Fall 2020 Student Impact Survey
Metropolitan State University of Denver
November 9, 2020

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Introduction

This report provides data to better understand the current student experience, well-being and balance, the learning environment, and current and future enrollment.

Data Details

The survey was open for 15 days from September 14th to September 28th and collected 3,506 responses. Fifteen $50 Amazon gift cards were used as incentives. Responses were solicited through The Runner (the student newsletter) and via an announcement on Canvas.
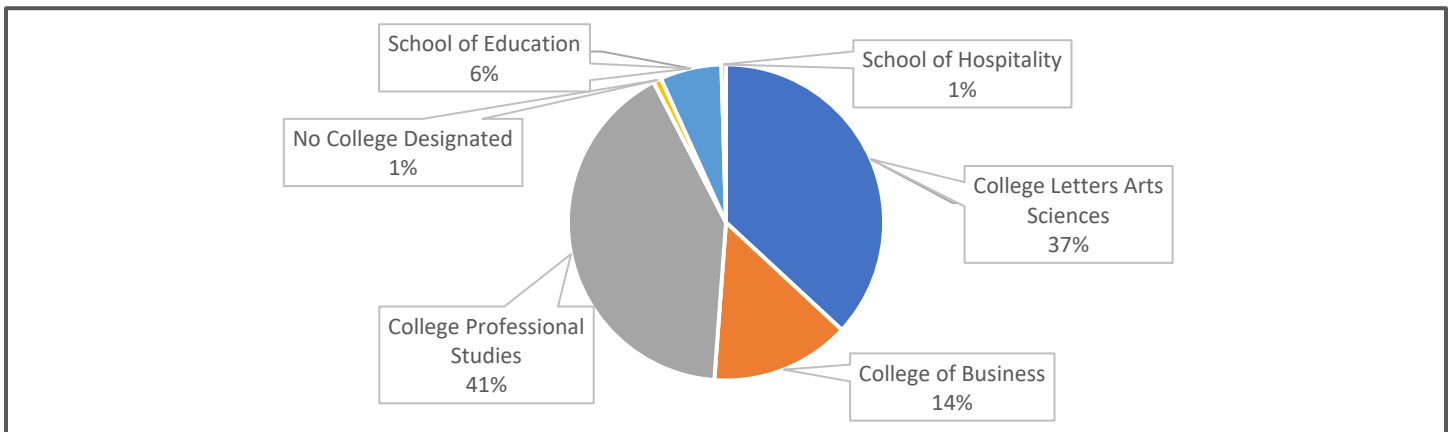
The survey was anonymous but did collect 900# and other identifying information as part of the incentive.

Total responses analyzed: **3,506 (18.6% response rate)**

Respondent demographics (*Demographic information was collected, via student ID, for 95% of respondents*)

Gender	% of Respondents		Student Level	% of Respondents
Female	72%		Undergraduate	92%
Male	28%		Graduate	8%

Race	% of Respondents	Race	% of Respondents
African American	6%	Missing/Unknown	2%
American Indian/Alaskan Native	1%	Native Hawaiian/Pacific Islander	0%
Asian	4%	Two or More Races	5%
Hispanic	31%	White	51%
International Student	1%		

Pie chart: School of Education 6%; School of Hospitality 1%; No College Designated 1%; College Letters Arts Sciences 37%; College Professional Studies 41%; College of Business 14%

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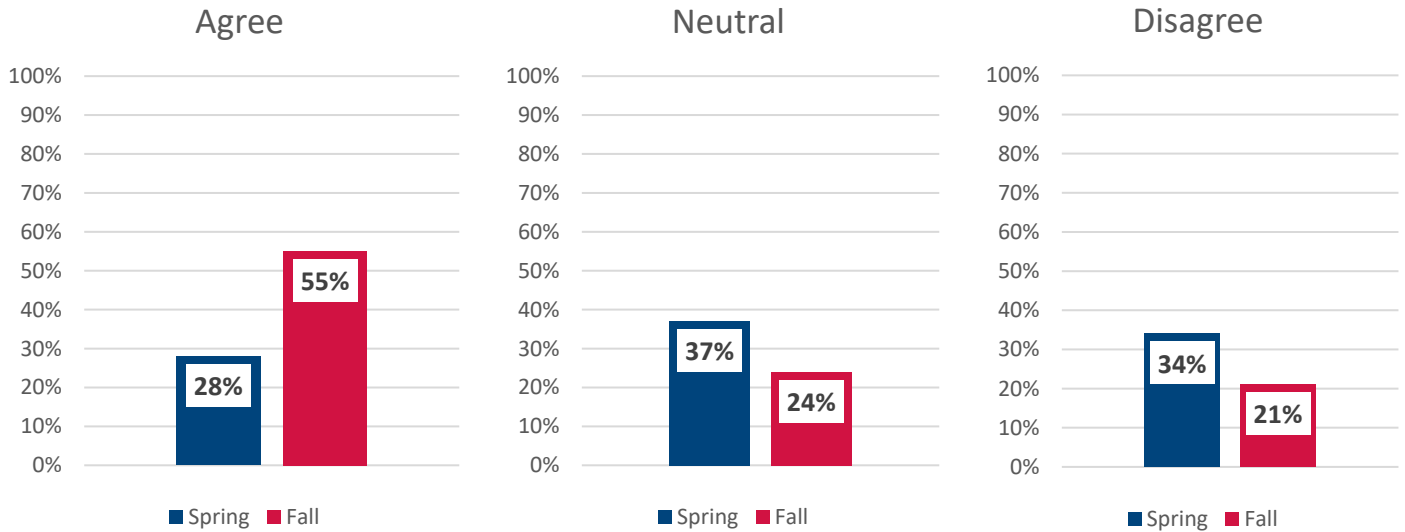
Fall 2020 Student Impact Survey
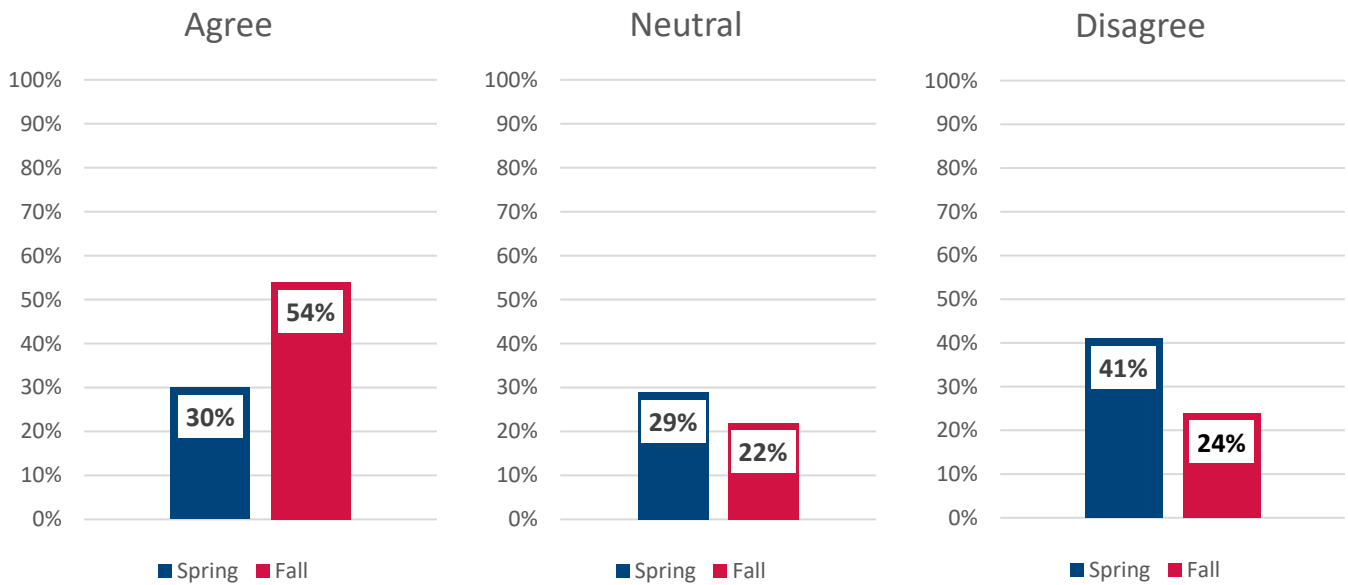## Metropolitan State University of Denver
November 9, 2020

