

Administered between the 3rd and 5th weeks of classes, 10,760 (34%) undergraduates and 4,484 (38%) graduate students completed the first survey. Congratulations to our first prize winners of the random drawing for Apple AirPods: Sarah Jarrett (graduate student, Landscape Architecture), Ray Altenberg (undergraduate, Computer Science) and Amr Eissa (undergraduate, L&S).

- Report (PDF)
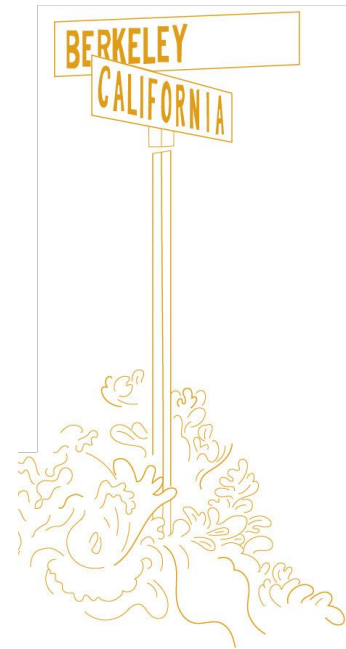- Survey Codebook
- Create your own crosstabulations

Pulse Survey #2 - Special Topics: Community, November travel, Spring Recess, Work Study

Pulse Survey #3 - Special Topics: Spring '21 enrollment, Advising tools, Basic needs, plus more

Pulse Survey #4 - Special Topics: Spring '21 enrollment & housing plans, Instruction, Silver linings

Fall 2020 topical reports:

- Undergraduate student mental health Fall 2020 by demographic and academic characteristics
- International student mental health Fall 2020 by graduate and undergraduate students
- Undergraduate perceptions of instructor accommodations for remote instruction by academic characteristics
- Undergraduates moving closer to campus by academic and demographic characteristics
- Mental health of students in university housing
- Undergraduate concerns by demographic and academic characteristics

Fall 2020 Student Pulse Survey #1

Select a Survey Question (row variable):

- Recordings of classes
- I am not taking any courses by remote instruction
- How often has an instructor had technical problems or issues during your classes?
- In the event that...classes were to offer an in-person option...would participate by attending in-person?
Please indicate your level of agreement with the following statements:
- Instructors, academic advisors, and departmental staff are available...during regular working hours
- Instructors, academic advisors, and departmental staff are available...outside of regular working hours
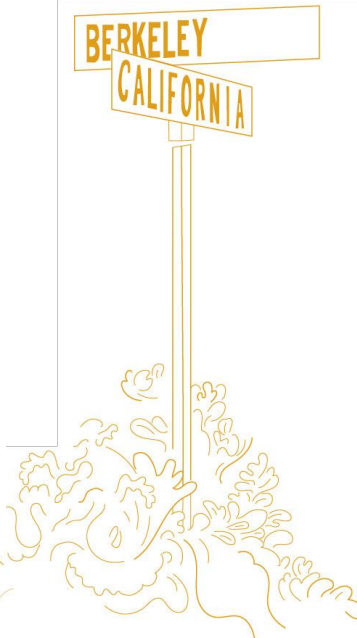**PART 2 - HEALTH & WELL-BEING**
Which of the following do you find helpful to get UC Berkeley information about COVID-19 updates and changes? (check all that apply)
- COVID-19 Resources and Support website at coronavirus.berkeley.edu

Show results by (column variable): Fee-payer Residency

Filter Options:

- Limit results to a particular student population: Undergraduates
- Limit results to a particular college/school:
  - ✓ (no filter)
  - College of Natural Resources
  - College of Chemistry
  - College of Engineering
  - College of Environmental Design
  - **College of Letters & Science**
  - Haas School of Business
  - (Graduate) School of Education
  - (Graduate) School of Journalism
  - (Graduate) School of Public Policy
  - (Graduate) School of Information
  - (Graduate) School of Law
  - (Graduate) School of Optometry
  - (Graduate) School of Public Health
  - (Graduate) School of Social Welfare
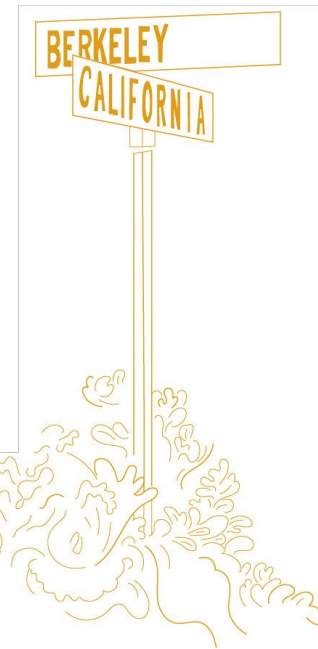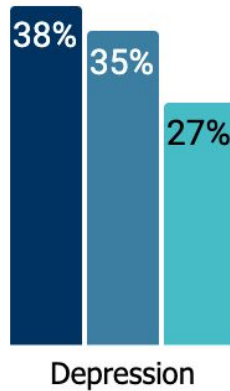
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In the midst of winter, I found there was, within me, an invincible summer.

- Albert Camus

Undergraduate mental health

■ Fall 2020   ■ Spring 2021   ■ Fall 2021

Depression: 38% | 35% | 27%

Anxiety: 41% | 41% | 36%

Learning Outcomes

When to use student pulse surveys

Composition of your working group

Addressing student needs
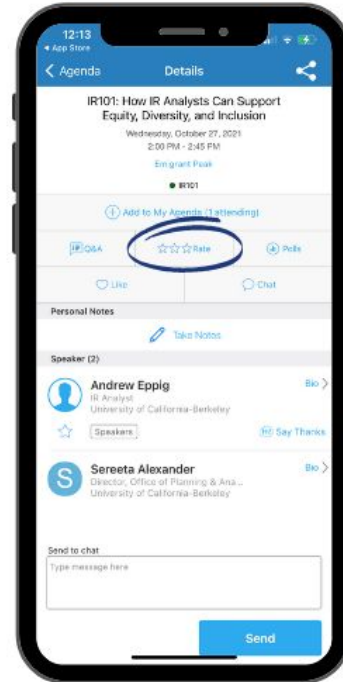
Questions?

Audrey Thomas

audrey@berkeley.edu

REMINDER: COMPLETE YOUR SESSION EVALUATIONS

OPTION 01

Home - Feedback

- Navigate to the **Home** page
- Click on **Feedback**
- Select **Session Feedback**
- Select the name of the session that you attended

OPTION 02

Agenda - Session

- Navigate to **Agenda** on the bottom menu
- Select session name
- Click ☆☆☆☆ **Rate**