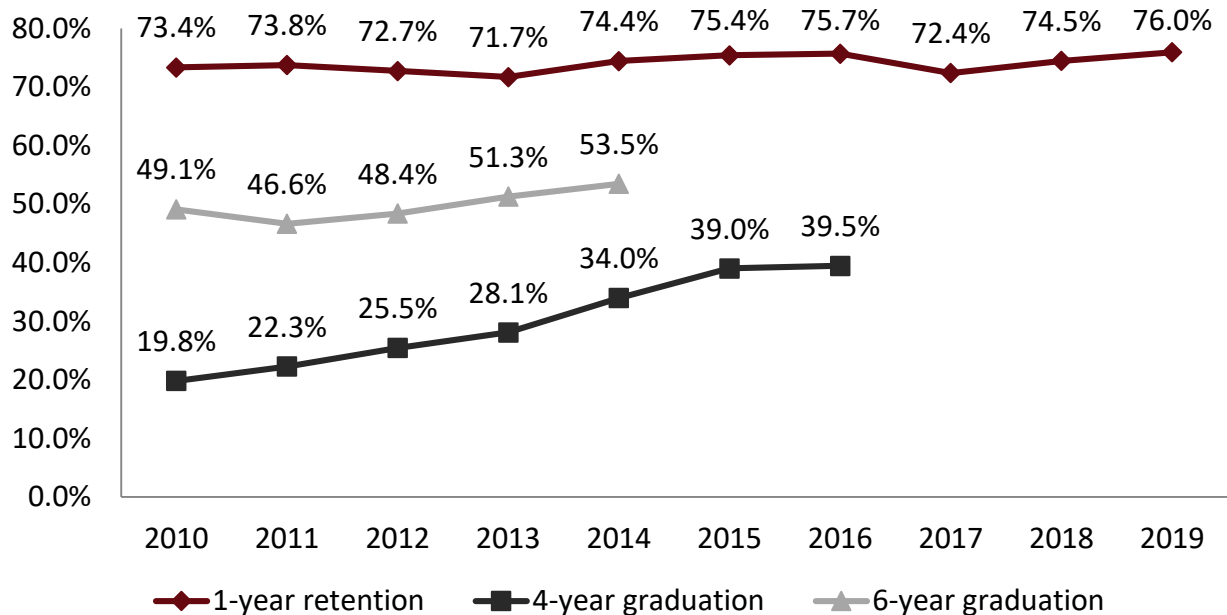




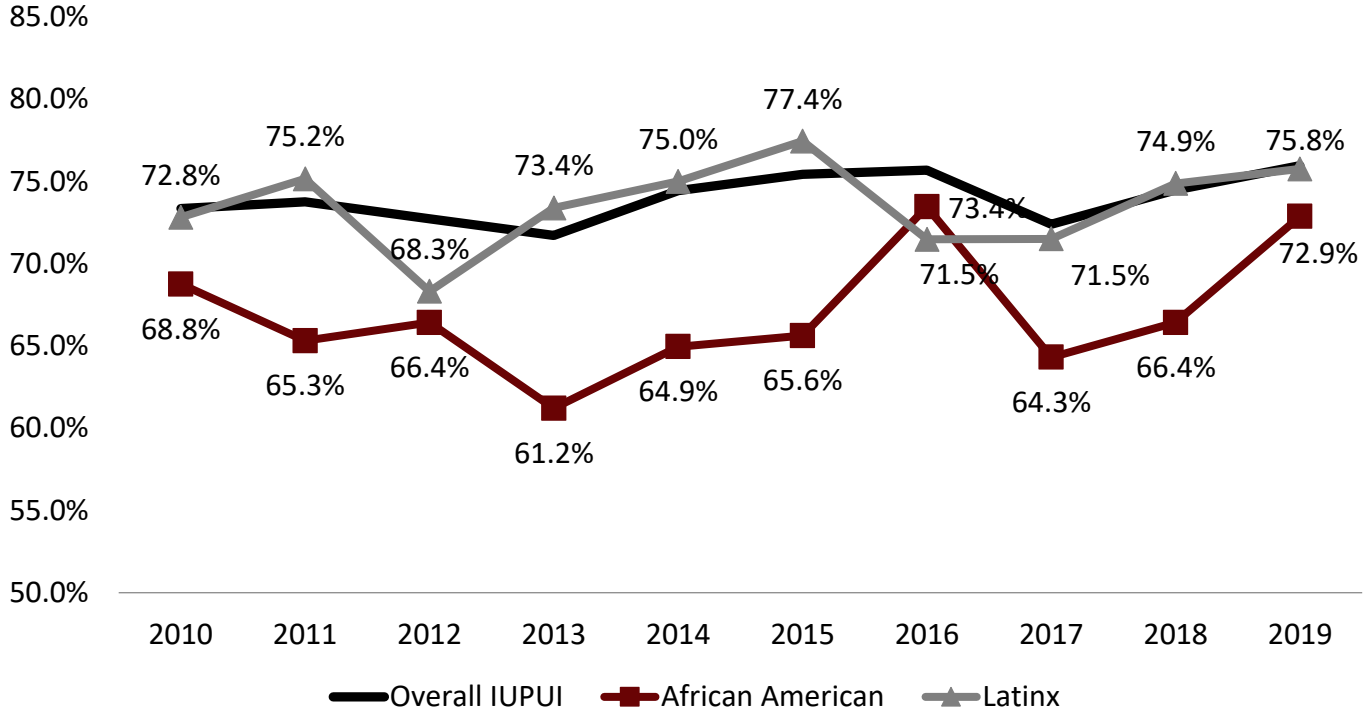
Michele J. Hansen, Assistant Vice Chancellor,  
Institutional Research and Decision Support