SECTION A: BALANCE, ENVIRONMENT, AND WELL-BEING

Q1: How much do you agree with each of the following statements? (Agree, Neutral, Disagree)

<u>I am able to juggle my time so that I can fit everything in that needs to be done.</u>

<u>I have been able to create study space for myself that is to my liking.</u>
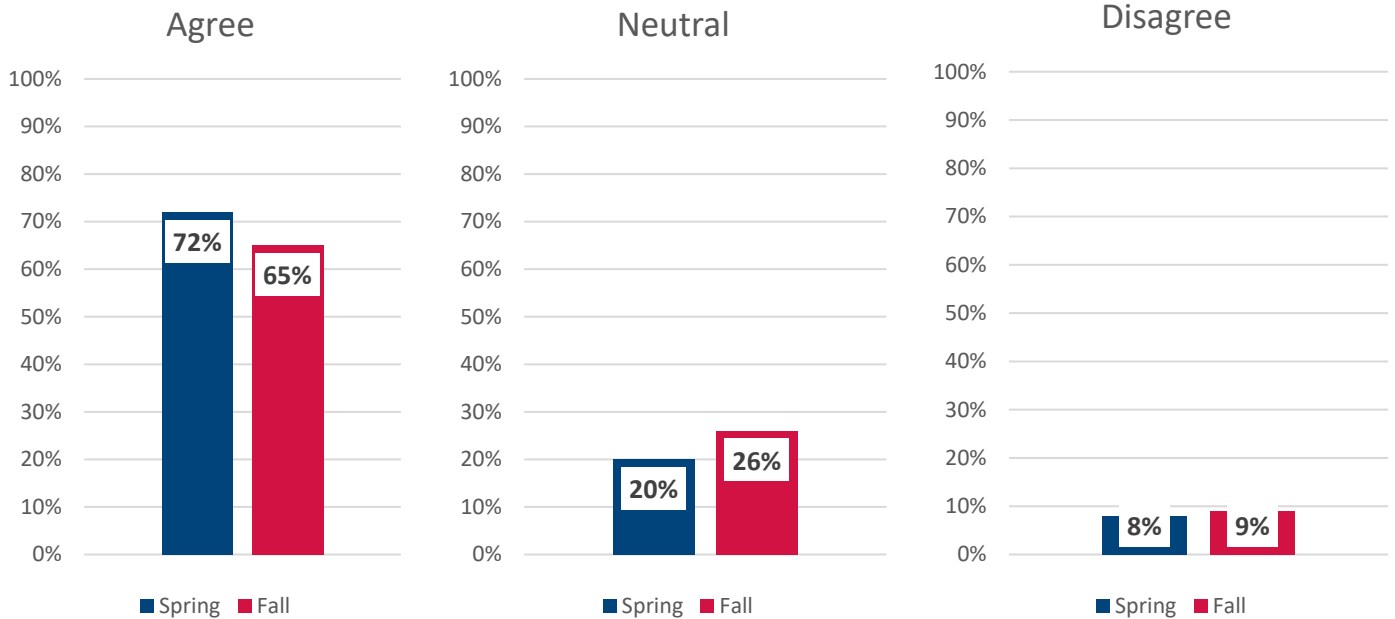
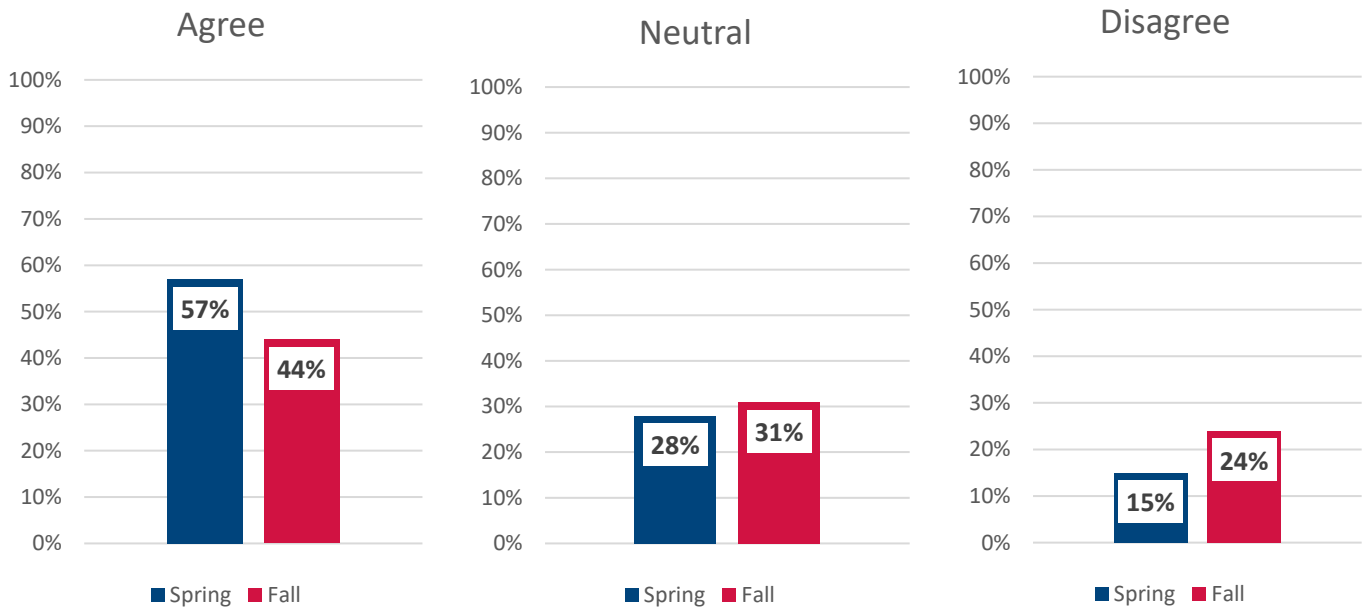I often feel overwhelmed by my responsibilities.

Agree

	Spring	Fall
	72%	65%

Neutral

	Spring	Fall
	20%	26%

Disagree

	Spring	Fall
	8%	9%

I have difficulty arranging my life in a way that is satisfying to me.

