

A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19 EXECUTIVE SUMMARY REPORT

The second assessment to check and see how A&M-Commerce students were doing was sent on April 22nd and closed on May 4th. The first check-in survey was sent on March 20th, three days after A&M-Commerce transitioned all the courses online.

The first Check-in survey enjoyed the highest number of respondents (N =4452 or response rate 40%). For the second run of the survey, we were able to collect 2,148 responses with 19% response rate.

I. Quantitative data and Key Findings:

A. Improvement over a month on two general measures

- At institutional level, overall, students are doing significantly better now (Mean=3.30) than a month ago (Mean = 3.21) on a 5-Likert-Point scale. This change was driven by graduate students' responses (Mean= 3.45 now vs. Mean=3.35 then), undergraduate students' rating showed no statistical difference over a month;
- Overall students showed a significant improve in terms of how they feel about taking online courses (Mean=3.27 now vs. Mean=3.04 then). The change was driven by undergraduate students' improved academic experiences (Mean=3.06 now vs. Mean=2.81 then).

B. Demographic gaps

- Female students rated significantly lower on the question "how are you doing now" than male students, 1514 female students had a Mean=3.25 which was significantly lower than 634 male, Mean=3.43. When answering "how do you feel about your online courses", female students (N=1502) also rated at a significantly lower average of 3.23 compare to 633 male students' average of 3.35;
- Undergraduate female students had a Mean =3.14 on "how are you doing", which is significantly lower than undergrad male students' Mean=3.35. The finding suggested that female students are facing more life challenges and stress;
- Breaking down by level (graduate vs. undergraduate), gender and ethnicity status, undergraduate Black female students showed significant lower rating on "how are you doing now" When rating their online course experience, the same pattern showed -- 236 Black students showed significantly low rating Mean =2.72) in contrast with 312 Hispanic students (Mean=3.14) and 548 White students (Mean=3.19).

C. Health, Safety and Tech Needs

- Undergraduate students consistently showed lower percentage (80% temporarily, 67% long-term) in confirming about having adequate finances compare to graduate students (86%

A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19 EXECUTIVE SUMMARY REPORT

temporarily, 74%), but there was an increase from the first survey (74% temporarily, 59% long-term);

- 90% graduate students indicated that they had health insurance, whereas, only 77% undergrad students had health insurance;
- Over 90% undergrad and grad students had computer/tablet;
- Having access to stable internet improved for undergraduate students from 85% to 89%, 95% graduate students did not seem to have much trouble in getting internet;
- Having missed communication was the second largest barrier for undergrad students besides internet, however, it has decreased from 17% to 12% within a month; graduate students decreased from 6% to 4%;
- Significant differences exist among colleges in questions asking A&M-Commerce has done its best at 1. Supporting students 2. Caring for me as individual. College of Innovation and Design scored the highest from the undergrad students, 93%, 92% from the month-ago survey, and, 90%, 88% from the latest respectively. This rating is highly correlated with how the students rated their online course experiences. CID students experienced seamlessly transition, yet students from CS, CH were experiencing challenges of not being about to use labs, create ceramic, etc.

D. Summer Enrollment

- Majority of graduate students N=313 (39%) indicated that they would take both Summer I and II, second by 218 (27%) students who had no plan to take Summer courses, 20% of them would take Summer I, and 4% would only take Summer II, 10% were not sure if they would take summer, only 0.6% (N=5) chose to take summer courses with other college/university;
- Majority of undergraduate students N=467 (38%) indicated that they did not plan to take any summer courses; 352 (29%) said they would take both Summer I and II; 9% would only take summer I, 5% would only take Summer II. Undergraduate students had higher percent of 15% indecisive students who were not sure if they would take any summer courses yet, 6% chose to take summer courses with other college/university;
- The 6% undergraduate students who chose other college/university for summer courses, top reason (57%) was because their course(s) is/are cheaper, 15% claimed the desired courses were only available somewhere else;
- 101 undergrad students (17%) said the reason they did not register for summer was because they did not like online courses.