# Supporting and Understanding Our Students During These Unique Times

# Indianapolis Only First-Time, Full-Time Cohort Retention and Graduation Rate Any IU Campus (Bachelor's, Associate, and Certificate)



# Indianapolis Only FTFT Cohort One-Year Retention Any IU Campus (Bachelor's, Associate, and Certificate) – African American and Latino/a



# Top Reasons Why Selected IUPUI: Entering Student Survey Results

1. Academic quality
2. Availability of financial aid/scholarship
3. Availability of specific academic programs (majors)
4. Graduates get good jobs
5. Affordability
6. Focus on hands-on experiential learning (e.g., internships, service learning, and research projects)
7. Job, career, and internship opportunities available in Indianapolis while attending school.
8. Career and job opportunities available in Indianapolis while attending school
9. Opportunity for an IU or Purdue Degree
10. Campus emphasis on student health and wellness



# All Student Needs and Expectations Survey Results

# Purpose and Methodology

- The Fall 2020 Student Check-In Survey was designed to help faculty members, advisors, staff members, and campus leaders understand the needs of students related to learning during the COVID-19 pandemic.
- Individual level responses are available for school and unit professionals who wish to reach out to students directly.
- Administered to all IUPUI undergraduate and graduate/professional students enrolled in fall 2020 who were not beginning their first semester at IUPUI.
- The survey launched on September 22 in an effort to gain an understanding of what struggles or advantages students were experiencing during the first half of the Fall 2020.



# Response Rate

- A total of **2,410** IUPUI Indianapolis undergraduate students (response rate = 16.9%) and **1,599** graduate/professional responded to the survey (response rate= 21.7%).
- Respondents were representative of the overall IUPUI population with regard to ethnicity, income level, first-generation status, and Indiana residency.
- Respondents were more likely to be women, academic high achievers (GPAs above 3.50), less likely to be University College students (received another survey for new beginners still in field). Graduate/professional students were slightly younger.



# Full Report Available

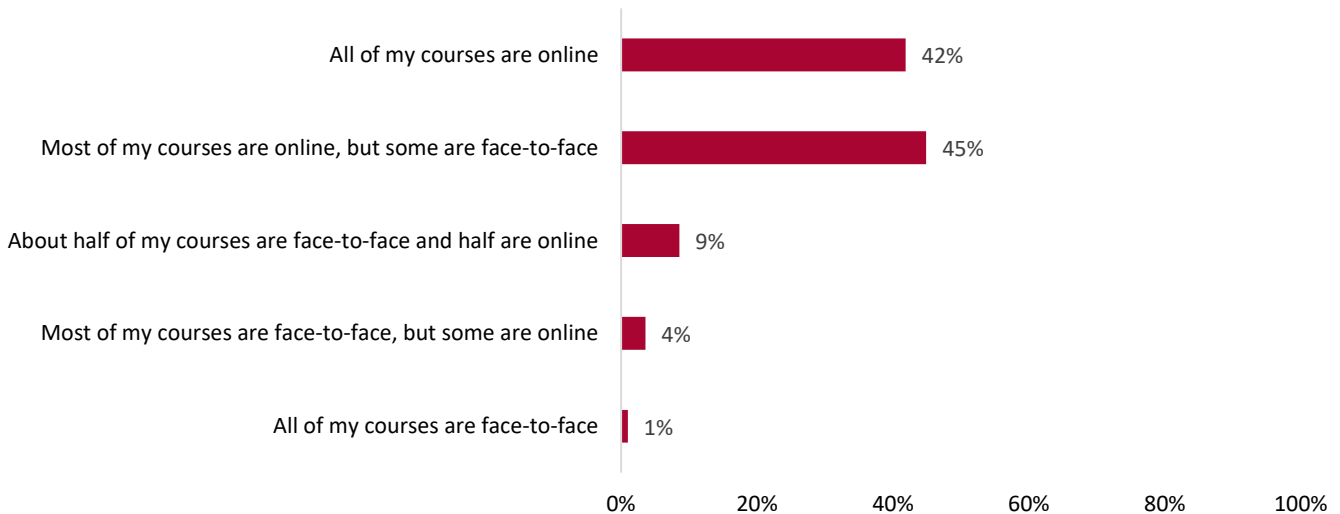
1. IRDS Website: <https://irds.iupui.edu/>
2. Student Surveys:  
<https://irds.iupui.edu/students/student-surveys/index.html>