Agree

	Spring	Fall
	57%	44%

Neutral

	Spring	Fall
	28%	31%

Disagree

	Spring	Fall
	15%	24%

Q2: To what extent, if any, are you concerned about the following: (Not concerned at all, Moderately concerned, Very concerned)
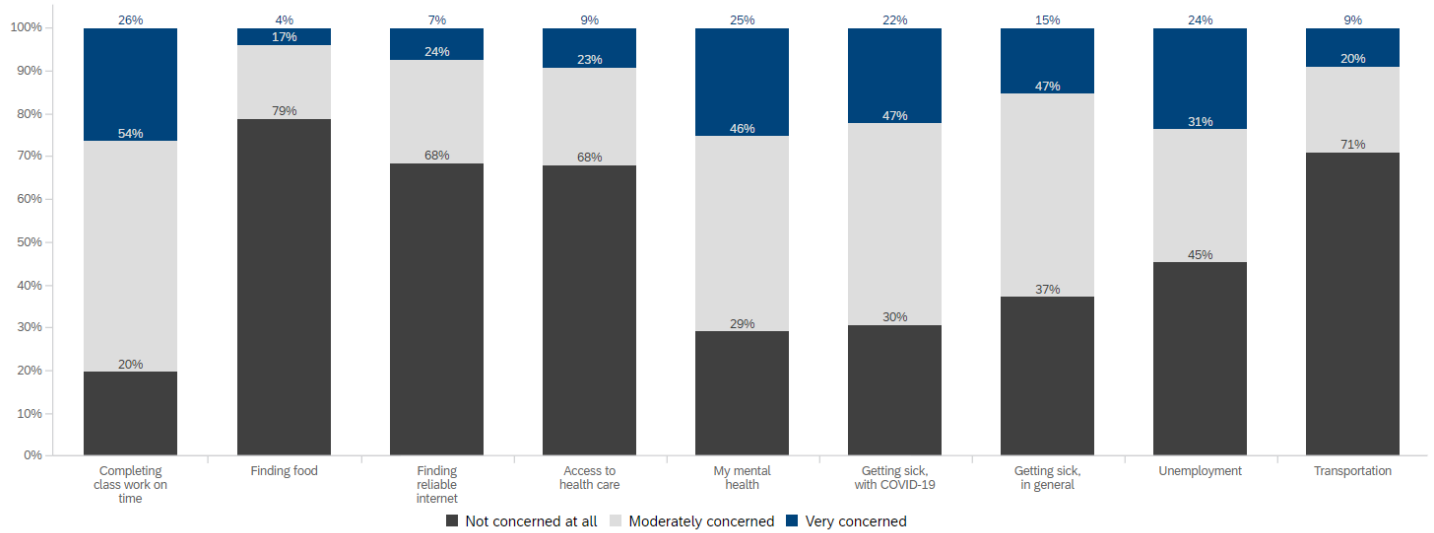
Transportation was a new area that students were asked about and 29% (1,024 respondents) of survey-takers were moderately to very concerned with transportation.
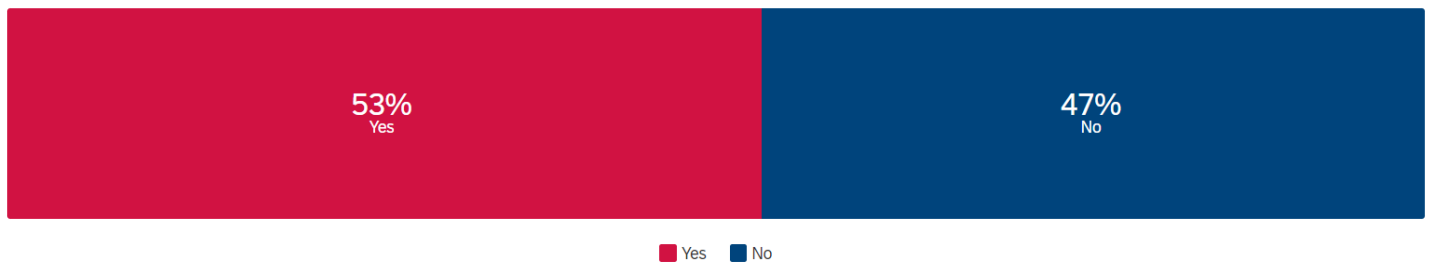
- The next question (Q2a) was asked of these respondents.

Q2a: Are your concerns with transportation related to the suspension of the RTD CollegePass?
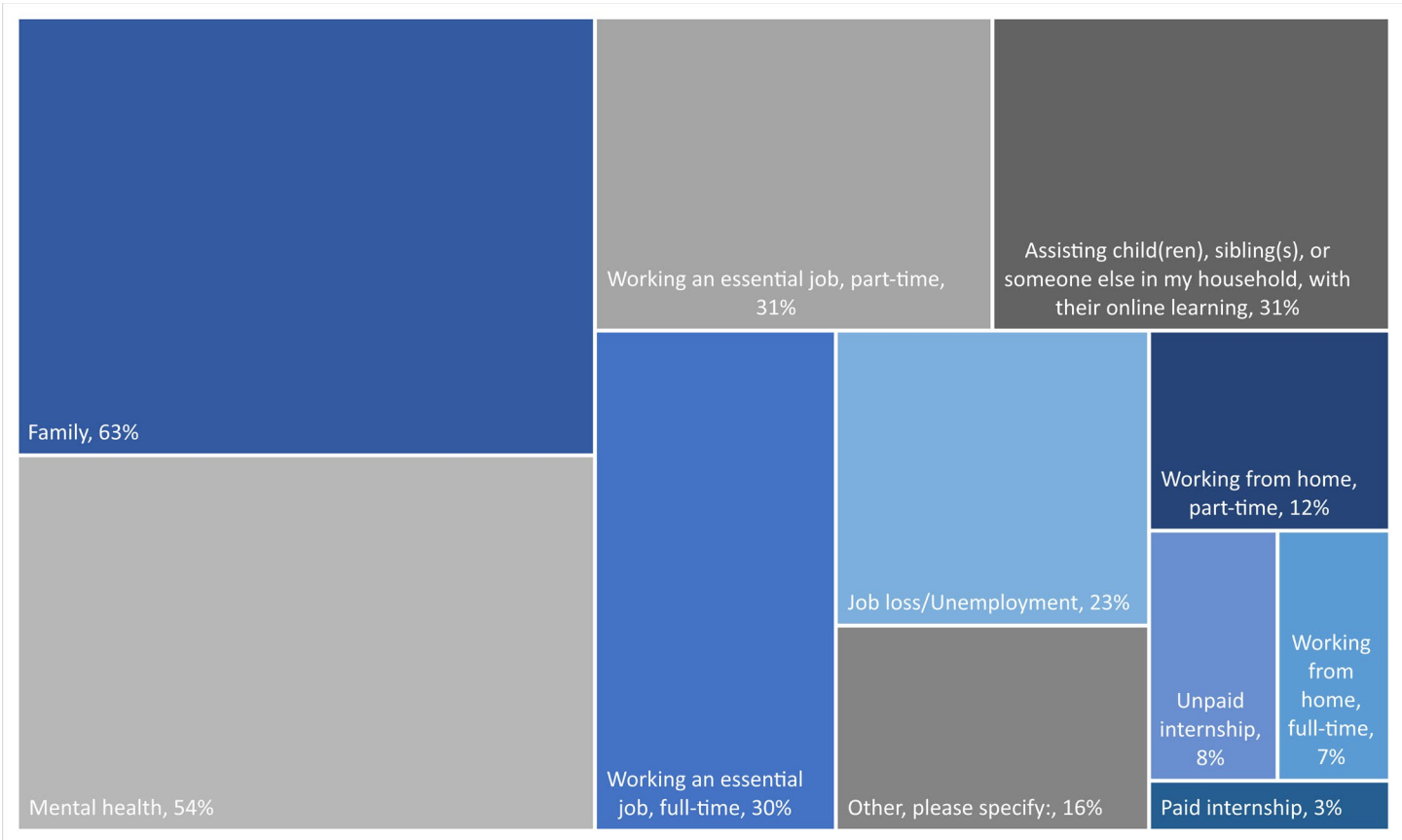

53% Yes   47% No

Yes   No

Q3: In addition to schoolwork, what else are you balancing during this pandemic? (Select all that apply)

Family, 63%	Working an essential job, part-time, 31%	Assisting child(ren), sibling(s), or someone else in my household, with their online learning, 31%	
Mental health, 54%	Working an essential job, full-time, 30%	Job loss/Unemployment, 23% / Other, please specify:, 16%	Working from home, part-time, 12% / Unpaid internship, 8% / Working from home, full-time, 7% / Paid internship, 3%

The following provides a breakdown of the Other, 16% (n=550):

Care of Others: 11% of students are either the primary caregiver or to some degree providing care or assistance to someone else.
"Taking care of an aging parent"
"Two immune compromised children in our mega family with 10 kids. My son has brain surgery on October 7th."
"taking care of my grandma with dementia and also have family members who are sick."
"My mom has cancer, so I have to help her when she goes to chemo"
"live with grandparents over 80 help them and help run family owned buisness work"
"caring for ill father"
"Caring for grandchildren and elderly mother"

Physical Health (11%): Students are trying to balance/manage their own health ranging from understanding new diagnoses, undergoing treatment, and recovery.
"autoimmune disease"
"Recent diagnosis of chronic illnesses"
"Managing my physical health"
"Just had surgery…"
"I am incredibly sick. I go to the VA twice a week. I have three more surgeries upcoming."