II. Qualitative data and findings:

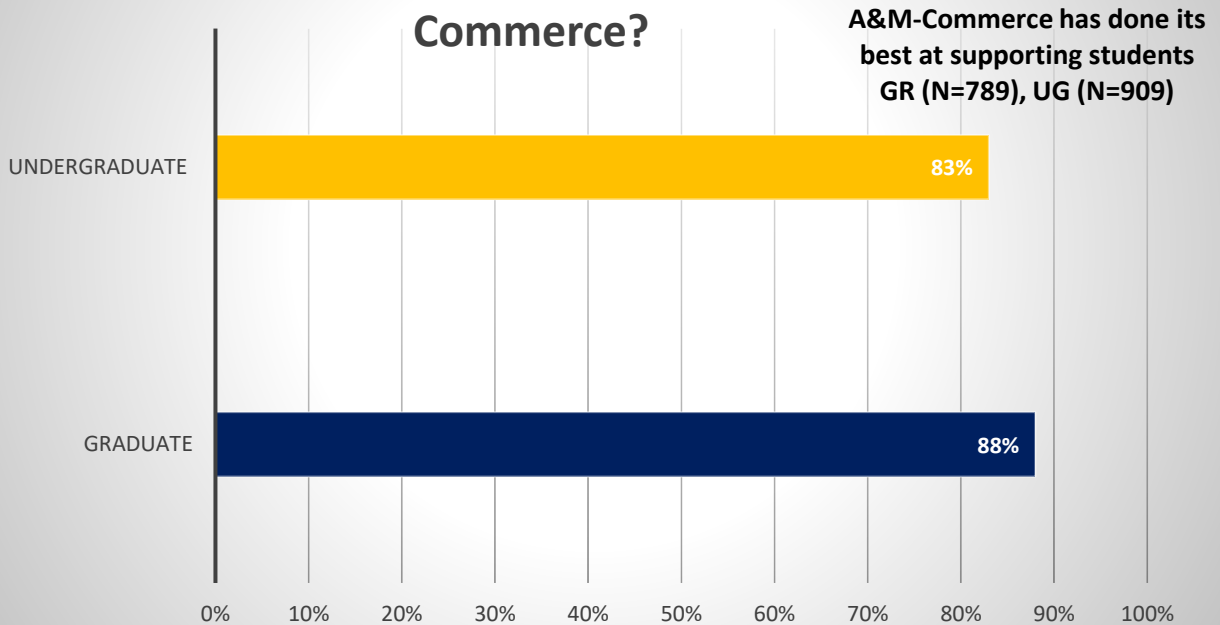
A. Issues

- Additional workload of online courses than face-to face courses
- Faculty timely feedback
- Lack of communication from faculty to teach students how to do online courses, some college received more complaints than others
- Some courses are not meant to be online, students found it difficult to learn