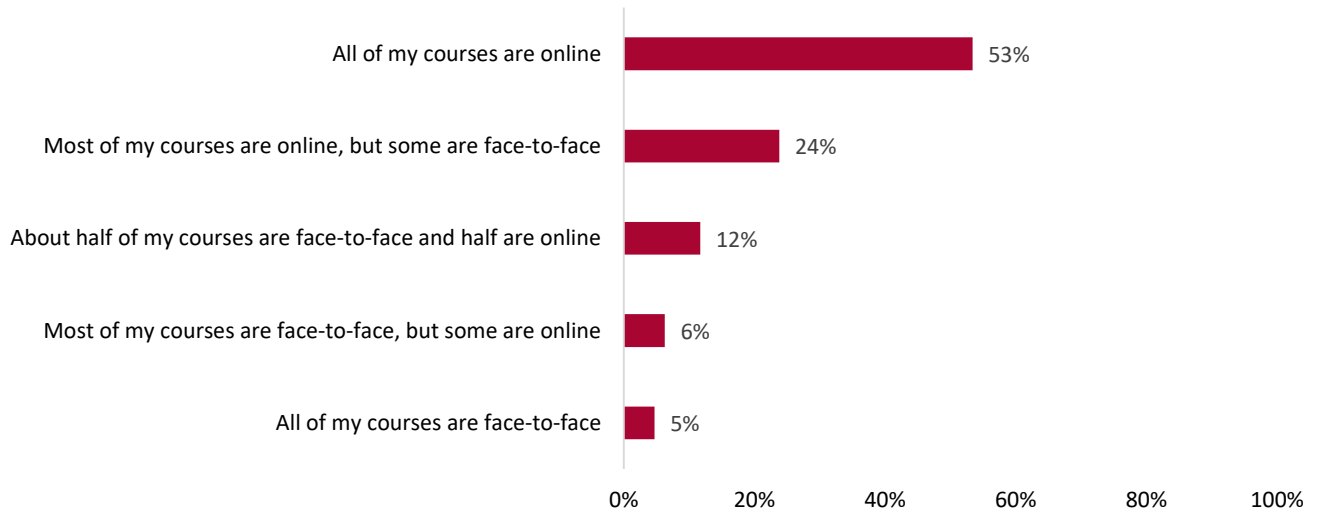
# Undergraduate Course Modality

Which of the following best describes how you are taking courses this semester?