Finances (7%): Financial responsibilities leading to stress.
"bills" "Bills" "and paying bills"
"Financial Hardship" "Financial Responsibilities"
"Loss of income at a full-time job" "loss of pay"
"Trying to find a way to pay for college"

Athletics: 39 (7%) of students stated they are also balancing being an athlete at MSU Denver and all that entails.
Sports identified: Basketball, Volleyball, Track and Field, Baseball, Tennis, Hockey, Soccer, Men's Basketball
"I play volleyball for Metro"
"Metro Track and Field""
"NCAA Athlete" "NCAA Sport" "Student-Athlete / practice, weights, film , etc."
"Playing baseball at Metro"

Parenting: Approximately 7% of students have recently become new parents or are expecting.
"I also just had a baby." "first time mom (2 months old)" "four month old son"
"Pregnancy" **(n=9)**
"Taking care of our toddler" "I have a 1 year old daughter"

Life Events (5%):
"buying a house" "and building a house"
"wedding" "wedding planning" "Planning my wedding" "New marriage" "Divorce."
"Moving" "Moving apartments" "Moving out"

Relationships (5%):
"A relationship" "Being in a relationship"
"Friends" "finding time to hang out with friends" "maintaining friendships"
"social life"

Housing and homelessness (4%):
"homelessness" **(n=7)**
"Eviction"
"unstable housing" "I have to find a new place to live because my home is unsafe" "toxic housing situation"

Death and Loss (3%): Students are grieving their loved ones.
"Dad's death" "Dealing w/loss of mom" "death of grandparents"
"death of sibling"
"Grieving the loss of my baby"

Additional areas with less than 3% identified by respondents:
Extracurriculars, Volunteering, Flight training, Multiple jobs, Physical fitness, Self-care, Disabilities, Religious responsibilities, Military service, Dual enrollment.
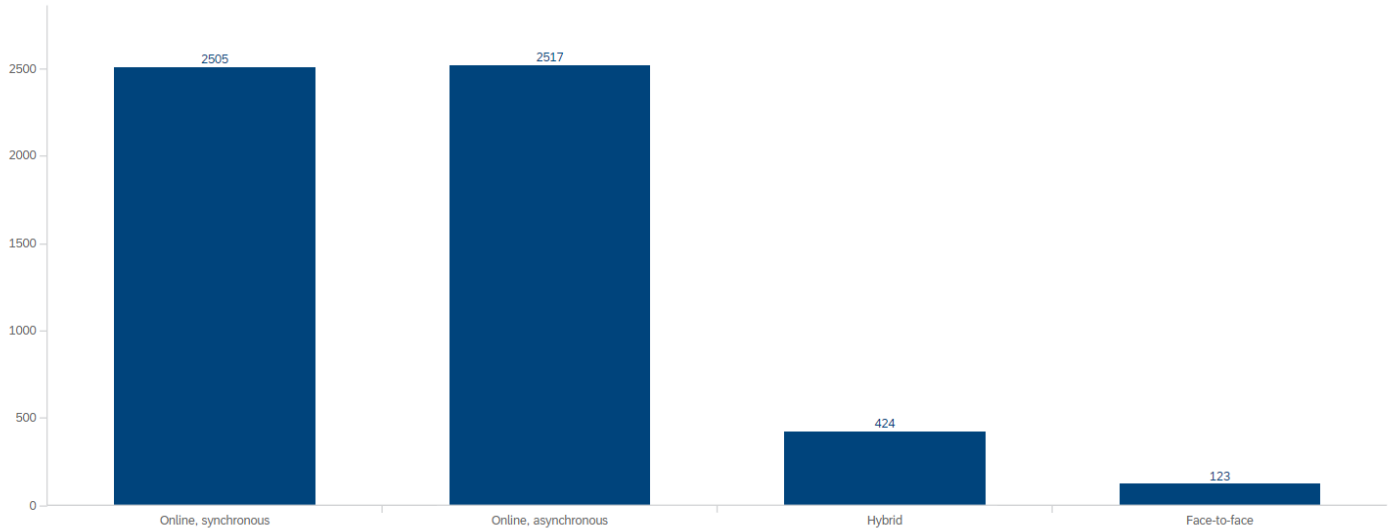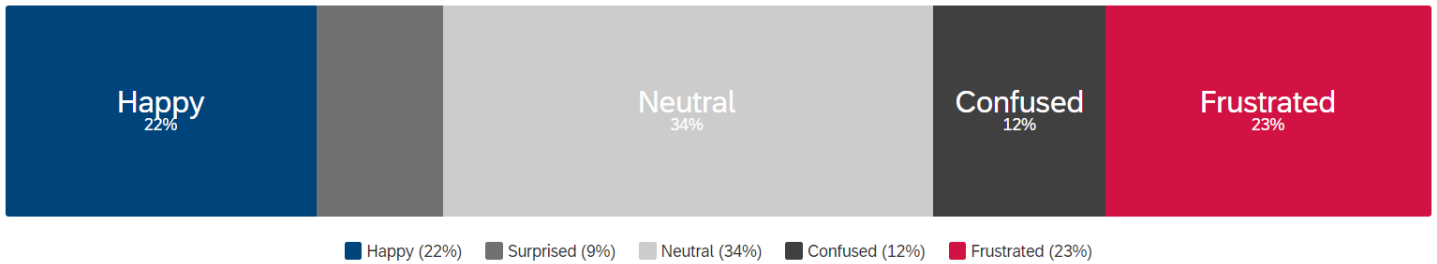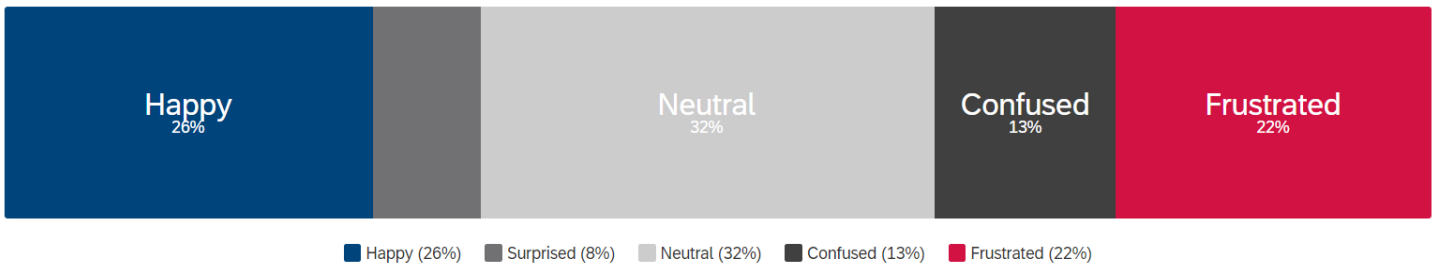
SECTION B: LEARNING ENVIRONMENT

Q4: What types of courses are you currently enrolled in? (Select all that apply)

- *If online synchronous was selected, Q4a: How do you feel about completing online, synchronous courses? (Select all that apply)*

Happy 22% | Neutral 34% | Confused 12% | Frustrated 23%

■ Happy (22%) ■ Surprised (9%) ■ Neutral (34%) ■ Confused (12%) ■ Frustrated (23%)

- *If online asynchronous was selected, Q4b: How do you feel about completing online, asynchronous courses? (Select all that apply)*

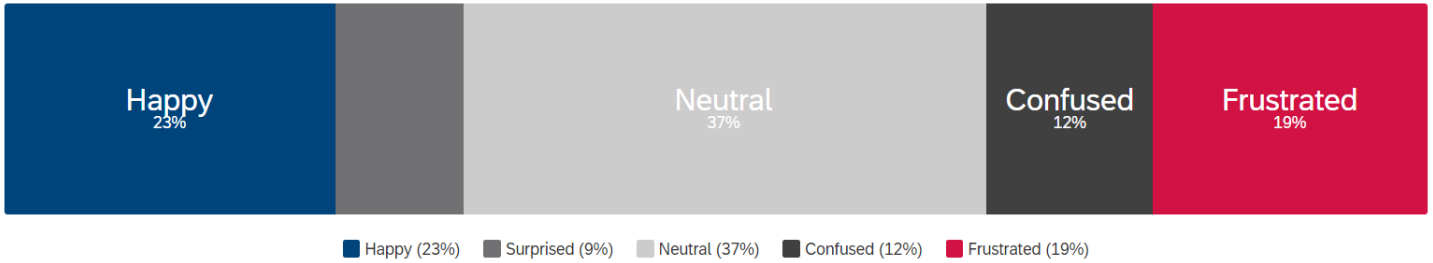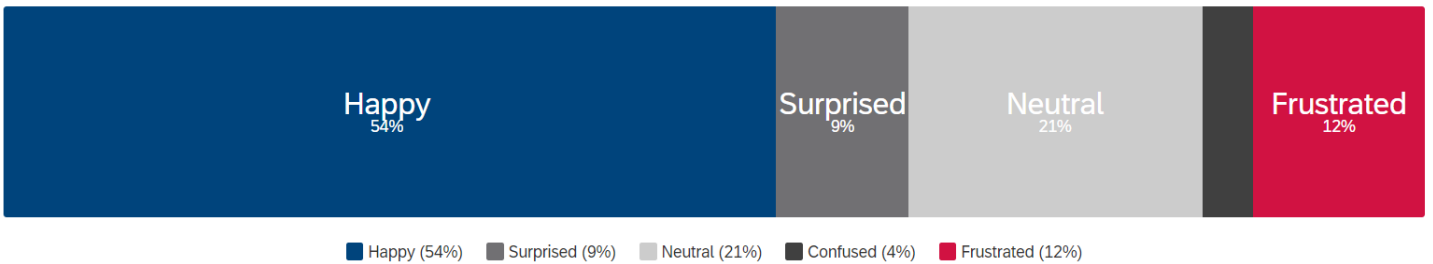Happy 26% | Neutral 32% | Confused 13% | Frustrated 22%

