



The Impact of COVID-19 on the Student Experience

SERU Consortium Survey

The SERU COVID-19 Survey assesses 5 areas of the student experience for both undergraduates and graduate students impacted by the pandemic and campus closures: (1) the transition to remote instruction, (2) the financial impact of COVID-19 on students, (3) student health and wellbeing, (4) belonging and engagement, and (5) future plans.

The survey was designed to take less than ten minutes to complete and appropriate for both undergraduate and graduate/professional students. Over a dozen public research universities (the majority are AAU institutions) signed up to administer this survey in May-June 2020. The survey is administered at no additional cost for SERU member institutions. Each university will be provided with the institutional dataset and interactive Tableau dashboards that include the results benchmarked against other participating institutions.

If an institution outside of the SERU Consortium is interested in administering this survey and getting benchmark data for R1 universities, please contact Igor Chirikov, SERU Consortium Director (chirikov@berkeley.edu) or Daniel Jones-White, SERU North American Division Managing Director (djwhite@umn.edu). We would like to support as many other research universities as possible in their response to the COVID-19 pandemic. Individual items from the SERU COVID-19 Survey can be adapted/adopted by institutions with attribution.

SERU 2020 COVID-19 Survey

Start of Block: Introduction

META1 Browser Meta Info

- Browser (1)
- Version (2)
- Operating System (3)
- Screen Resolution (4)
- Flash Version (5)
- Java Support (6)
- User Agent (7)

CONSENT FORM

Insert Institution-specific consent language

If you agree to complete this survey, we would ask you to do the following things:

- Click the "Agree" button
 - Fill out the SERU survey, which will take approximately 10-15 minutes
 - Click the submit button at the end.
-

Statement of Consent (CONSENT)

By selecting "Agree," I am providing my consent to this survey research effort, as described above.

I understand and will participate.

- Agree (1)
- Disagree (2)

Skip To: End of Survey If CONSENT = Disagree

End of Block: Introduction

Start of Block: Academic Experience

1. Have you taken courses for academic credit at **UNIVERSITY NAME** during the COVID-19 pandemic? (CRSECREDIT)

Yes (1)

No (0)

Skip To: End of Block If CRSECREDIT = No

Educational Experience

2. How well were you able to adapt to the new online instruction implemented by **UNIVERSITY NAME** in response to the COVID-19 pandemic? (EADPTONLN)

Not at all well (1)

Slightly well (2)

Well (3)

Very well (4)

3. Which of the following academic factors, if any, were an *obstacle* to your successful transition to online learning during the COVID-19 pandemic? (Check all that apply)

Course content that was not appropriate for online learning (EEOBCNTNAP)

Lack of clear expectations for online learning from instructor(s) (EEOBCLREXP)

Lack of access to your instructor(s) (EEOBINSACC)

Lack of access to academic advising (EEOBADVACC)

Inability to learn effectively in an online format (EEOBLRNEFF)

Inability to access learning support services (EEOBSRVACS)

Lack of interaction/communication with other students (EEOBSTUINT)

Lack of motivation for online learning (EEOBNOMTVN)

Lack of access to technology necessary for online learning (e.g., computer hardware, software, access to reliable internet) (EEOBTCHACC)

Lack of familiarity with technical tools necessary for online learning (EEOBTCHFML)

Inability to attend classes at their scheduled online meeting time (EEOBCLSTIM)

- Lack of access to an appropriate study space or distracting home environment (EEOBSDYSPC)
- Instances of bullying or harassment in your online classes (EEOBHARASS)
- Other, please specify: (EEOBOTHER) _____
- None of the above (EEOBNONE)

Display This Question:

If Which of the following academic factors, if any, were an obstacle to your successful transition t... q://QID427/SelectedChoicesCount Is Greater Than or Equal to 2
And EEOB != None of the above

Carry Forward Selected Choices - Entered Text from "EEOB"

4. Which obstacle was *the most* challenging to your successful transition to online learning during the COVID-19 pandemic? (Select one) (EEOBMSTCLG)
- Course content that was not appropriate for online learning (1)
 - Lack of clear expectations for online learning from instructor(s) (2)
 - Lack of access to your instructor(s) (3)
 - Lack of access to academic advising (4)
 - Inability to learn effectively in an online format (5)
 - Inability to access learning support services (6)
 - Lack of interaction/communication with other students (7)
 - Lack of motivation for online learning (8)
 - Lack of access to technology necessary for online learning (e.g., computer hardware, software, access to reliable internet) (9)
 - Lack of familiarity with technical tools necessary for online learning (10)
 - Inability to attend classes at their scheduled online meeting time (11)
 - Lack of access to an appropriate study space or distracting home environment (12)
 - Instances of bullying or harassment in your online classes (13)
 - Other, please specify: (14)
 - None of the above (15)