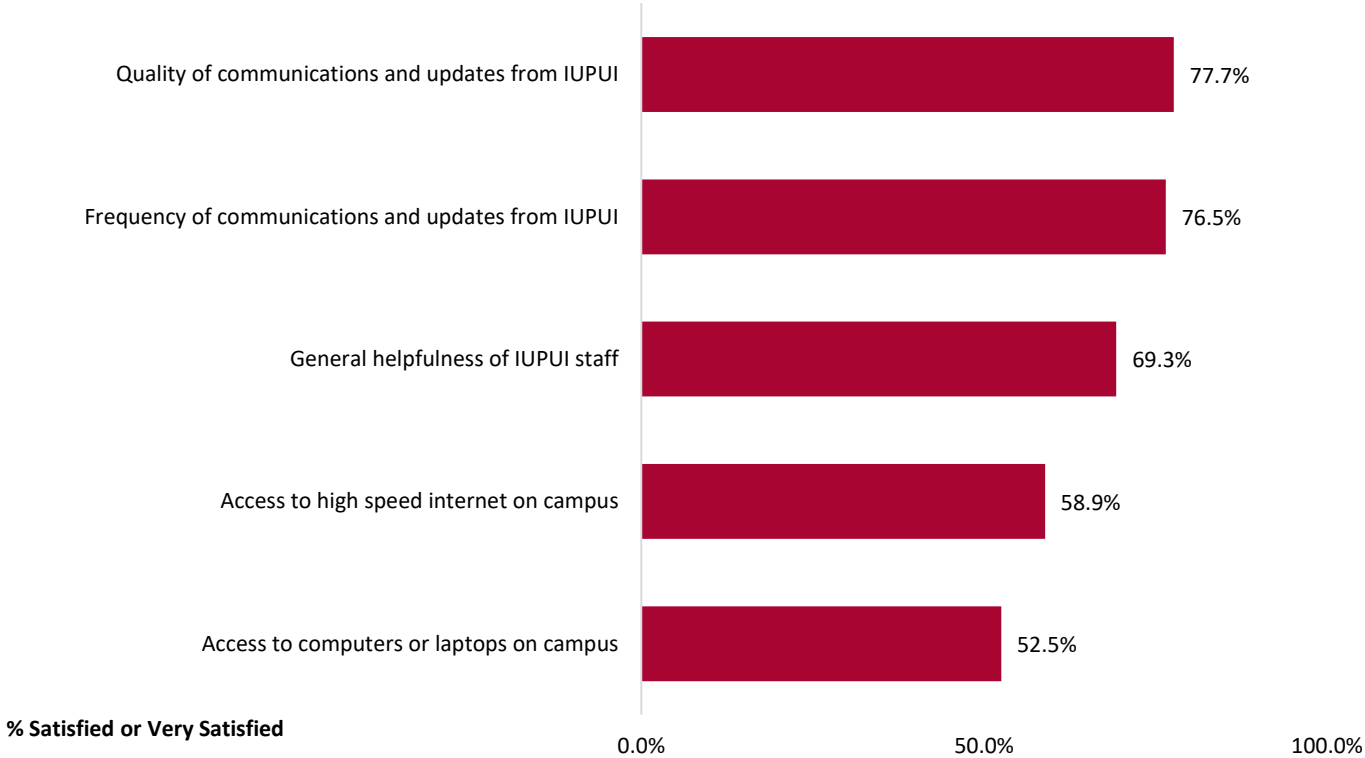


# Graduate Course Modality

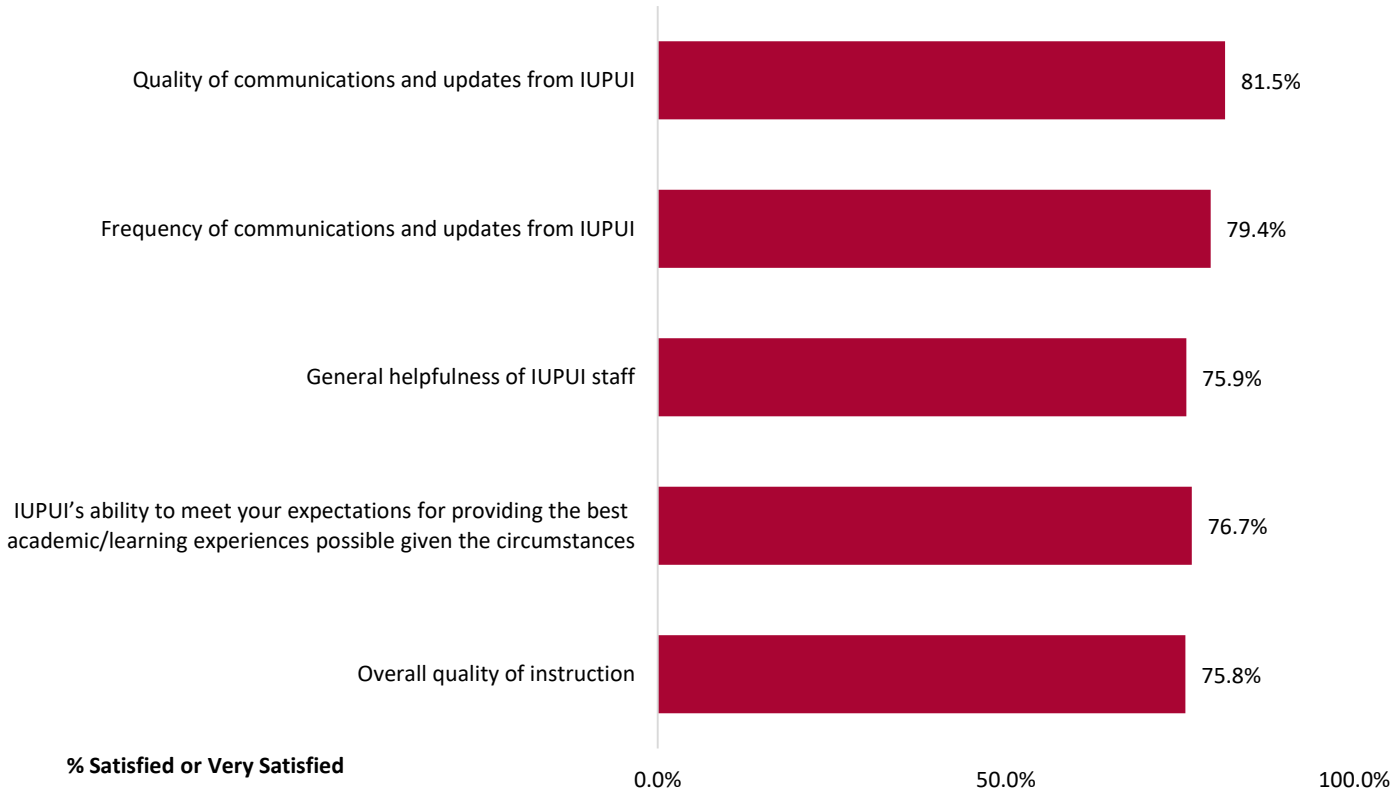
Which of the following best describes how you are taking courses this semester?



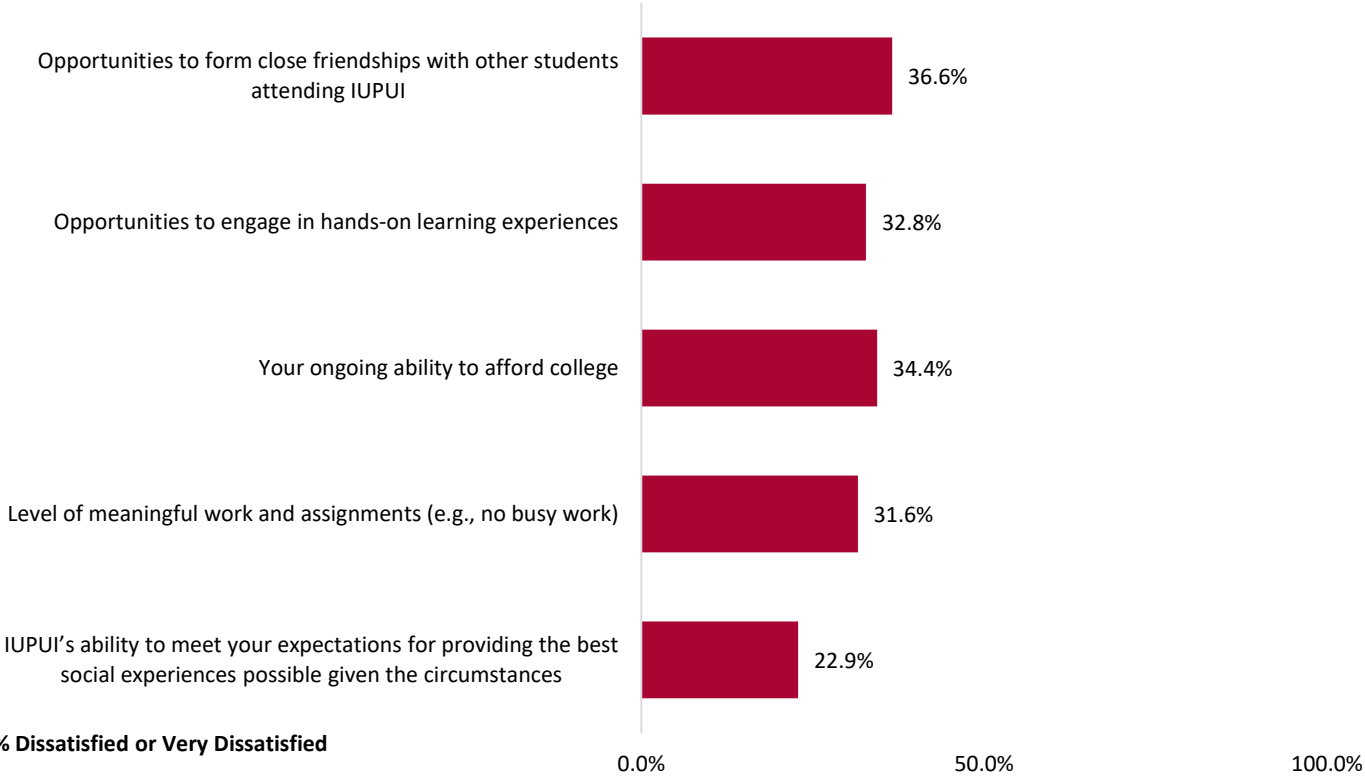
# Undergraduate Top Areas of Satisfaction



