

BRIEF SURVEYS
FOR UNDERSTANDING
STUDENT LEARNING
EXPERIENCES
DURING THE COVID-19 PANDEMIC

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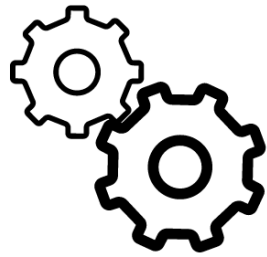
Institutional Research, Assessment, and Policy Studies
University of California, Santa Cruz



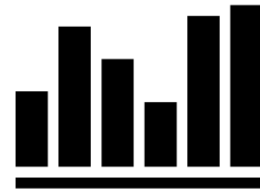
Outline



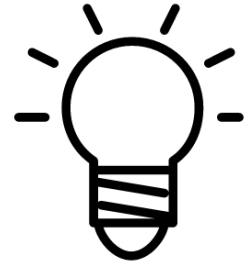
1. Origin of the survey series



2. Logistics in developing each survey



3. Examples of results



4. Lessons learned and recommendations



Origin

Crisis Context in Spring 2020

Over the past few weeks, we have all learned of the spread of the coronavirus disease (COVID-19) to locations around the globe, various cities in the US, and in neighboring counties. Santa Cruz County learned of its first confirmed case of COVID-19 on Saturday, March 7; this person is not affiliated with the UCSC campus. We expect that the number of confirmed

3/8/2020

- **Beginning Wednesday, March 11, lecture courses (including discussion sections) and seminars will be offered through alternative modalities (e.g., Zoom) to reduce face-to-face interactions as much as possible.**
- **In-person winter quarter final exams will be conducted via alternate means - not in person.**

3/10/2020

suspension of in-person instruction, lectures and discussion sections is now extended to the full spring quarter. We also will continue with remote final exams at the end of spring quarter, June 8-12.

3/13/2020

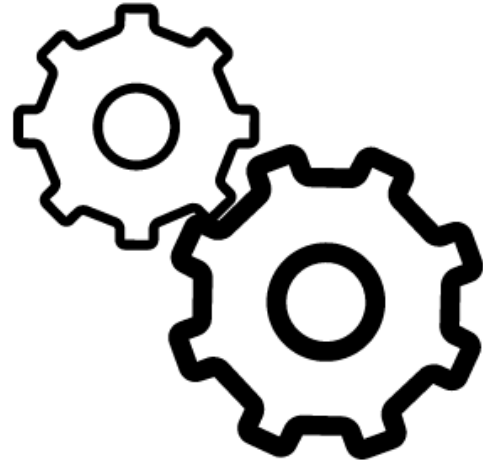
Proposal for the campus-wide PULSE surveys of undergraduate and graduate students in Fall and Winter quarters 2020

We propose a strategy to effectively collect and distribute information about student experiences and needs related to the current learning and living conditions.

Specifically, the survey team in IRAPS will:

- 1. Working with key stakeholders to identify critical areas (obstacles) affecting student success, including health, basic needs, learning tools, support services, and engagement/motivation for which decision support information is needed;*
- 2. Design and administer a series of short targeted campuswide surveys on a set schedule;*
- 3. Produce short, easy to consume reports, with attention to the variety of students' experiences with a quick turnaround time.*

To minimize survey fatigue, maximize response rates, and reduce workload for other units, we will coordinate with stakeholders to avoid overlapping and/or redundant surveys.



Logistics

Timeline Across Three Quarters

Survey 1
10.12-10.25

Survey 2
10.30-11.11

Survey 3
12.9-1.10

Survey 4
2.23-3.10

Survey 5
5.6-5.23

9.26

12.18

1.4

3.19

3.29

6.10

Fall quarter 2020

Winter quarter 2021

Spring quarter 2021

Oct
2020

Nov

Dec

Jan
2021

Feb

Mar

Apr

May

Jun

Branding and Topics



Survey	Topics	Audience
1	Student location in Fall 2020 Health services preferences	Undergraduate Graduate
2	Participation in online classes Use of online learning platforms Awareness of health services	Undergraduate, Graduate
3	Participation in student events and groups Living on campus Time use Concerns about health Staying motivated and inspired	Undergraduate
4	Academic integrity	Undergraduate
5	Plans for enrollment Preferences for course attendance Research needs Impact on progress to degree	Graduate