5. Which of the following academic factors, if any, were *positive experiences* associated with your online learning during the COVID-19 pandemic? (Check all that apply)

- I enjoyed learning in an online format. (EEPVLRNONL)
- I had more time for academics. (EEPVMREIME)
- I was able to attend classes more regularly. (EEPVATDCLS)
- I was able to prepare more for classes. (EEPVCLSPRP)
- I was more productive completing homework or assignments. (EEPVMREPRD)
- I had better access to faculty members. (EEPVFCLACC)
- I felt more comfortable participating in class discussions. (EEPVCLSDIS)
- I felt more connected to faculty members. (EEPVCNCFCL)
- I felt more connected to academic support staff (e.g., academic advisors, academic library staff, tutors). (EEPVCNCSSV)
- I felt more connected to other students. (EEPVCNTSTD)
- I felt less stressed about my studies. (EEPVLSSSTR)
- Other, please specify: (EEPVOTHRPS) _____
- None of the above (EEPVNON)

6. How satisfied or dissatisfied are you with the following aspects of your online academic experience during the COVID-19 pandemic?

	Very dissatisfied (1)	Dissatisfied (2)	Satisfied (3)	Very satisfied (4)
Support you received from instructors to successfully learn online (EESDSUPPRT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of your courses that were moved online (EESDQUALTY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Did you take online courses prior to the COVID-19 pandemic? *(Check all that apply)*
- Yes, for academic credit at UNIVERSITY NAME (CRSEEACD)
 - Yes, for academic credit at another institution (CRSEEACDOT)
 - Yes, but not for academic credit (any other types of fully online classes) (CRSEEN OCD)
 - No, I did not take online courses prior to the COVID-19 pandemic (CRSEEN OOC)

End of Block: Academic Experience

Graduate Experience

REMOVE BLOCK FROM UNDERGRADUATE SURVEYS

8. Which of the following factors, if any, have been an *obstacle* to your progress towards your graduate/professional degree during the COVID-19 pandemic? (*Check all that apply*)
- Inability to schedule qualifying events (e.g., postponed qualifying exams, dissertation defense, licensure examinations) (GEOBQLFEVN)
 - Inability to conduct research (e.g., lab closure, limitation to research with human subjects, lack of access to library or physical spaces, etc.) (GEOBCNDRCH)
 - Inability to fulfill required clinical rotation, residency, or internship hours (GEOBFFLHRS)
 - Inadequate access to quality advising (GEOBQLYADV)
 - Inadequate access to faculty (GEOBACCFAC)
 - Lack of access to administrative services (e.g., delayed paperwork for qualifying events) (GEOBACCADM)
 - Increased teaching workload associated with transitioning to online teaching (GEOBTCHGLD)
 - Increased research workload (GEOBRSCHLD)
 - Increased hours worked or obtained another job (GEOBJOBHRS)
 - Inability to attend professional conferences (GEOBCNFPRT)
 - Lack of access to an appropriate study space or distracting home environment (GEOBSTDSPC)
 - Need to provide additional care for yourself or a family member (GEOBFMLCRE)
 - Other, please specify: (GEOBOTHRPS) _____
 - None of the above (GEOBNONE)

9. GES How satisfied or dissatisfied are you with your advisor's or faculty mentor's support in each of the following areas during the COVID-19 pandemic?

	Very dissatisfied (1)	Dissatisfied (2)	Satisfied (3)	Very satisfied (4)	Not applicable (5)
Conducting your research during the campus closure (GESDRCHSPT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeking funding to financially support your continued education (GESDFNDSPT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparing for your career or the job market (GESJOBPRP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Graduate Students - Delete for Undergrad Surveys

Start of Block: Institutional Response

Institutional Response

10. How satisfied or dissatisfied are you with UNIVERSITY NAME's overall response to the COVID-19 pandemic? (IRSDOVRRSP)

- Very dissatisfied (1)
- Dissatisfied (2)
- Satisfied (3)
- Very satisfied (4)