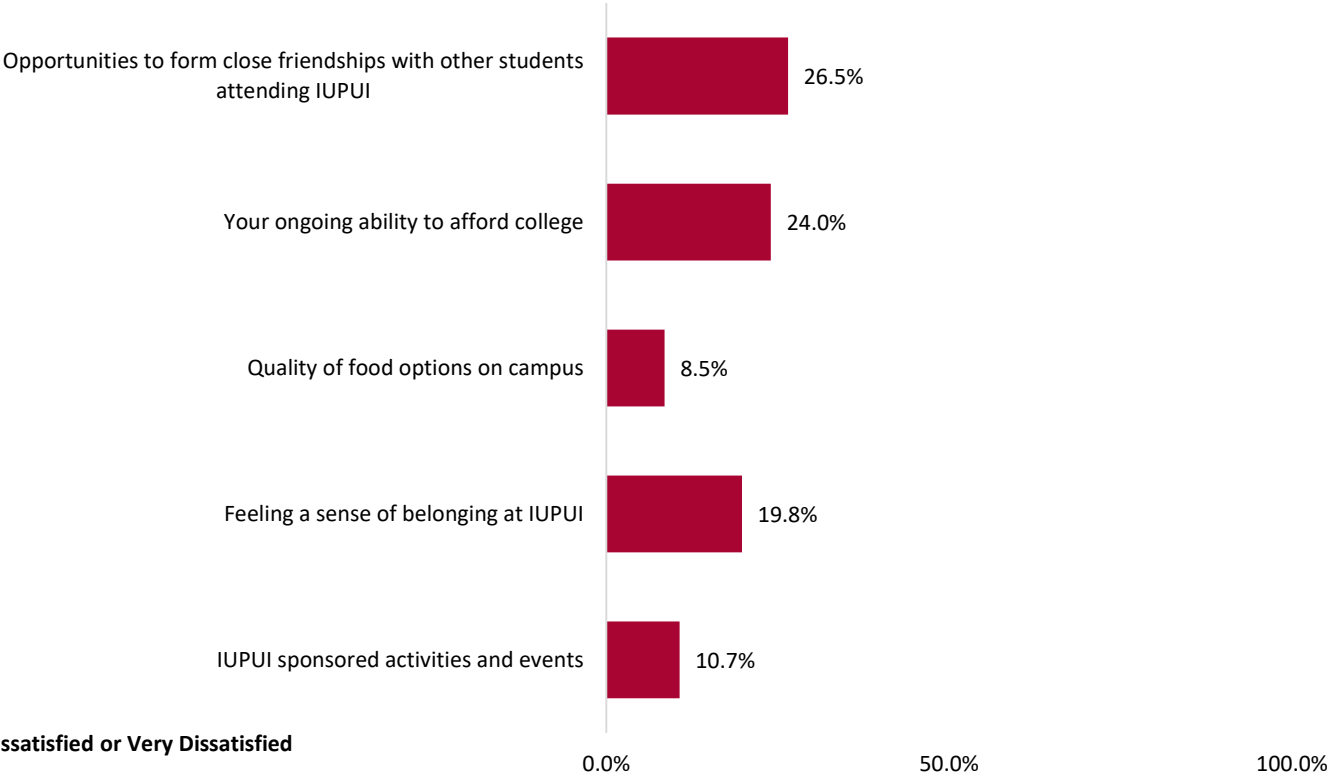
# Graduate Top Areas of Satisfaction



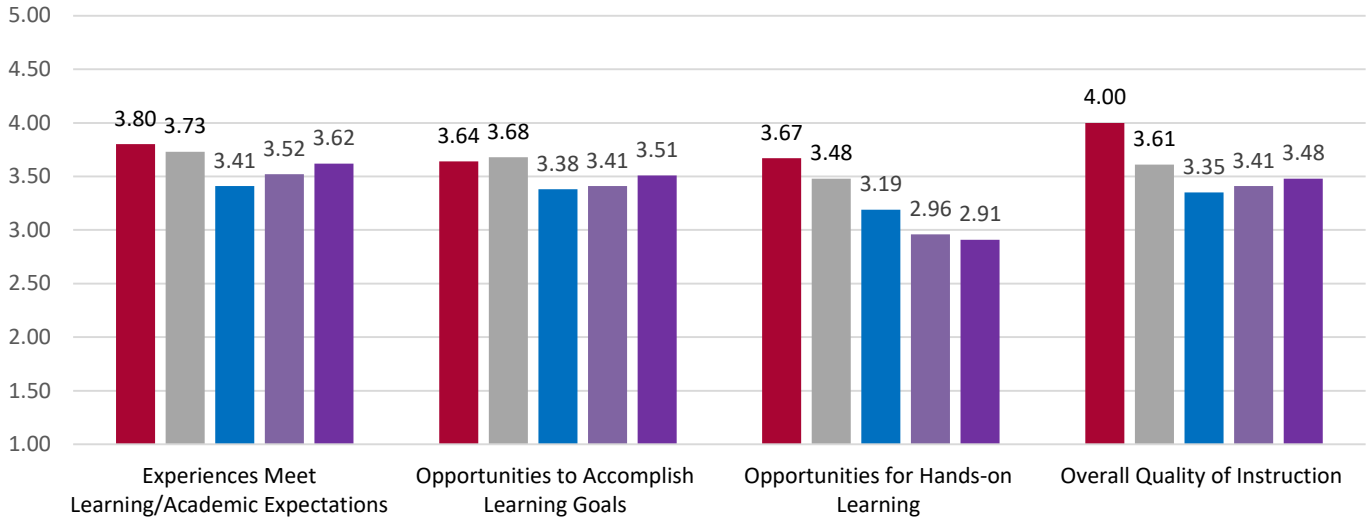
# Undergraduate Areas of Dissatisfaction