■ Happy (26%) ■ Surprised (8%) ■ Neutral (32%) ■ Confused (13%) ■ Frustrated (22%)

- *If hybrid was selected, Q4c: How do you feel about completing hybrid courses? (Select all that apply)*

| Happy 23% | | Neutral 37% | Confused 12% | Frustrated 19% |

Legend: ■ Happy (23%) ■ Surprised (9%) ■ Neutral (37%) ■ Confused (12%) ■ Frustrated (19%)

- *If face-to-face was selected, Q4d: How do you feel about completing face-to-face courses? (Select all that apply)*

| Happy 54% | Surprised 9% | Neutral 21% | | Frustrated 12% |

Legend: ■ Happy (54%) ■ Surprised (9%) ■ Neutral (21%) ■ Confused (4%) ■ Frustrated (12%)

- *Only asked of students that selected hybrid or face-to-face in the previous question:*
  - *Do you feel safe attending courses face-to-face?*
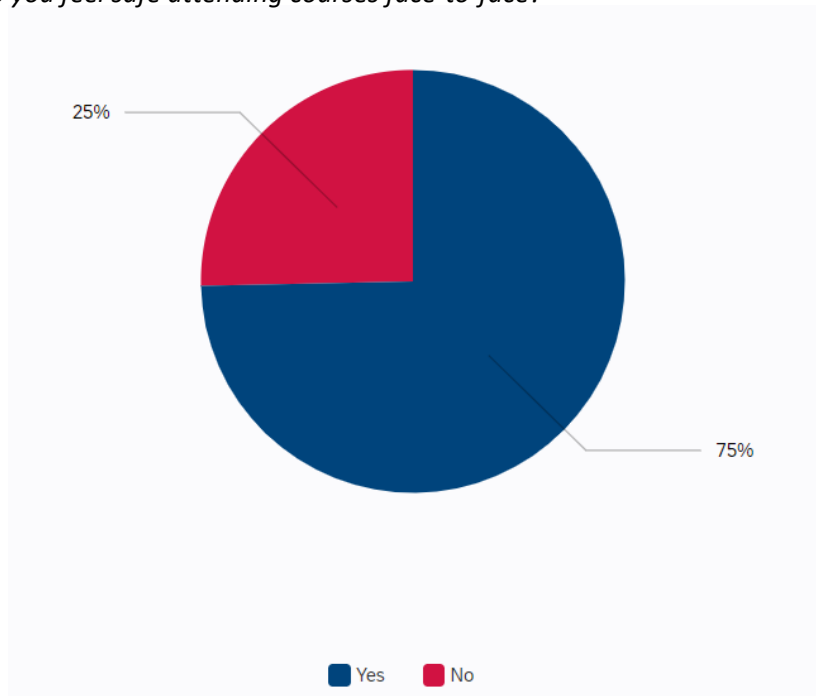
25%
75%

■ Yes ■ No

- *Please share why you do not feel safe attending courses face-to-face:*

*124 respondents shared their concerns. All statements were specific to concerns with **Covid-19**. Sub themes identified:*

Don't want to expose others*:*
"I have a new baby and do not want to expose him to anything that can make him sick."
"I am an older adult with a husband that has a pre existing condition and would feel uncomfortable meeting in a large group."
"I do not feel safe attending courses face to face because I have a 5 month daughter that has a oppressed immune system."
"I live at home with a 1 year old and my grandma who is 73 and has asthma"
"I live with my grandmother so the possibility of giving COVID to her is high risk."

Lack of trust in others to comply with protocols (wearing a mask, washing hands, etc.):
"Because I dont know if other students are doing what they are supposed to."
"I have no control over others complying with the mask requirement."
"I wear PPE's but that doesn't mean others take it seriously. There will always be people that believe in them and those that do not and those that do not feel they have to adhere to mandates."
"I would have to trust every single person in the class is being cautious and will not let their mask fall off their face and I do not trust that."

Do not want to get sick*:*
"I am scared that I may be vulnerable to COVID-19!"
"I'm immunocompromised and in more danger if I get Covid to have complications."
"I have a compromised immune system"

Concerns specific to campus*:*
"Only if the venue is outdoors due to ventilation concerns."
"Worried about air circulation."
"The class rooms are not set up with proper ventilation and would be too crowded."

Continued rise in cases*:*
"Because covid-19 case numbers are quickly going up in my county and elsewhere in the state."
"200,000 people have died of COVID-19 and we are seeing spikes in outbreaks at college campuses across the nation. It's just silly and not worth it."

- *Do you have the PPE needed to attend in person classes according to MSU Denver protocols?*
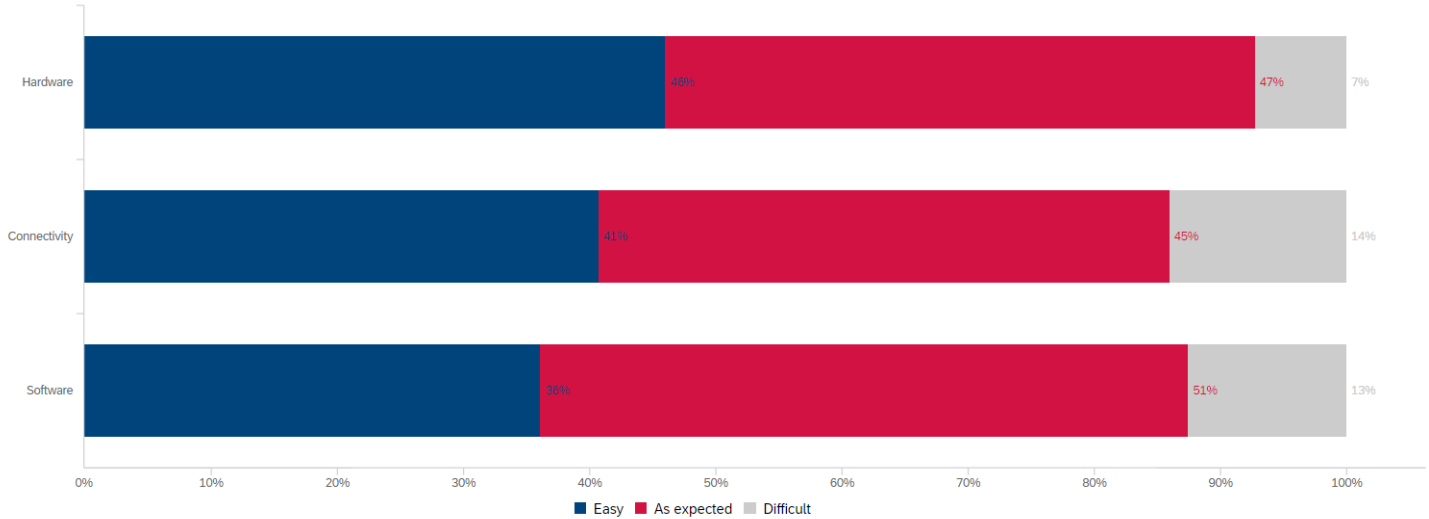
Yes
98%

■ Yes (98%) ■ No (2%)

SECTION C: TECHNOLOGY

Q5: Of the following, please select whether it has been easy, as expected, or difficult, using these to complete your coursework online.