End of Block: Institutional Response

Start of Block: Financial Concerns

Financial Concerns

11. Which of the following *financial hardships*, if any, have you experienced during the COVID-19 pandemic? (*Check all that apply*)

- Unexpected increases in spending for technology (e.g., hardware or software) (FCHSTECCST)
- Loss of wages from on-campus employment (FCHSWGEONC)
- Loss of wages from off-campus employment (including internship wages) (FCHSWGEOFF)
- Loss or reduction of a scholarship (FCHSSCHSHP)
- Loss or reduction of grant aid (federal or state) (FCHSGRNTAD)
- Loss or reduction of student loan aid (FCHSLOANAD)
- Loss or reduction of insurance coverage (FCHSINSRNCE)
- Loss or cancellation of an *expected* job or internship offer (FCHSEXPJOB)
- Unexpected increases in living expenses (e.g., moving expenses, inability to cancel a housing contract or lease on- or off-campus) (FCHSLVGEXP)
- Loss or reduction of income of other family members (FCHSFMYINC)
- Other, please specify: (FCHSOTHRPS) _____
- None of the above (FCHSNONE)

12. FCABLTYPAY How concerned are you about your ability to pay for your education *in fall 2020* at UNIVERSITY NAME?

- Not at all concerned (1)
- Slightly concerned (2)
- Concerned (4)
- Very concerned (3)
- Extremely concerned (5)
- Not applicable (99)

End of Block: Financial Concerns

Start of Block: Student Health & Wellbeing

Health and Wellbeing

13. Over the last two weeks, how often have you been bothered by any of the following problems?

	Not at all (1)	Several days (2)	More than half the days (3)	Nearly every day (4)
Little interest or pleasure in doing things (HWMHLLTINT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling down, depressed, or hopeless (HWMHFELDWN)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling nervous, anxious, or on edge (HWMHANNERV)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not being able to stop worrying (HWMHANWORRY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. HWF For the following statements, please indicate whether the statement was *never true*, *sometimes true*, or *often true* for you during the COVID-19 pandemic:

	Never true (1)	Sometimes true (2)	Often true (3)
I was worried whether my food would run out before I got money to buy more. (HWFDWORRY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The food that I bought just didn't last, and I didn't have money to get more. (HWFDLAST)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I worried I would not have enough money to cover the cost of my housing. (HWHSWORRY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was unable to pay all of the cost of my housing on time. (HWHSCOST)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. For the following statements, please indicate whether the statement was *never true*, *sometimes true*, or *often true* for you during the COVID-19 pandemic:

	Never true (1)	Sometimes true (2)	Often true (3)
I had a place to live that was free from physical/emotional violence or abuse. (HWLVABSEFR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had a place to live that was free from drug and/or alcohol abuse. (HWLVIDRSPT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had a place to live where my identity was respected (e.g., gender identity, sexual orientation, race/ethnicity). (HWLVIDRSPT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had a place to live where I felt safe and protected. (HWLVFLTSFE)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Student Health & Wellbeing

Start of Block: Belonging & Engagement

Belonging & Engagement

16. To what extent do you agree or disagree with the following statements?

	Strongly disagree (1)	Disagree (2)	Somewhat disagree (3)	Somewhat agree (4)	Agree (5)	Strongly agree (6)
I feel valued as an individual at UNIVERSITY NAME (BESDVALUED)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that I belong at UNIVERSITY NAME (BESDBELONG)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that UNIVERSITY NAME supported me during the COVID-19 pandemic (BESDSPRTD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. In which of the following ways, if any, have you supported your community during the COVID-19 pandemic? (Check all that apply)

- Checked in with friends and/or family (BECSFMLFRN)
- Volunteered with community groups (BECSCMMGRP)
- Volunteered in a medical facility or hospital setting (BECSMDCDLT)
- Helped others obtain food or other necessities (BECSHLPFOD)
- Made a donation (e.g., money, supplies, blood) (BECSDONATE)
- Engaged in academic research on COVID-19 (BECSACDRCH)
- Other, please specify: (BECSTHRPS) _____
- None of the above (BECSNONE)

End of Block: Belonging & Engagement

Start of Block: Future Plans

Future Plans

18. Do you plan to continue your education at **UNIVERSITY NAME** in fall 2020?
(FPREENROLL)

- Yes (1)
- No, because I'm graduating before fall 2020 (2)
- No, for other reasons (3)
- I don't know (4)

Display This Question:

If FPREENROLL = No, for other reasons
Or FPREENROLL = I don't know

19. What factors are contributing to your decision not to continue at **UNIVERSITY NAME** in fall 2020? (Check all that apply)

- Financial constraints (FPENFNCCNS)
- Continuing education at a different institution (FPENDFINST)
- Working to support your family or yourself (FPENSPR)
- Family caregiving responsibilities (FPENNIFAM)
- Physical health issues (FPENNPHYS)
- Mental health issues (FPENNMENT)
- Your experience at **UNIVERSITY NAME** during the COVID-19 pandemic (FPENNEXP)
- Concerns that all **UNIVERSITY NAME** classes will continue to be held online (FPENNONL)
- Immigration issues (FPENNIMMI)
- Travel restrictions (FPENNTRAV)
- Concerns about contracting COVID-19 on campus (FPENNSAFE)
- Other, please specify: (FPENNOTHER) _____

Display This Question:
If FPREENROLL = No, for other reasons
Or FPREENROLL = I don't know

20. Do you plan to return to **UNIVERSITY NAME** to continue your education *after fall 2020*? (FPENNLATER)

- Yes (1)
- No (0)
- I don't know (2)

Display This Question:
If FPREENROLL = Yes
Or FPREENROLL = No, for other reasons
Or FPREENROLL = I don't know

21. Do you expect the COVID-19 pandemic to delay the semester or term you *intended to graduate*? (FPENYDELAY)

- Yes (1)
- No (0)
- I don't know (2)

Display This Question:

If FPRENROLL = No, because I'm graduating before fall 2020

22. Which of the following *best represents* your postgraduation plans? (Check only one)
(FPNPGPLN)

- I accepted or recently began a position full-time (1)
- I accepted or recently began a position part-time (2)
- I am negotiating an offer of employment with one or more specific organizations (3)
- I accepted or recently began an internship, postdoc, residency, or other training position (4)
- I am seeking a position but currently have no offer of employment (5)
- I am returning to or continuing in my pregraduation employment (6)
- I plan to enroll in a full-time graduate/professional degree program (e.g., PhD, MD, DDS, JD, MBA) (7)
- I plan to take additional coursework (e.g., to prepare for a graduate/professional program, pursue a new degree or certificate) (8)
- I do not currently have plans to work or study (9)
- Other, please specify: (10) _____

End of Block: Future Plans

Start of Block: Demographics

Demographics

23. Please indicate which of the following was true about your experience during the COVID-19 pandemic: *(Check all that apply)*

[Remove from graduate surveys]

- Had paid employment (including internships) at UNIVERSITY NAME (DMUEXPAIDON)
- Had paid employment (including internships) outside of UNIVERSITY NAME (DMUEXPAIDOFF)
- Assisted faculty in research (DMUEXFACRES)
- Assisted faculty in teaching (DMUEXFACTCH)
- Received COVID-19 emergency grants/funding (DMUEXEMRGRNT)
- None of the above (DMUEXNONE)

24. Please indicate which of the following was true about your experience during the COVID-19 pandemic: *(Check all that apply)*

[Remove from undergraduate surveys]

- Worked on my thesis/dissertation (DMGEXWDISS)
- Defended my thesis/dissertation (DMGEXDEDISS)
- Had an internship (DMGEXINTERN)
- Had a residency (DMGEXRESID)
- Worked in a research lab, as a university researcher, or as a research assistant (DMGEXLAB)
- Taught classes at the university or was a teaching assistant (DMGEXTAUGHT)
- Had other paid employment at UNIVERSITY NAME (DMGEXPAIDON)
- Had paid employment outside of UNIVERSITY NAME (DMGEXPAIDOFF)
- None of the above (DMGEXNONE)

25. Where did you live before the COVID-19 pandemic? (DMLVNLCN)

- Campus residence hall or campus-owned apartment/house (1)
- Sorority/fraternity or co-op student housing (2)
- Off-campus apartment or house (3)
- No stable residence/Homeless (4)
- Other, please specify: (5) _____

26. Did you relocate during the COVID-19 pandemic? (DMNDRLCT)

- Yes, to a location within the same state (1)
- Yes, to a different state (2)
- Yes, to a different country (3)
- No (0)
- Other, please specify: (4) _____

27. What is your current gender identity? (DMGNDRID)

- Man (1)
- Woman (2)
- Nonbinary (3)
- Prefer to self-describe: (4) _____
- Prefer not to answer (5)

28. Do you consider yourself to be transgender? (DMTRNSID)

- Yes (1)
- No (0)
- Prefer not to answer (2) -----

29. Do you consider yourself to be: (DMSXLOTN)

- Heterosexual or straight (1)
- Gay or lesbian (2)
- Bisexual (3)
- Queer (4)
- Questioning (5)
- Asexual (6)
- Pansexual (7)
- Prefer to self-describe: (8) _____
- Prefer not to answer (9)

30. Do you have any conditions or disabilities that significantly affect your experience as a student at **UNIVERSITY NAME**, including how you learn or perform academically, interact with others, or access campus?