# Graduate Areas of Dissatisfaction



# Undergraduate Mean Satisfaction Differences by Course Modality



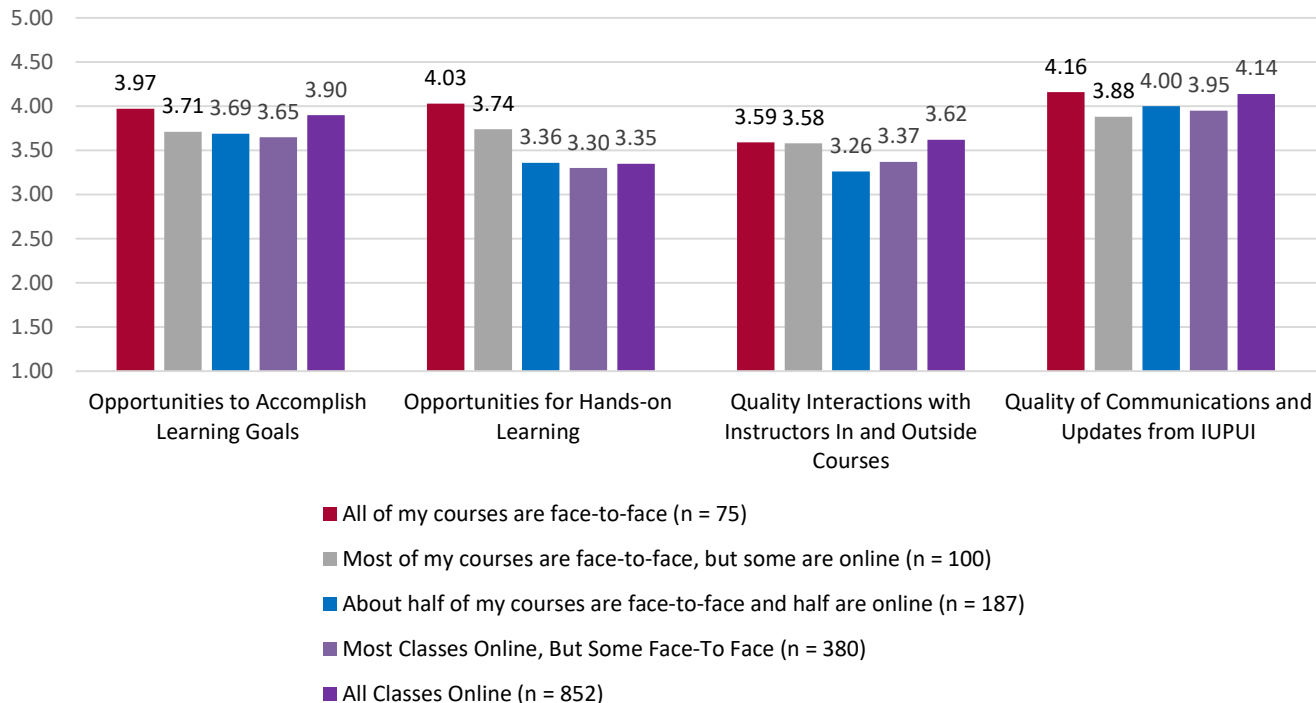
- All of my courses are face-to-face (n = 25)
- Most of my courses are face-to-face, but some are online (n = 84)
- About half of my courses are face-to-face and half are online (n = 200)
- Most Classes Online, But Some Face-To Face (n = 1,039)
- All Classes Online (n = 960)

Note 1: Statistical analyses were not feasible due to the imbalance between groups in terms of sample size and low Ns. Noteworthy differences are shown.

Note 2: Response scale 1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied.



## Graduate Mean Satisfaction Differences by Course Modality



Note 1: Statistical conclusions regarding differences between groups are limited due to the imbalance between groups in terms of sample size and low Ns. Noteworthy differences are shown.

Note 2: Response scale 1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied.