Collaborations for Each Survey



Student Affairs
and Success

Student Health
Center

1

Survey

Collaborations for Each Survey



Student Affairs
and Success

Student Health
Center

Teaching and
Learning Center

Online Education

1 2

Survey

Collaborations for Each Survey



1 2 3
Survey

Student Affairs
and Success

Student Health
Center

Teaching and
Learning Center

Online Education

College Student Life

Collaborations for Each Survey



1 2 3 4
Survey

Student Affairs
and Success

Student Health
Center

Teaching and
Learning Center

Online Education

College Student Life

Committee on
Academic Integrity

Senate Committee
Chair

Collaborations for Each Survey



① ② ③ ④ ⑤
Survey

Student Affairs
and Success

Student Health
Center

Teaching and
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Online Education

College Student Life

Committee on
Academic Integrity

Senate Committee
Chair

**Graduate Studies
Division**

Campus Provost

StayConnected2UCSC Survey



We would like to know where you are living this quarter: on campus, relatively close to campus, or far from campus in order to plan services and to send you relevant information, depending on your proximity to campus.

Where are you currently living?

- In California
- Outside of California, within the United States
- Outside of the United States

How close to the UCSC campus do you live?

- On-campus housing (including UTC Downtown)
- Off campus, but close enough to come to campus to access resources in person
- Off campus, not close to campus

Given your current living situation, what would be your preferred means of accessing medical health services at the UCSC Student Health Center in the fall quarter?

- In person at the Student Health Center
- Telehealth via telephone with a Student Health Center provider
- Telehealth via video with a Student Health Center provider
- I won't be accessing any Student Health Center services


UCSC's Health Center wants to let you know that UCSC's pharmacy accepts the lowest co-pays for prescriptions and sends them to students free of additional mailing charge.

Would you like more information about having your prescriptions sent to you by the UCSC Pharmacy?

- Yes, I would like to receive this information by email
- No

Submit Survey!

Keeping It Short

Survey	Median Completion Time	Administration Length
1	46 seconds! 	14 days
2	4 minutes, 17 seconds	13 days
3	9 minutes, 6 seconds	32 days (including winter break)
4	6 minutes, 14 seconds	16 days
5	3 minutes, 43 seconds	18 days

Number of Questions and Response Rates

Survey	Number of Questions Items for Each Student	Response Rate, Undergrads (%)	Response Rate, Grad Students (%)
1	4-6	30%	28%
2	41-43	13%	16%
3	39-67	24% (near campus) 16% (on campus) 7% (far away)	-
4	31-43	7%	-
5	17-27	-	42%

Multiple Means of Promotion

- All surveys used universal single links for each survey
- Emailed invitation from sponsor of survey
(senior administrators)

Messaging:

- Student portal
 - Learning platform (Canvas)
 - Campus social media
-
- Email by graduate student association



Some Examples of Results

Determining Student Location

We knew
before the survey:

Student location based on our on-campus housing data

	Undergraduates		Graduate Students	
	%	N	%	N
Live on campus	4.2%	767	8.6%	162
Live off campus	95.8%	16753	91.4%	1722
Total	100%	17520	100%	1884

We estimated
after the survey:

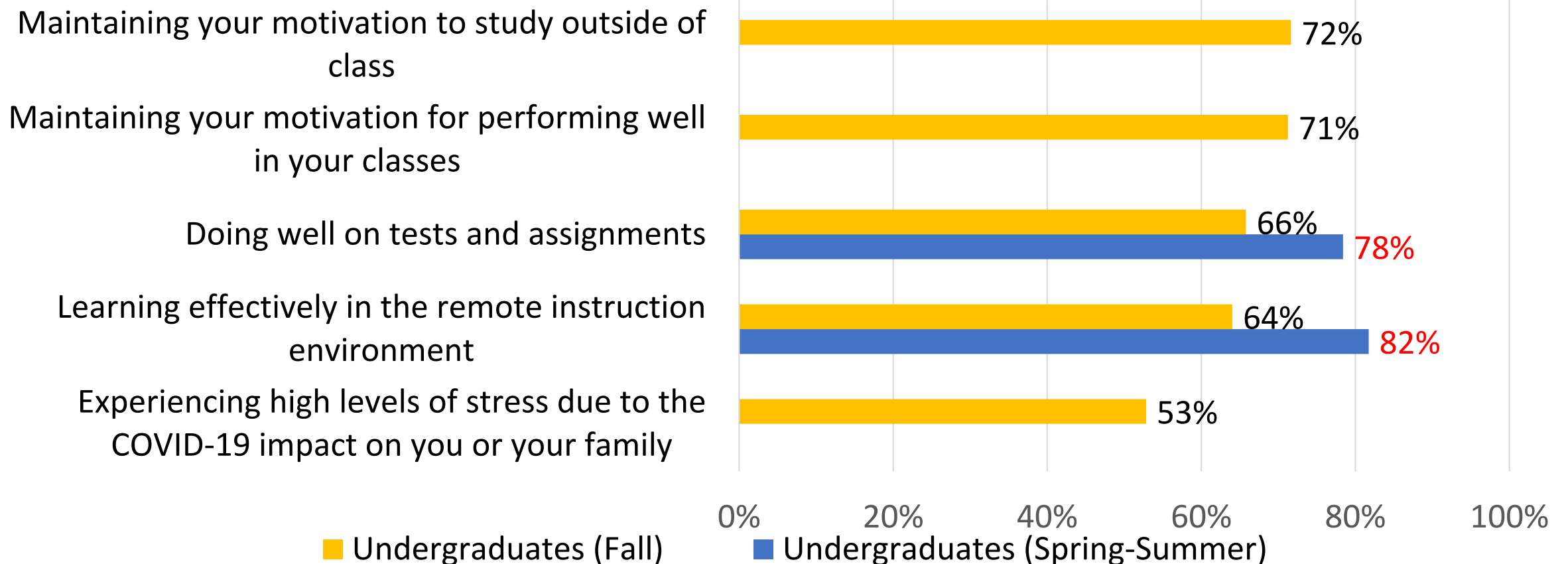
Estimates of student location including on-campus students

	Undergraduates		Graduate Students	
	%	N = 17520	%	N = 1884
On-campus housing – based on housing data	4%	767	9%	162
Off campus, but close enough to come to campus to access resources in person	24%	4205	57%	1078
In California, not close to campus	64%	11224	17%	328
Outside of California, within the United States	3%	458	10%	186
Outside of the United States	5%	866	7%	130