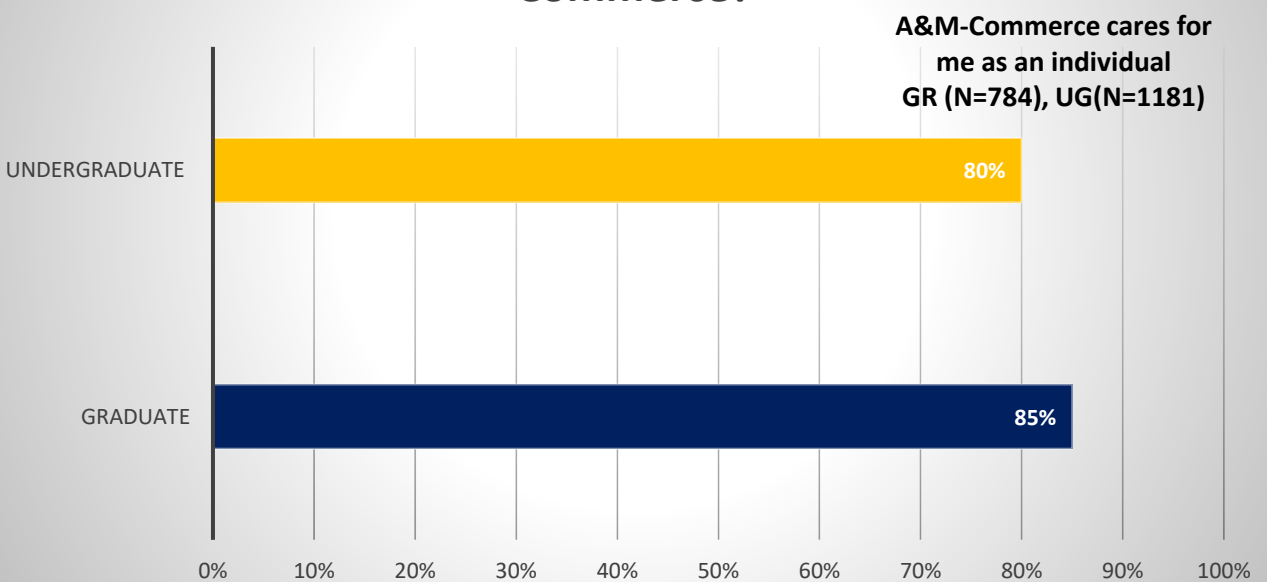
B. Compliments

- This school has been so understanding through these difficult times. I am very happy to be attending this university. This are very stressful and the university has been of 100% to us students. THANK YOU!
- Thankfully I've taken online before the pandemic took place. I appreciate the University for standing with the students in all of this.
- Professor are amazing! I'm so proud to be a lion
- I appreciate the extra time frame many of my professors are allowing.
- I have had the best support from TAMUC, always. My professors have always been caring and understanding. The reason I chose to pursue my masters from TAMUC is because of this fact.
- Both of my professors have been caring and understanding of this stressful time. They have taken into consideration the toll that this situation has had on everyone. Although we may be at home more, it doesn't mean our jobs are any easier on us. For a lot of people, it's actually