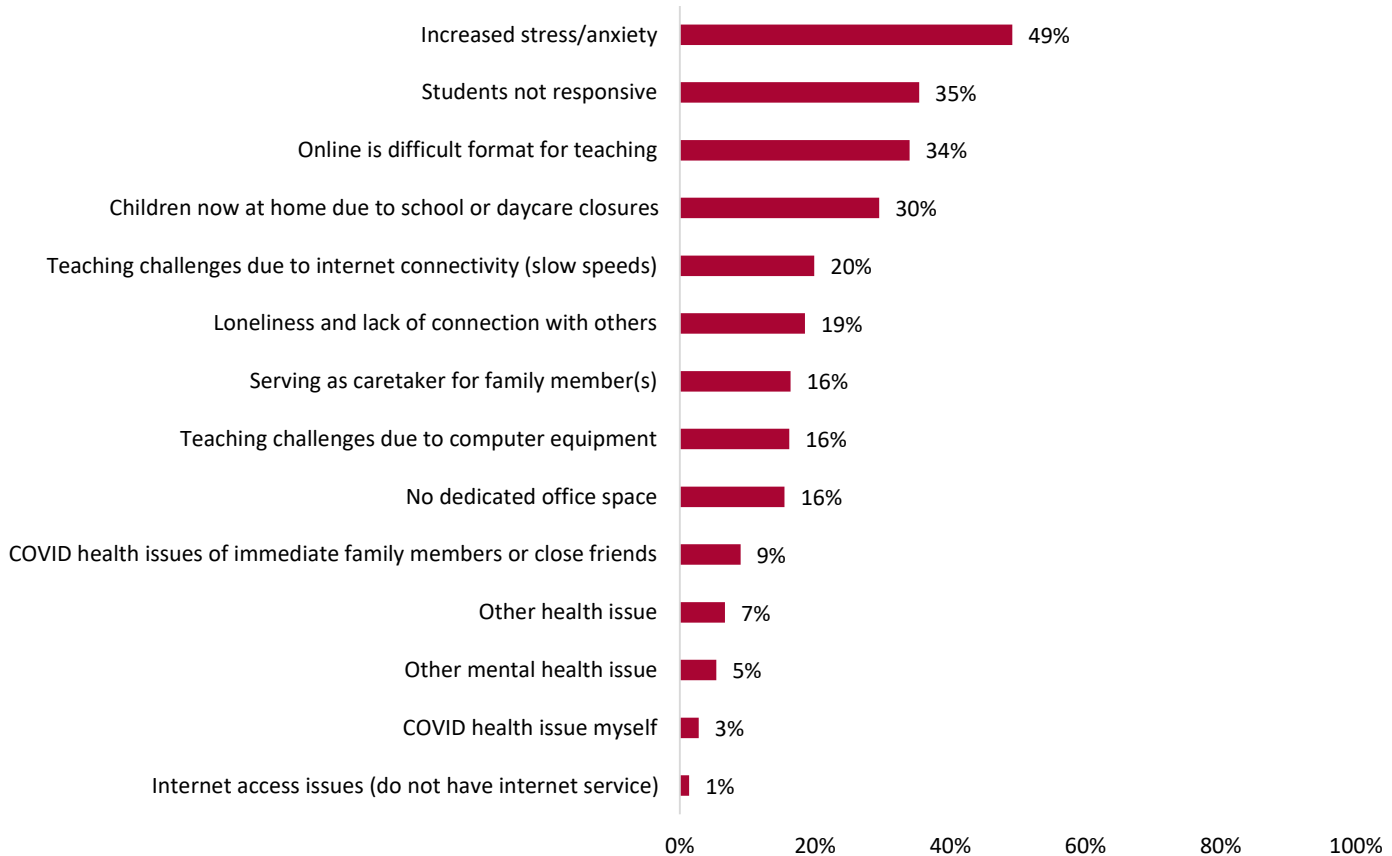




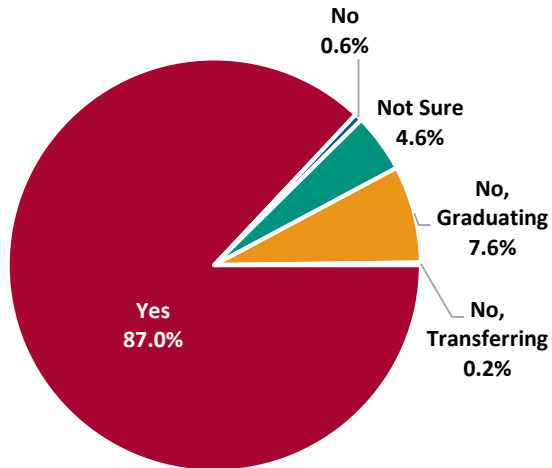
# Student Spring 2020 Survey Major Disruptions Due to Pandemic



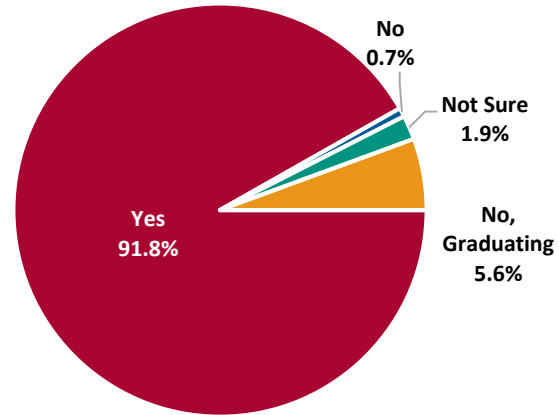
# Instructor Spring 2020 Survey Major Disruptions Due to Pandemic



## Undergraduate



## Graduate



# Plans to Reenroll Next Semester at IUPUI



# Why Not Planning to Reenroll

1. **Unhappy with Online Format**
2. Financial Struggles
3. Mental Health/Stress
4. COVID 19/Pandemic Reasons (health and financial)
5. Work/Life Balance (Graduate/Professional)



# Most Valuable Aspects of Experience

1. In-Person Classes
2. Online Classes
3. Accommodating Supportive Instructors
4. Access to Clinicals/Labs
5. Access to campus resources (e.g., technology, software, library, campus center and more)

## Actual Student Comments:

- “Being able to be in the class room again and talk to professors face-to-face.”
- “Being able to be on campus and able to immerse myself in the college experience.”
- “I can watch my class from anywhere.”
- “I enjoy have zoom meeting with my classes that allow me to see others face to face, communication with my class makes distance learning much easier.”
- “All of my instructors are aware that we are living through strange times that present new and difficult obstacles for everyone. They are accommodating and understanding. They are willing to work with students to overcome these obstacles.”



# Least Valuable: Technology Issues that Affect Online Learning

1. Software platforms such as Examity and Lockdown Respondus browser difficult to use
2. Instructors not familiar with Canvas
3. General access to high-speed internet
4. Issues or concerns with Kaltura

## Actual Student Comments:

- “Educational software aids (e.g. Examity) that are inconvenient and frustrating to use.”
- “Kaltura. Please stop using it if they can’t handle the load of students. I honestly wish professors would just upload to YouTube and make it unlisted or something. Then I wouldn’t have to spend hours watching a buffering lecture.”
- “Many teachers do not understand how to work Canvas. They should all be trained and have someone who they can go to for help when they are struggling to understand Canvas.”