Q5a: (If Easy was selected in Q5): To help us better understand what is working well, please let us know what services or practices have worked for you in using hardware, your connection, or software.

Hardware and Software through MSU Denver

"I am really glad that metro provides the Microsoft software for us to use. It has made things so much easier and I feel like if we didn't have it , we wouldn't have the proper organization.

"I appreciate the school giving me the proper technology and software necessary to complete my classes online."

"I download Microsoft from MSU email and instructors provide free links of books or cheaper ones."

"Offering Microsoft Suite to students for free has opened so many doors and takes a large amount of stress of of tuition costs. Also with today's technology it allows me to take my classes anywhere."

Access and Familiarity

"I already had access to high speed internet, good computer equipment, and software. I was already familiar with Canvas, Zoom, and Microsoft software."

"The main thing that makes these things easy for me is simply having access to a high speed internet connection at home. That's the factor (for me) that makes these tasks easy or not."

"We are able to afford what we need - hardware, software, etc., and also have access to a personal hotspot as well as our internet connection at home, so we have a backup if the internet goes down."

"I have my own laptop, headphones with a microphone, and stable WiFi."

Positive response to transition to Canvas

"I enjoy the canvas software better than blackboard, I enjoy the way it is laid out and the notifications, I think it's much more Effecient and practical than Blackboard. I love that there's an app, I have downloaded canvas on all of my devices and I love getting notifications for due dates, grades, etc.."

"Canvas is so much easier to use, I can find all my assignments, tests, quizzes, and discussions much easier then blackboard."

"I like how we switched over to Canvas from Blackboard! Canvas helps me keep myself on track with due dates and is a bit easier to navigate once you get the hang of it."

Tutorials and training

"Having the Peer Mentoring Office teach us how to use Teams, I feel like it's easy to use and I often help the instructors navigate."

"I like the training videos on how to use the platform Canvas."

"IT instructions for software downloads are really helpful and easy to follow"

Equipment

"Having two monitors sounds a bit much, but can really help with writing papers/looking at formulas/writing code."

"My dual screens are really helpful to create an appropriately sized workspace. Additionally, the ergonomic keyboard and la[top stand I invested in have been necessary for navigating soarnness. Blue light glasses were necessary as well."

Preparation

"I always tend to log into my meetings 5-10 minutes before the session starts to see or make sure everything is working well. Which until now everything has been working fine."

"What has helped me is logging in to Canvas with enough time before my assignments are due to familiarize myself with the modules and software, in case there is a challenge I can bring it up to my professors."

Availability of tech support and faculty support

'Our IT crew has been amazing in helping me to get my computer to work with college software. They deserve tons of praise. Instructors are accessible in synchronous classes.'

Negotiating time of internet use with multiple people

"Having my household use less online devices when I am using the internet for my classes."

Additional Tips:

- **Downloading desktop versions of software instead of using the browser**
- **Hard line connection via ethernet to internet**

Q5b: (If Difficult was selected in Q5): To help us better understand the challenges you are experiencing, please let us know the difficulties you are having with hardware, your connectivity, and/or software. (n=685)

Although respondents are reporting a decrease in difficulty regarding connectivity from 24% in the spring to 14% in the fall, it remains to be the most challenging aspect of online learning.

Connectivity (Unreliable/slow internet and in some cases, no internet at all)

"Eventhough I pay $60 a month through Xfinity Comcast for JUST internet, it is spotty and doesn't work very well ….I tried to call comcast to get their low income/student deal and after waiting 5 hours for them to call me back they said that because I could already afford their services that I was ineligible for the discounted rate, eventhough I have lost my income like so many due to the covid."

"I do not have an Internet connection at my place of residence, nor can I get one outside of what my cell phone provides"

"I contacted Comcast at the beginning of the pandemic, and they were able to help me upgrade speeds, but my neighborhood's signal is notoriously weak, and I experience constant interruptions during online lectures, office hour zooms, etc."

"Cellular connection and wifi speed of connection are both issues for my area, even with cell phone hot-spots, wifi extendors, and other items I have bought to try and obtain better internet connection."

"I have zero access to class because I don't have mobile service"

"I have the low speed package from xfinity and so my connection some days is awful and is so bad I can't actually be present for online lecture - I can go back and re-watch it, but it's just not the same as being involved with it live.

"I live in a ranch away from the city and it is very hard to get good internet up here"

"Connectivity: internet is very slow and makes completing assignments extremely difficult"

"My wifi is terrible, so my uploading times are hours on end and if I let my computer go to sleep I have to start all over again, and with a deadline that doesn't help"

Multiple Users

"Connectivity has been difficult when we have 7 people at the house on it at the same time."

"Internet speed very low in my house because my siblings also use the same internet which slows it down."

"With 5+ students doing school from home, it's really hard to have a good connection for synchronous classes."

"Internet connection is difficult since my family still works from home. All of us are on the same connection and our internet cuts out about 3 times a day."

"We have the Essentials WIFI from Comcast but it is not strong enough to support 4 people doing online school all at once. I get kicked off of calls and my wifi goes down frequently."

Issues with specific hardware (Yuja, McGraw Hill, MS Teams, Proctor U)

"I have been having difficulty with some specialized software. Yuja specifically. Each time I call MSU IT its like a 190 minute wait and I don't have time to wait for that."

"McGraw Hill has been really faulty but has had no IT on to help at the hours I'm on."

"I don't like ProctorU. I don't trust having a third party having access to my computer to the extent it does."

Outdated hardware

"I have a dinosaur for a computer and I need to get a new one but because of employment displacement I'm struggling to find the money to do so"

" I also have a computer that I have had for six years and it's starting to get older, so I don't have access to a lot of the things that teachers want me to do and, if I do, it's a slow process. The battery is also failing, so I can use my computer for two hours and it will die, and it still dies while plugged in."

"My computer is slow and it does not work properly with the required applications like Microsoft Teams and Canvas"

Inconsistent teaching styles

"not all faculty are at the same level with organizing and utilizing Canvas effectively, which compounds the regular course stress alongside the stress of the pandemic."

"Some courses have instructors who are less equip, or have chosen less effective routes to transition to online learning"

"My computer and internet is reliable at home, but every teacher I have is using a different platform for teachings and assignments so I find it difficult to stay organized and streamlined."
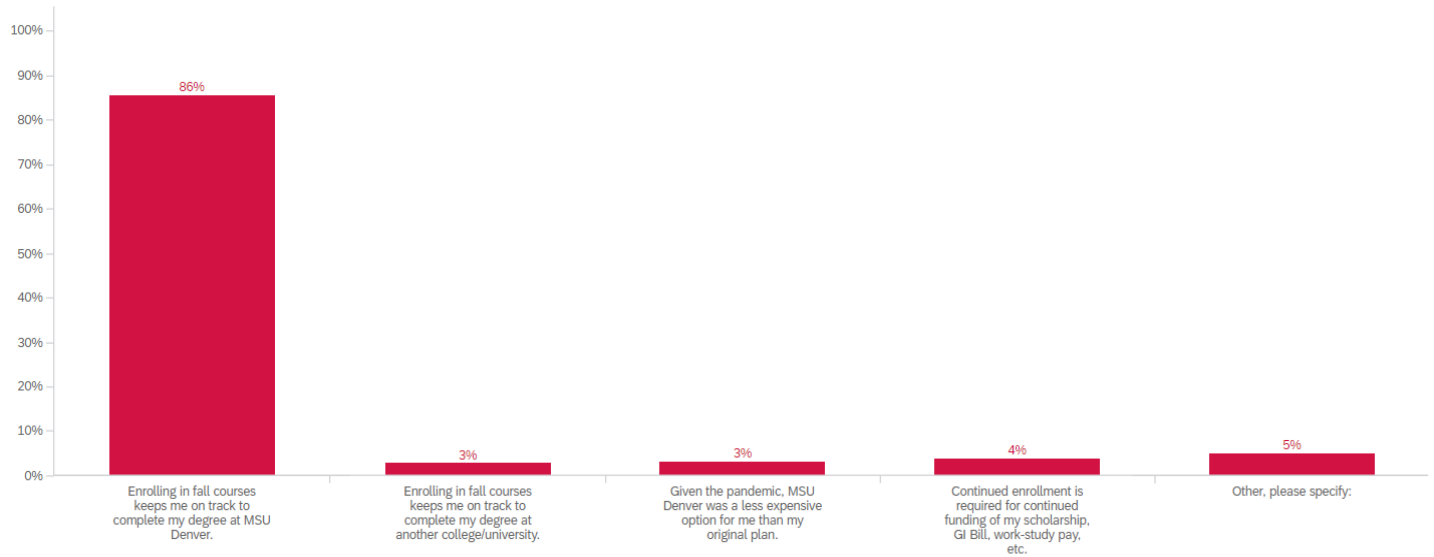
SECTION D: CURRENT ENROLLMENT

Q6: What was your primary motivation to enroll in courses at MSU Denver this semester (Fall 2020)?