been much harder, and my professors have taken this into consideration and been more lenient with us on how we are getting assignments turned in. I know this has taken a load of stress off and helped me focus on taking care of my family during this scary time.
- I am privileged to be bored at this time and not having to worry about my job or finances. I am grateful for my professor responding graciously to this global pandemic, and I look forward to my summer class.
- TAMUC has gone above and beyond to make this transition easier for everyone. I really appreciate the work you are doing and I am so proud to be a Lion.
- I am having a great experience. I appreciate the effort to reach out to students. I have found my professors are true professionals who care for students

Thinking about the current situation, how much (as a percentage) do you feel supported by A&M-Commerce?



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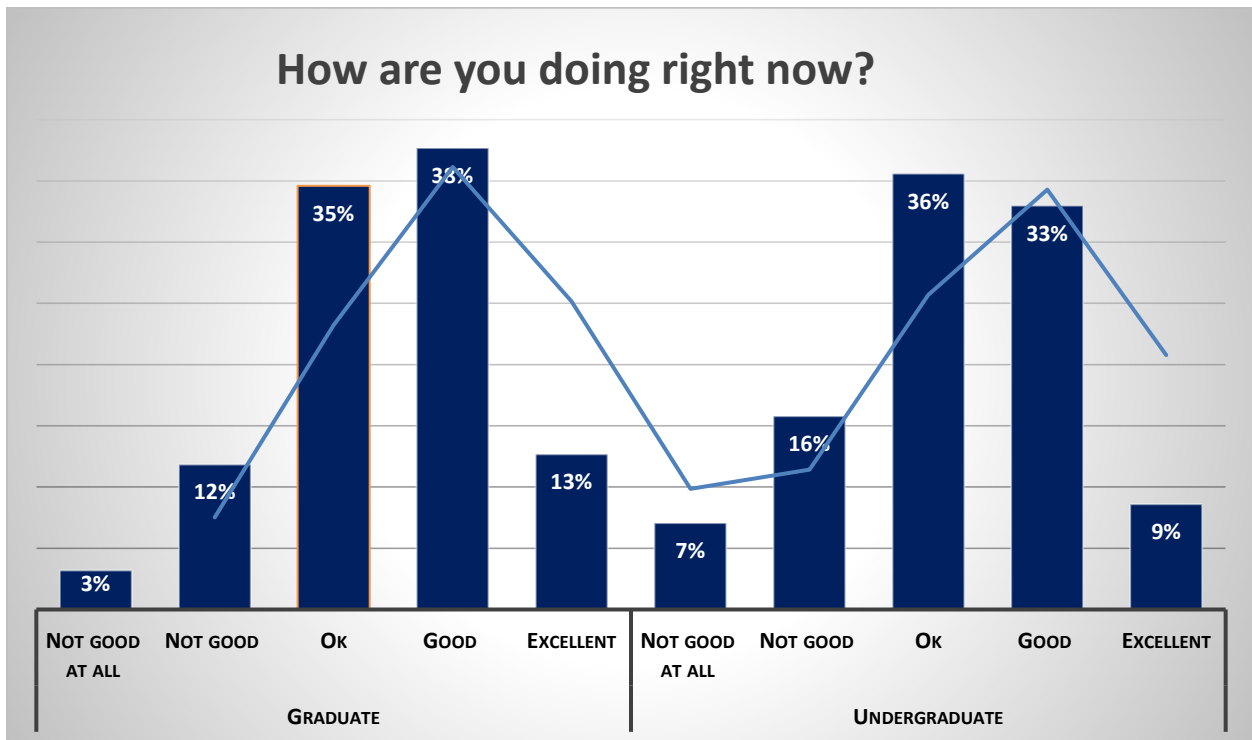