Measuring Student Concerns About Remote Learning

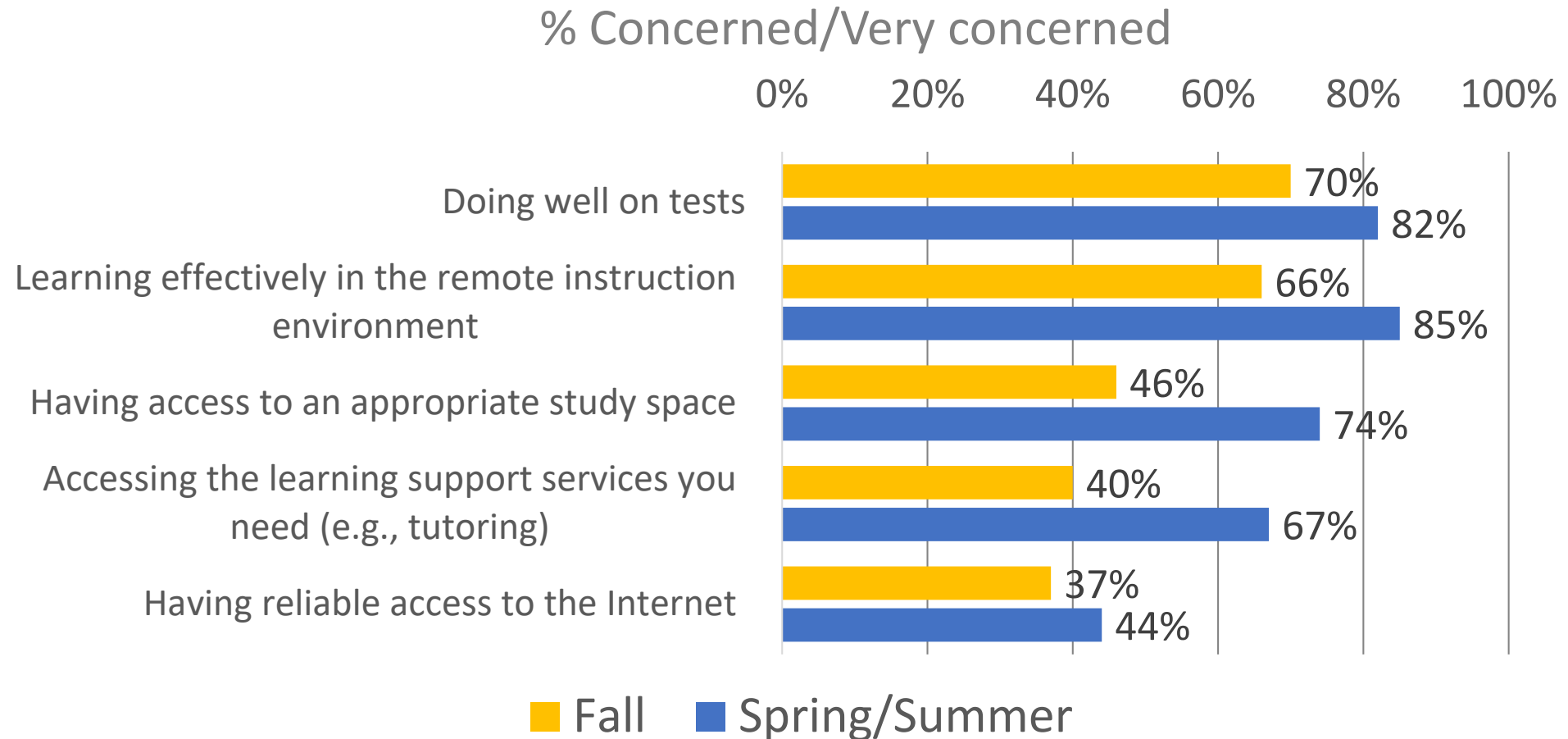
Spring 2020 vs. Fall 2020

How concerned are you about each of the following this quarter?
(% Concerned/Very concerned)



Using Survey Data for Advocacy

First-generation student concerns in Fall 2020 vs. Spring 2020



Thank you for responding to this survey! Please watch for additional **StayConnected2UCSC** surveys later in Fall Quarter, and further on in the academic year. Have a great day!



Redwood trees on the UCSC central campus, October 2020

Thank you for responding to this survey! Please look for additional StayConnected2UCSC surveys in the 2020-2021 academic year. Have a great rest of the Fall Quarter!



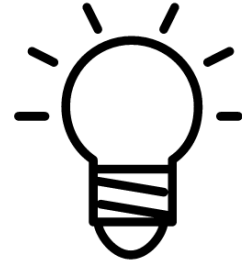
Wildlife on the UCSC central campus, Fall 2020.

Thank you for taking this survey! Upon submitting your response, you have automatically been entered into the raffle for a \$25 Amazon gift card.

Please watch for more StayConnected2UCSC surveys throughout this academic year. Have a great Winter quarter.



Evening sunset view from the UCSC central campus, Winter quarter 2021.



Successes and Lessons Learned

Successes



Flexible:
Met new needs
in a crisis situation!



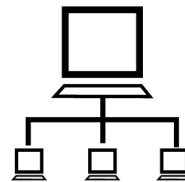
Collaborative:
Worked with other units,
more exposure for IRAPS



Practical:
Helped with housing,
health services, instruction



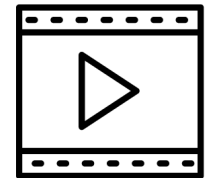
Merged with
institutional data to shorten
survey and disaggregate
data for advocacy



Connected with campus
Information Technology
Services to promote



Distributed results to
the campus community



Interviewed by student
newspaper for a
video incorporating
some of our results

Lessons Learned and Recommendations

- Need to speed up reporting
Solution: Dashboards – but some surveys are new
- Design and administer many one-time projects
Solution: Gets easier and better with experience
- Balance length and frequency of surveys
Solution: Combine questions from multiple campus units

Summary

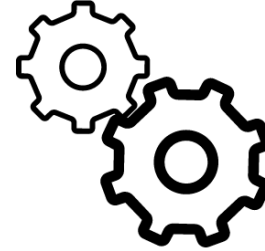
In this session, we have shown:



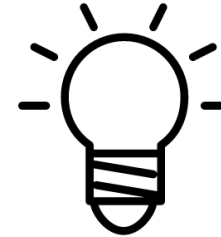
A survey effort to help student services and faculty during a crisis situation



Collaboration with campus units



Steps involved



Lessons that you can use:
Very short is best,
Merge with institutional data for advocacy



Questions?

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