"Other" reasons for enrolling with 6 or more responses (5%, n=158):

Non-Degree Seeking Student (Certification, Pre-Requisites, Continued Education):

"Continued learning for my job"
"Prerequisites for nursing school"
"Meritus Program"
"want to obtain water studies certificate"
"medical school prerequisites"
"To better myself"

Cost:

"this is the most affordable 4 year college in the country"
"This school is a great price out-of-state"
"It was the cheapest quickest option"
"low cost"
"seemed the most affordable"
"MSU was the cheapest option"

Job Loss:

"Lost my job in March so I took the opportunity to come back to finish a degree of somekind"
"School seemed like the only choice being unemployed"
"Was laid off and future of my carrer isn't looking bright"

"With being laid off because of the pandemic, it was something I could do to feel like I was working towards a better life."

Returning after stopping out:

"Took me 20 years to get to enrollment this past January. I felt if I didn't stay going, it might e another 20 years before I would make it back and I'm almost 40."
"I'm going back to school for the first time in 10 years"
"I'd been wanting to go to college for some time and MSU seemed the most affordable and accessible option for me as I'd already enrolled once before"

Career Change:

"I wanted to explore an area that could possibly lead into another career option. I am uncertain my future in my current job."
"Career change."
"Pandemic helped me evaluate my career goals and make the change to complete degree"

Online Option:

"The online options allow for additional flexibility in my schedule to make it work"
"I was supposed to attend CSU however they chose an inperson [model] that I was not comfortable with. I chose MSU because of the fully online curriculum"
"Classes shifting to remote enabled me to consider MSU Denver over community colleges."

Other reasons with 5 or less responses: *Athletics, Student-Parent schedule flexibility, Reputation of MSU Denver, Family pressure, To avoid a gap year, Fit, Diversity.*

To better understand enrollment patterns, the next set of questions (6a-6c) were asked of respondents (6%, n=199) that selected either:

   a. *Enrolling in fall courses keeps me on track to complete my degree at another university;*
   b. *Given the pandemic, MSU Denver was a less expensive option for me than my original plan.*

Q6a: Do you plan on staying at MSU Denver to continue your education?
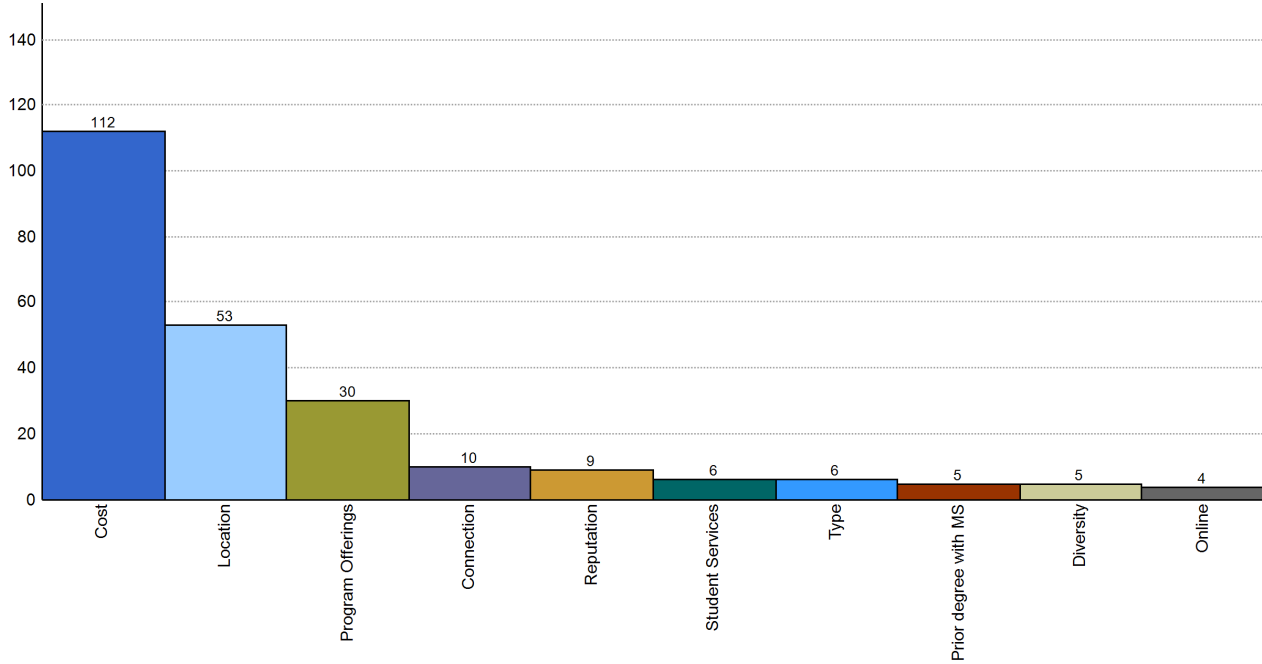
Yes 47%	Maybe 35%	No 18%

Q6b: Recognizing that you have a choice in where to enroll, why did you choose MSU Denver?

Cost was a huge factor in a students' decision to enroll at MSU Denver this semester referring to financial aid, free tuition for a year, scholarship specific to MSU Denver, and in general describing cost as "affordable," "cheap," and "cost-effective".

Location in this question was described by respondents as location, in general; proximity to home; and the city of Denver.

Students' referenced the aviation program, nursing, education, psychology, PE, etc. as specific *Program Offerings* that brought them to MSU Denver as well as mentioning the quality education and exceptional faculty found on our campus.

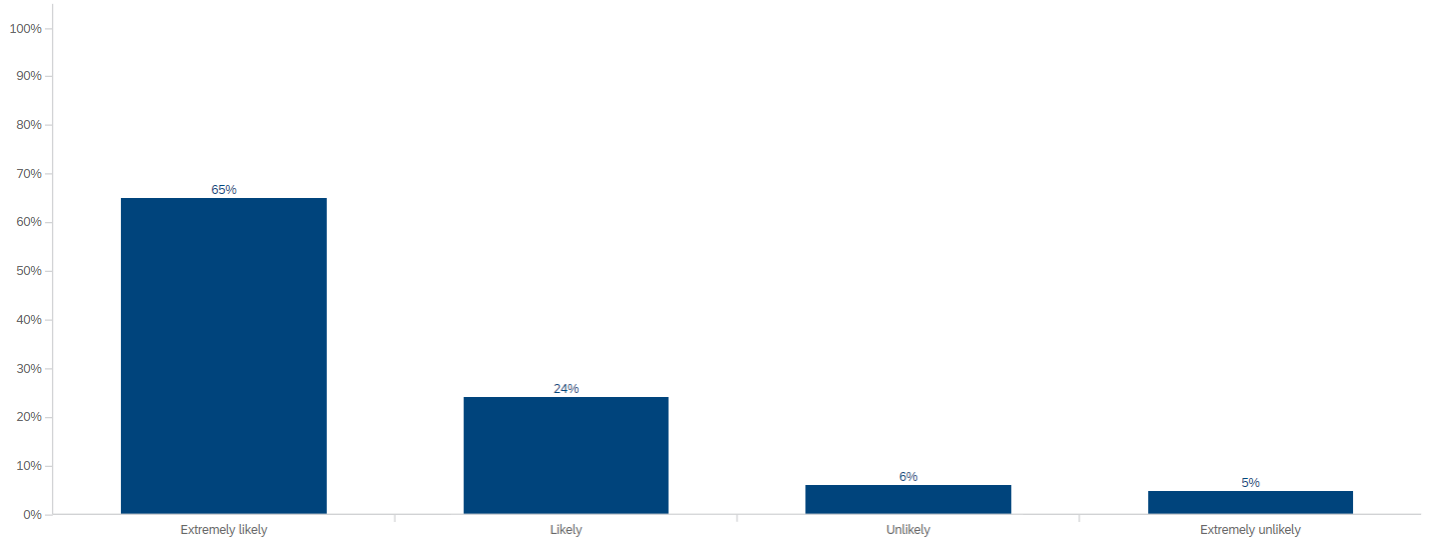*Q6c: Would you be interested in connecting with an advisor to discuss career counseling and/or Educational plans?*

SECTION E: FUTURE ENROLLMENT

Q7: How likely are you to register for classes at MSU Denver in the next semester (Spring 2021)?

