

Introduction and student information

COVID-19 Student Experience Survey

Since classes will be remaining online-only in Summer 2020, we would like to help faculty understand what works and does not work for Baruch students in this format. This survey is intended to give you a chance to tell us about your experiences with the recent transition to fully-online learning so that we can share them with faculty. Note that responses from all students matter, even if you were initially already taking a complete course load of fully-online courses at the start of the spring semester.

Your honest responses can help faculty make more informed choices about how they design their online courses for the summer semester, and beyond.

Please note that all responses will remain completely anonymous and confidential. You are not obligated to respond to questions you do not wish to respond to. You can also opt out of completing this survey at any time if you so choose - simply close your browser if you do not wish to proceed.

Let us hear your perspective - your voice matters! Please click the arrow below to continue with the COVID-19 Student Experience Survey...

PART 1: First, we would like to briefly ask you some **general information** about yourself - see these few questions below. This will help us more fully understand the remainder of your survey responses in Part 2.

Remember, your answers are completely anonymous and confidential. The information we ask for in this section will not be used to identify you.

Are you currently a Baruch College student?

- Yes, I am a FULL-time Baruch *undergraduate* student
- Yes, I am a part-time Baruch *undergraduate* student
- Yes, I am a FULL-time Baruch graduate student
- Yes, I am a part-time Baruch graduate student
- No, I am NOT a Baruch student

Including the current semester, how many semesters have you been enrolled at Baruch College? (Not counting summer or winter sessions.)

My MAJOR (or primary areas of concentration) right now is:

(If you don't have one, write 'undeclared.' If you are not a student, write 'not a student'.)

Which option best characterizes how you became a student at Baruch College?

- I am a first-time undergraduate student, and Baruch College is my first-ever college experience
- I am a transfer undergraduate student
- I am a visiting undergraduate student from another college institution
- I am a second-time undergraduate student, having returned to college after some time away
- I am a graduate student at Baruch College
- I am NOT currently enrolled at all at Baruch College
- Other

On the previous question, you selected: "I am a transfer undergraduate student".

Please briefly share how you would characterize the institution you transferred away from. (For instance, was it a 2-year or 4-year program? Was it a community college program? Was it a CUNY or non-CUNY college? Feel free to also offer the name of the college.)

(Or leave blank if you prefer.)

How many of your courses this semester met either partially or fully *in-person* prior to the COVID-19 transition to distance learning?



How much experience did you have with taking online classes before the start of the Spring 2020 semester?

- A great deal: most of my classes were online or offered as hybrids.
- A moderate amount: About half of my previous classes have been online or hybrid courses.
- Just a little: Only one or few of my classes were online or offered as hybrids.
- None at all: I had never taken an online or hybrid course before now.

Survey questions

PART 2: We would now like to ask you some questions about **your experience with the transition to online learning** that has happened this spring semester.

(Note: Your responses still matter even if you were *already* taking a complete course-load of fully-online classes this semester *prior to* the transition period to distance learning due to the COVID-19 pandemic.)

You may choose to skip any questions you do not want to answer. Remember, however, that the more you can tell us, the more we can help faculty understand better ways to conduct their online courses in the future.

For me, the idea of learning flexibly right now means (choose all that apply):

- Having flexible deadlines for homework and other assignments.
- Having different types of assignments to work on.
- Having the option of alternative assignments to complete if the planned assignment won't work for me.
- Being able to choose the order in which I complete some assignments or course tasks.
- Never having to be online for a full video class session in the regular class time slot.
- Other (If you choose this, you'll have a chance to explain further on the next page.)

If you chose "other," please tell us more (or leave blank):

My TOP THREE (3) concerns about technology and Distance Learning are (choose at least 3):

- I do not have a reliable laptop or desktop computer to use at home.
- I have to share my computer with one or more people in my household.
- I do not have a fast or reliable internet connection.
- I do not have a private space to use platforms like Zoom or Blackboard Collaborate.
- I am not sure how to access all the materials I need online.

- My professors are using platforms or programs that I have not used before or do not feel confident using (for example Zoom, Blackboard, Dropbox, VOCAT).
- I am concerned about data privacy.
- Other (If you choose this, you'll have a chance to explain further on the next page.)
- I do not have any concerns about technology and Distance Learning.

If you chose "other," please tell us more (or leave blank):

PAUSE FOR A MOMENT NOW to think about a class where your professor has done a good job with online teaching (either this semester or previous semesters).

Name 3 specific things your professor did well. For example: Creating particular types of assignments; Offering flexibility with deadlines; Offering different ways to participate in class; Providing students who may have unreliable technology with various alternatives for learning course materials; Fostering a sense of community.

How are your professors communicating with you about course information and expectations? (Please choose all that apply.)

- By email
- In live or recorded online class sessions
- On a course site (Blackboard, Blogs@Baruch, or similar)
- Via an update to the syllabus
- Other (If you choose this, you'll have a chance to explain further on the next page.)
- At least one of my professors (enter how many, or leave blank) has NOT AT ALL communicated with me

If you chose "other," please tell us more (or leave blank):

On average, how **satisfied** are you with how well your professors are communicating with you about course information and expectations?

- Extremely satisfied
- Moderately satisfied
- Slightly satisfied
- Slightly dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

Select the statement below that is most true for you about how **effectively**

professors are communicating with you about course information and expectations:

- In ALL my classes I know what I'm supposed to be doing, when I'm supposed to be doing it, and what it takes to get a good grade.
- In MOST of my classes I know what I'm supposed to be doing, when I'm supposed to be doing it, and what it takes to get a good grade.
- In SOME of my classes I know what I'm supposed to be doing, when I'm supposed to be doing it, and what it takes to get a good grade. In OTHERS, though, I am confused about one or more of these things.
- In most of my classes I do NOT know what I'm supposed to be doing, when I'm supposed to be doing it, or what it takes to get a good grade.
- I have NO IDEA what I'm supposed to be doing, when I'm supposed to be doing it, or what it takes to get a good grade in any of my classes right now.

What is at least one thing that your professors could do to improve communication with students?

Describe at least one way that your professors have successfully kept you engaged throughout this new transition to Distance Learning.

(NOTE: By "engaged," we mean that you feel a sense of investment in the topic, and/or in keeping up with the reading/assignments, and/or in staying connected to the other students. If you have not felt engaged, you do not have to answer this question.)

What is at least one thing that your professors could do to improve student engagement in future online classes?

Life has become more complicated and difficult for many people in the Baruch community. Is there anything you think would be helpful for faculty to understand about your reality and how it impacts how you are learning? (Or leave blank.)