A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19
EXECUTIVE SUMMARY REPORT

How are you doing right now?			
Level	Measure	Headcount	Percent
Graduate	Not good at all	27	3%
	Not good	100	12%
	Ok	292	35%
	Good	318	38%
	Excellent	107	13%
	Total	844	100%
Undergraduate	Not good at all	92	7%
	Not good	206	16%
	Ok	464	36%
	Good	430	33%
	Excellent	112	9%
	Total	1304	100%

* An accumulated percent from ok to excellent is 86%

* An accumulated percent from ok to excellent is 78%

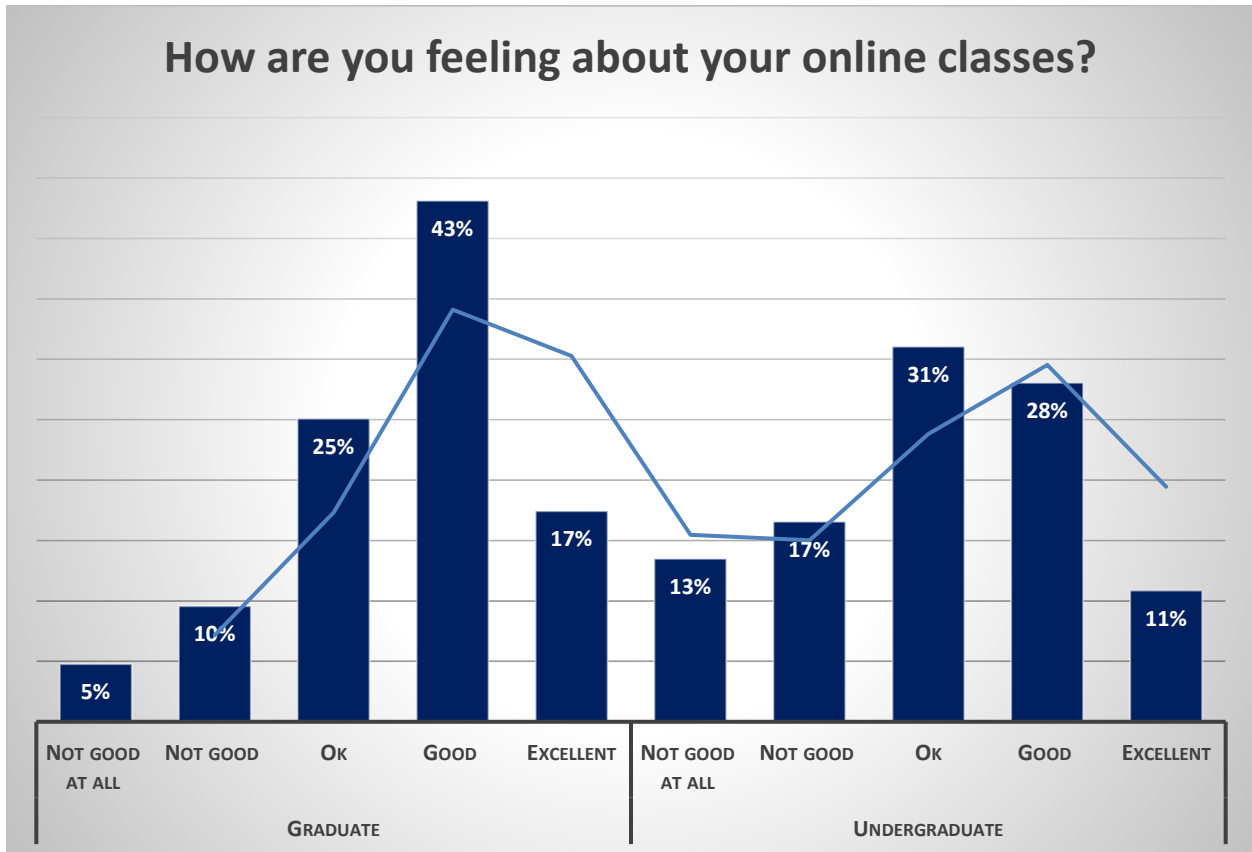


A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19
EXECUTIVE SUMMARY REPORT

How are you feeling about your online classes?			
Level	Measure	Headcount	Percent
Graduate	Not good at all	40	5%
	Not good	80	10%
	Ok	210	25%
	Good	361	43%
	Excellent	146	17%
	Total	837	100%
Undergraduate	Not good at all	175	13%
	Not good	215	17%
	Ok	403	31%
	Good	364	28%
	Excellent	141	11%
	Total	1298	100%

* An accumulated percent from ok to excellent is 85%

* An accumulated percent from ok to excellent is 70%



A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19
EXECUTIVE SUMMARY REPORT

We would like to know if your basic health and safety needs are being met. Do you have access to?

Graduate students:

Question	Yes (%)	Yes (N)	No (%)	No (N)	Unsure (%)	Unsure (N)	Total
Adequate food (at least 3 meals per day)	95%	782	4%	30	1%	12	824
Safe place to live (Temporarily)	98%	795	1%	11	1%	7	813
Safe place to live (longer term)	93%	763	3%	22	5%	38	823
Clothing appropriate to your current weather conditions	98%	809	1%	9	1%	7	825
Medical care, if needed	91%	754	4%	33	5%	38	825
Health insurance	90%	745	7%	60	2%	20	825
Mental health support and care system (friends, family, social media connections, university counseling service, anyone to talk to or rely on when needed)	93%	764	3%	28	4%	32	824
Adequate finances (temporarily, enough to cover basic needs)	86%	702	7%	61	7%	58	821
Adequate finances (long term, enough to cover basic needs)	74%	606	11%	87	15%	127	820

A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19
EXECUTIVE SUMMARY REPORT

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Undergraduate students:

Question	Yes (%)	Yes (N)	No (%)	No (N)	Unsure (%)	Unsure (N)	Total
Adequate food (at least 3 meals per day)	93%	1170	5%	63	2%	30	1263
Safe place to live (Temporarily)	98%	1230	1%	12	1%	9	1251
Safe place to live (longer term)	93%	1173	2%	30	5%	61	1264
Clothing appropriate to your current weather conditions	98%	1239	1%	11	1%	15	1265
Medical care, if needed	85%	1072	7%	85	9%	108	1265
Health insurance	77%	967	18%	231	5%	62	1260
Mental health support and care system (friends, family, social media connections, university counseling service, anyone to talk to or rely on when needed)	88%	1116	6%	70	6%	77	1263
Adequate finances (temporarily, enough to cover basic needs)	80%	1012	11%	133	9%	118	1263
Adequate finances (long term, enough to cover basic needs)	67%	844	15%	194	18%	221	1259

A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19
EXECUTIVE SUMMARY REPORT