- Physical disability or condition (e.g., mobility limitation, sensory condition) (DEMDISPHY)
- Learning disability or condition (e.g., dyslexia, speech disorder) (DEMDISLD)
- Neurodevelopmental/cognitive disability or condition (e.g., autism, attention-deficit/hyperactivity disorder, brain injury) (DEMDISCOG)
- Emotional or mental health concern or condition (e.g., depression, anxiety, post-traumatic stress disorder) (DEMDISMH)
- Other disability or condition. Please specify: (DEMDISOTHER) _____
- Prefer not to say (DEMDISNOANS)
- None of the above (DEMDISNONE)

31. What is the highest educational attainment among your parents/guardians? (DMPRNEDC)

- Less than high/secondary school graduate (1)
- High/secondary school graduate (2)
- Some college (3)
- Associate's degree (4)
- Bachelor's degree (5)
- Graduate or professional degree (e.g., MA, MS, MBA, MSW, MD, DDS, JD, DMin, PsyD, PhD, DSc, EdD) (6)
- Unknown (7)

32. Which of the following best describes your social class when you were growing up? (DMSCLCLS)

- Low-income or poor (1)
- Working-class (2)
- Middle-class (3)
- Upper-middle or professional-middle (4)
- Wealthy (5)

33. Were you responsible for caring for children during the COVID-19 pandemic? (DMCHLCRE)

- Yes (1)
- No (0)

34. Were you responsible for caring for other adults (age 18 and over) during the COVID-19 pandemic? (DMADLCRE)

- Yes (1)
- No (0)

End of Block: Demographics

Demographic Information from Institutional Seed and Supplemental Files

For Undergraduate Students

- College code, college name, major code, major name, cip code, 2nd college code, 2nd college name, 2nd major code, 2nd major name, student level (freshman-senior), matriculation status, sex, international student status, race/ethnicity, student level, year of 1st registration, term of 1st registration, total units, native units, resident, age, highschool gpa, high school rank, SAT scores, ACT scores, cumulative GPA, cumulative GPA at campus

For Graduate Students

- College code, college name, program code, cip code, student level (masters research, masters professional, doctoral research, doctoral professional), international student status, sex, race/ethnicity, year of 1st registration, term of 1st registration, total units, native units, age, GRE scores, cumulative GPA, cumulative GPA at campus

International Student Experience

35. What is your country of origin? (ISCTRY)

[Drop-down menu]

36. Which of the following factors, if any, have been a concern for you during the COVID-19 pandemic? (Check all that apply)

- Having adequate financial support (ISCONFS)
- Understanding U.S. medical insurance and obtaining health services (ISCONME)
- Maintaining good health while studying in the U.S. (ISCONHE)
- Securing a job in the U.S. after graduation (ISCONJOB)
- Managing immigration status and visa issues (ISCONIMMI)
- Instances of xenophobia, harassment, or discrimination (ISCONXE)
- Violence and personal security on and around the campus (ISCONVI)
- Other, please specify: _____ (ISCONOTHER)
- None of the above (ISCONNO)

37. Which of the following aspects of your *immigration status*, if any, have been stressful for you during the COVID-19 pandemic? (Check all that apply)

- Managing your student visa status (e.g., F1, J1) (ISIMMVISA)
- Managing the nonimmigrant visa status of your family (ISIMMNVISA)
- Travel restrictions between the U.S. and your home country (ISSIMMTR)
- Navigating the Curricular Practical Training (CPT) process (ISSIMCPT)
- Navigating the Optional Practical Training (OPT) process (ISSIMOPT)
- Impact on future employment-based visas (e.g., H1B) (ISSIMEMP)
- Other, please specify: (ISSIMOT) _____
- None of the above (ISSIMNO)

38. During the COVID-19 pandemic, have you experienced instances of intimidating, hostile, or offensive behavior based on your *national origin*? (ISHARASS)
- Yes (1)
 - No (0)