If a respondent chose unlikely or extremely unlikely in the previous question, they were asked this follow-up question:

Q7a: Please select the statement below that best describes why you are unlikely to register for classes at MSU Denver in the upcoming semester or term.
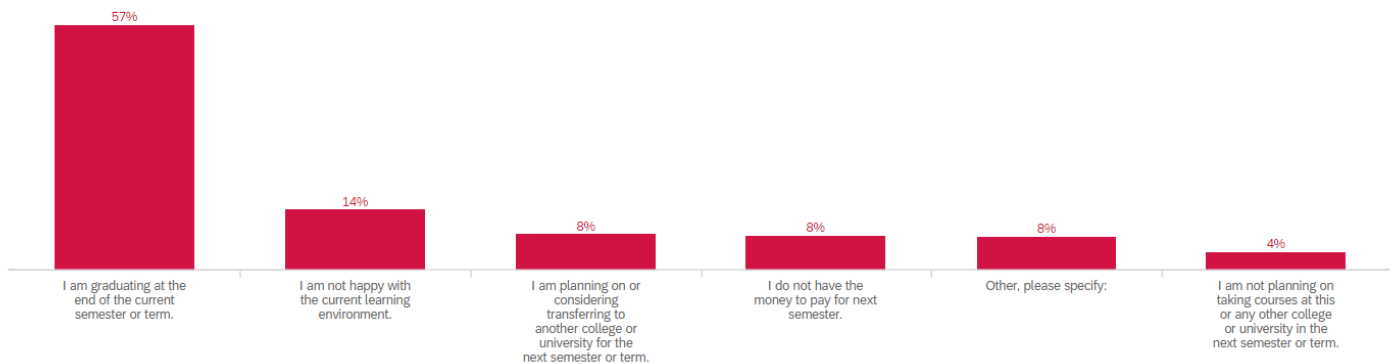
Other reasons collected for not enrolling in the upcoming semester or term (n=24):

- Unhappy with raise in tuition
- Question return on investment
- Student-parent responsibilities
  - Health-related factors
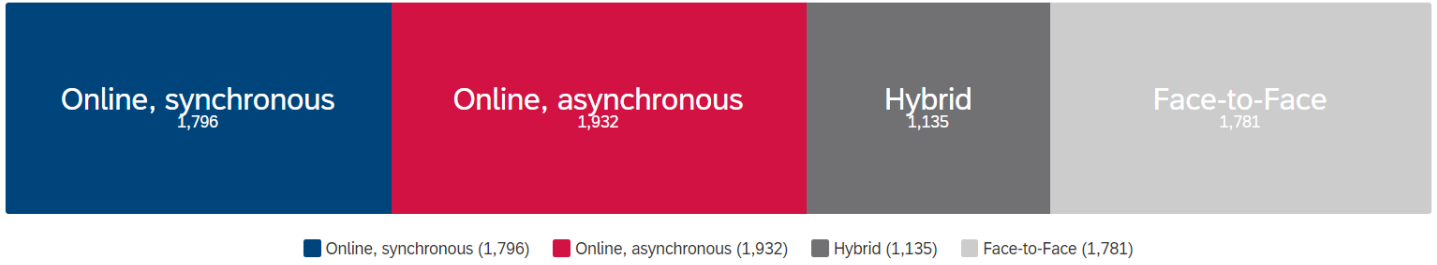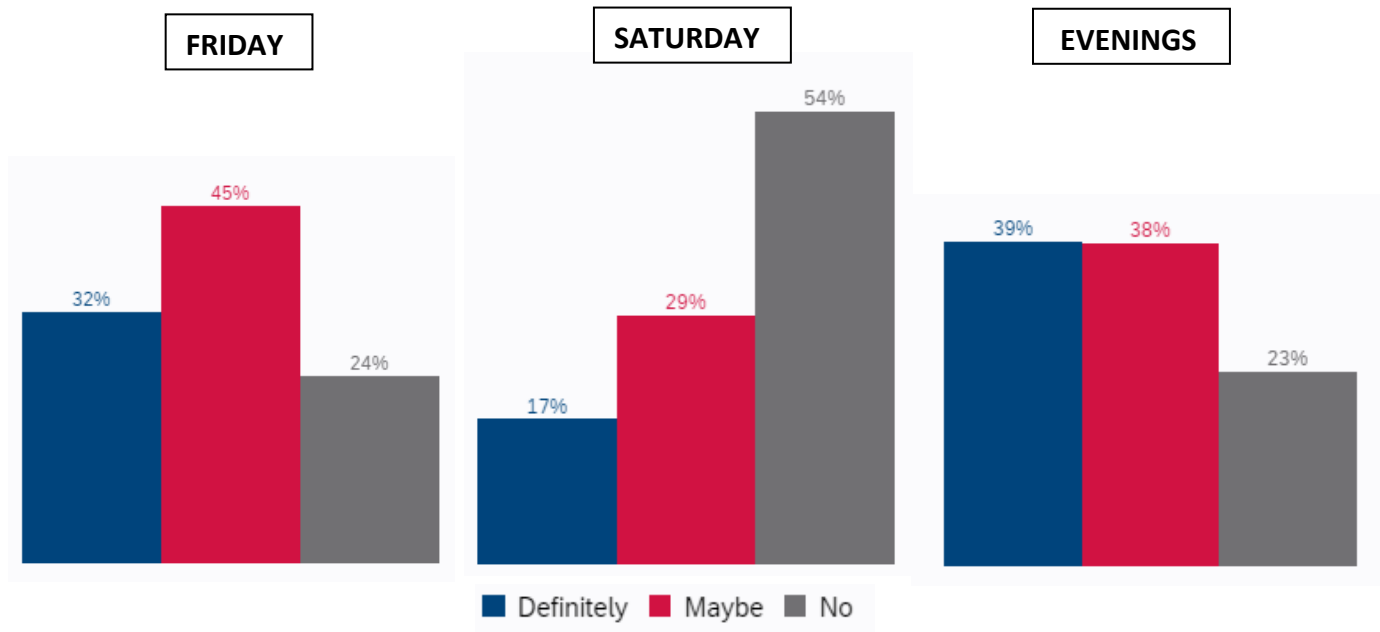- Needed courses not offered in the spring

Q8: Thinking about future course offerings, which of the following course instruction types would you enroll in? (Select all that apply)

Online, synchronous 1,796	Online, asynchronous 1,932	Hybrid 1,135	Face-to-Face 1,781

■ Online, synchronous (1,796)   ■ Online, asynchronous (1,932)   ■ Hybrid (1,135)   ■ Face-to-Face (1,781)

Q9: Would you be interested in taking courses on _____ if they were face-to-face/hybrid?

FRIDAY

	Definitely	Maybe	No
	32%	45%	24%

SATURDAY

	Definitely	Maybe	No
	17%	29%	54%

EVENINGS

	Definitely	Maybe	No
	39%	38%	23%

■ Definitely   ■ Maybe   ■ No

Q10: If given the choice of face-to-face courses, which of the following would you prefer?

Completely face to face	932
Hybrid	1228

19

Q11: Is there additional information that you would like to share that would better help us understand your student experience that you were not asked about above? (OPEN-ENDED)

1162 open-ended responses are currently being analyzed.