Readiness for coursework:

Graduate Students:

Question	Yes (%)	Yes (N)	No (%)	No (N)	Unsure (%)	Unsure (N)	Total
Do you have access to stable Internet needed to complete your coursework?	95%	768	3%	28	2%	13	809
Do you have consistent access to a computer/tablet?	97%	787	2%	18	1%	6	811
Do you have required software?	94%	764	3%	27	3%	21	812
Do you know how to use the technology needed to complete your coursework?	98%	793	0%	1	2%	14	808
Do you know how to contact faculty and/or staff (professor, advisor, technical support, etc)?	97%	784	1%	6	2%	15	805

Undergraduate Students:

Question	Yes (%)	Yes (N)	No (%)	No (N)	Unsure (%)	Unsure (N)	Total
Do you have access to stable Internet needed to complete your coursework?	89%	1106	7%	82	5%	58	1246
Do you have consistent access to a computer/tablet?	94%	1173	4%	55	1%	16	1244
Do you have required software?	88%	1089	6%	80	6%	74	1243
Do you know how to use the technology needed to complete your coursework?	95%	1184	2%	22	3%	35	1241
Do you know how to contact faculty and/or staff (professor, advisor, technical support, etc)?	94%	1161	2%	29	4%	47	1237

A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19
EXECUTIVE SUMMARY REPORT

The university has made the decision to move all the summer courses online. Top reasons to take summer courses that our students selected were: to get ahead to graduate; to take a course needed for graduation; schedule flexibility; course availability; financial aid availability; quality instruction; faculty availability; and to retake a course that I failed. Have you registered or do you plan to take any summer course(s) with A&M-Commerce?

Graduate Students:

Answer	%	Count
Yes, I will take Summer I	20%	165
Yes, I will take Summer II	3%	28
Yes, I will take both Summer I & II	39%	313
No, I don't plan to take any summer courses at A&M-Commerce but I will take summer courses at other college/university	1%	5
I don't plan to take any summer courses at all	27%	218
Not sure whether I am taking summer courses or not	10%	80
Total	100%	809

Undergraduate Students:

Answer	%	Count
Yes, I will take Summer I	9%	107
Yes, I will take Summer II	5%	57
Yes, I will take both Summer I & II	29%	352
No, I don't plan to take any summer courses at A&M-Commerce but I will take summer courses at other college/university	6%	73
I don't plan to take any summer courses at all	38%	467
Not sure whether I am taking summer courses or not	14%	179
Total	100%	1235

A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19
EXECUTIVE SUMMARY REPORT

What are the reasons that you will not take summer courses (choose all that apply)?

Graduate students:

Answer	%	Count
Schedule conflicts	5%	12
I don't like online courses	2%	6
Course(s) not available	9%	23
Not enough financial aid	10%	24
Got enough credits to graduate, no need to take summer courses	42%	104
Personal reasons, not school related	9%	23
Other, please specify:	22%	55
Total	100%	247

Undergraduate students:

Answer	%	Count
Schedule conflicts	7%	41
I don't like online courses	17%	101
Course(s) not available	5%	30
Not enough financial aid	13%	79
Got enough credits to graduate, no need to take summer courses	26%	156
Personal reasons, not school related	21%	127
Other, please specify:	12%	74
Total	100%	608

A&M-COMMERCE SECOND STUDENT CHECK-IN SURVEY AMID COVID-19
EXECUTIVE SUMMARY REPORT

Have you had any technical difficulties so far (check all that apply)?

Answer (GR)	GR (%)	Count	Answer (UG)	UG (%)	Count
No issues	71%	547	No issues	50%	679
Unstable internet access	9%	70	Unstable internet access	16%	212
Missed communication	4%	54	Missed communication	12%	167
Software problems	3%	29	Challenges due to time zone/schedules	6%	87
Challenges due to time zone/schedules	2%	22	Software problems	4%	52
Hardware problems	2%	19	Login issues	3%	40
Login issues	1%	17	Hardware problems	3%	34
Other (please specify):	7%	10	Other (please specify):	6%	86
Total	100%	768	Total	100%	1357