# Least Valuable: Lack of Effective Communication

## Actual Student Comments:

- “Communicating with instructors this semester seems to be more difficult.”
- “Grasping difficult material taught by professors who teach asynchronously. Often they take a while to respond or fail to explain a topic as thoroughly as they would in person.”
- “Professors not responding to emails or canvas messages that they’ve said is their preferred form of communication. Also, not being flexible with office hours when many students have other classes or a job during that time. (if they can’t be flexible with office hours respond to emails in a timely matter or vice versa).”
- “Instructions for assignment is all over the place making it hard to following along with what’s due and when.”



# Lack of Motivation, Engagement, and Feeling Overwhelmed

## Actual Student Comments:

- “A lot of busy work. Not feeling motivated as normally would due to being online.”
- “All of it, too many assignments, homework, quizzes back to back , lectures and things I have lost track of keeping on top of.”
- “I am feeling (its most likely me) with work, two classes, group projects, client projects and the amount of assignments has been overwhelming. Like I said, its most likely me just feeling everything from this year.”
- “The majority of my instructors this semester are unengaging and/or assign busy work or use up more time than necessary for the material.”





# Feeling Disconnected

## Actual Student Comments:

- “As I am able to complete the class work online I am missing out on the in person lectures and class interaction.”
- “Feeling disconnected from professors and classmates.”
- “I am struggling to connect with other students in my online classes.”
- “I really miss the support and atmosphere of being on campus.”



# “Busy Work” or Meaningless Assignments

## Actual Student Comments:

- “Busy work. A lot of my peers and group-mates have agreed that the amount of busy work has increased this semester due to virtual learning. I don’t mind doing assignments that are related and applicable to lessons, but the course load this semester seems to be overwhelming and more time-consuming than previous courses.”
- “One of my classes has sadly turned into more of busy work to make up for the lack of in person class. And it switched to a 13 week class which would normally be fine, but due to the busy work, it is just a lot to do each week with little to no gain from it.”
- “Online coursework- seems like all busywork/not meaningful content.”
- “Professors are assigning a lot of busy work and I am very concerned that I will not be able to complete major projects in the semesters.”



# IUPUI Instructor Recommendations for Improving Online Learning

1. Engage in regular communication with students.
2. Be responsive, flexible, and understanding.
3. Answer students' emails promptly.
4. Post videos and send videos to individual students.
5. Offer Zoom meetings.
6. Check-in with students to assess how they are doing.
7. Provide clear instructions.
8. Hold regular office hours.



# Insights from Students on How to Help

1. Be as flexible as possible
2. Check-in with students but don't bring up grades
  - FYS ask – “how are you doing?”
3. Personalize classroom sessions, even on Zoom
  - Use breakout rooms
  - Call students by their name
4. Avoid long lectures on Zoom
5. Provide time for students to talk with each other
6. Stay after class on Zoom to answer questions
7. Don't be discouraged if students don't show-up for office hours – it still shows that you care



# In response to “How Are You?”

“I really appreciate the check-in and how much effort you put into showing your students how much you care about each one of us individually, as I feel not many professors do that, and none of mine, besides you, have done anything like this. It just feels nice to know that you are on my team.”

“I also just wanted to thank you again for taking the time to check in on me. It really means a lot to see a professor see me as a person, and not just another student to put grades in for. And I'm not gonna lie and say I didn't cry writing this email because it truly meant so much to me that you care about how I'm doing. So, thank you, so much. Whether you know it or not, this effort truly touched me in ways you don't understand. And I appreciate the outlet to share my feelings, as this is something I have been needing, but didn't know.”



**Fall 2020 New First  
Time Beginners  
Survey:  
Expectations For  
Ideal College  
Experience at IUPUI**

# Making Friends and Social Connections

- “Making lots of new friends”
- “School has just started and once it goes on for a bit longer I know that I will meet more people and starting gaining a few friends here and there.”
- “I want to be able to make relationships with people that will help me get away from the school work when needed.”
- “My ideal college experience would not involve Covid-19 of course, it would involve canoe races on the canal during Regatta, being in study groups on campus, and making new friends.”
- “I feel very disconnected on campus, I've reached out to some people and they feel it too. we don't feel like we met anyone. We need events so we can make friends. making friends can help us learn but doing study dates.”

Source: Fall 2020 New First-Time Beginner Survey



# Welcoming Campus

- “My expectations would just be a open and welcoming community, which IUPUI is already very successful at!”
- “My expectations are professors are completely understanding and respectful of the stress college can bring, and maybe even offer help along with it. Also professors who are kind and fun when it comes to classes to get students engaged on what is to come.”
- “Professors that understand that students may have a hard time learning online. I work better in an in person setting. It’s hard for me to ask for help when I’m not with my teacher in person.”
- “An accepting environment where I can succeed and am supported in my social and academic life.”
- “Faculty who are ready and excited to help me grow and opportunities to connect with other students.”

Source: Fall 2020 New First-Time Beginner Survey





# What Can IUPUI Do To Improve Your Experience?

# More Social Events

- “Make more opportunities to meet new people (safely and in person)”
- “Create more ways for students to contact each other especially when we are only seeing each other in person once a week.”
- “Have more activities for students to get involved in that aren't on zoom. The campus seems kind of dead this year.”
- “Try to provide opportunities for freshman to interact and meet new people. It's very hard to make any friends currently.”
- “Making new friends has been difficult and nearly impossible to do in our circumstances especially as a freshman, so maybe something to help with that.”

Source: Fall 2020 New First-Time Beginner Survey



# In-Person Classes

- “I think IUPUI could have more in person courses and be able to handle the pandemic. As well as more help to help students adjust to college and online learning.”
- “Maybe in the next semester make more classes that are hybrid and in person.”
- “Figure out some possible way to have field work while also undergoing proper safety procedures.”
- “I would prefer to go back to school instead of doing it all online.”
- “Have small class sizes so we can meet in person.”

Source: Fall 2020 New First-Time Beginner Survey