Display This Question:
If ISHARASS = Yes

39. In which ways, if any, have instances of intimidating, hostile, or offensive behavior based on your *national origin* impacted you during the COVID-19 pandemic?
- Interfered with your academic or professional performance (ISHARAP)
 - Decreased the likelihood that you will complete your current degree program (ISHARCOM)
 - Increased your concerns about your personal safety (ISHARSA)
 - Affected your mental health (ISHARMH)
 - Interfered with your relationship with your U.S. peers or friends (ISHARFR)
 - Other, please specify: (ISHAROT) _____
 - None of the above (ISHARNONE)

End of Block: International Student Module

Start of Block: Optional Concluding Questions – delete as needed

Concluding Questions (Optional)

Open-ended questions below are optional; the data won't be shared across institutions

Display This Question:

If Do you have any conditions or disabilities that significantly affect your experience as a student... = Physical disability or condition (e.g., mobility limitation, sensory condition)

Or Do you have any conditions or disabilities that significantly affect your experience as a student.. = Learning disability or condition (e.g., dyslexia, speech disorder)

Or Do you have any conditions or disabilities that significantly affect your experience as a student.. = Neurodevelopmental/cognitive disability or condition (e.g., autism, attention-deficit/hyperactivity disorder, brain injury)

Or Do you have any conditions or disabilities that significantly affect your experience as a student.. = Emotional or mental health concern or condition (e.g., depression, anxiety, post-traumatic stress disorder)

Or Do you have any conditions or disabilities that significantly affect your experience as a student.. = Other disability or condition. Please specify:

40. Is there anything you would like to tell us about how your disability/condition affects your experiences after your institution moved to online instruction? (QUALDIS)

41. What is the most helpful thing that **UNIVERSITY NAME** did to improve your experience during the COVID-19 pandemic? (QUALHELP)

42. What is the one thing that **UNIVERSITY NAME** could have reasonably done to improve your experience during the COVID-19 pandemic? (QUALONE)

43. What university services did you find most helpful in supporting you during the COVID-19 pandemic? (QUALSERV)

44. Is there anything else that you would like to share about your educational experiences during the COVID-19 pandemic? (QUALADD)

End of Block: Optional Concluding Questions – Delete as needed

Prewritten Wildcard Questions (Optional)

Some universities may want to include the question about the use of student services during a pandemic. Due to the specialized nature of student support services on our partner campuses, we determined a singular item that would work for everyone was not possible and did not include it in the Core. Please feel free to use this question and modify to be relevant for your university.

45. Which of the following student support services did you use during the COVID-19 pandemic? (Check all that apply)

- Counseling and mental health services (WCSSCOUN)
- Physical health services (e.g., e-appointments for medical care) (WCSSHEALTH)
- Student activities and events (e.g., student club/organization or group meetings, online trivia nights, online voting for student officers) (WCSSEVENT)
- Residence life communications and programming (WCSSRES)
- Academic writing services, peer mentoring, and tutoring (WCSSWRITE)
- Library resources and research assistance (WCSSLIB)
- Disability support services and advocacy (WCSSDISA)
- International student and scholar services (WCSSISSS)
- Off-campus and commuter student support (e.g., assistance with landlords, assistance finding housing) (WCSSOFFCA)
- Recreation and wellness (e.g., online fitness classes, intramural sports, outdoor resources) (WCSSRECR)
- Legal support services (e.g., assisting with tenant landlord legal obligations or other legal cases) (WCSSLEGAL)
- Food security, dining services, and nutritional resources (e.g., food pantry pick-up or delivery, dining services take-out orders) (WCSSFOOD)
- Relationship Violence/Sexual Assault services (e.g. services that address gender-based violence, harassment, stalking) (WCSSREVSA)
- Greek Life services (WCSSGREEK)
- Student services and support for students who are parents (WCSSPARENTS)
- Informational technological assistance (e.g., installing software remotely, assisting with password reset) (WCSSITS)
- Conflict resolution services (WCSSCONRES)
- Bias response referrals (e.g., reporting tools for discriminatory actions or hate speech) (WCSSBIAS)
- Student code of conduct, academic integrity, disciplinary, or scholastic dishonesty services (WCSSCODE)

To graduate students:

46. How satisfied or dissatisfied are you with the way **UNIVERSITY NAME** has balanced the university's research mission with the need to protect graduate students' health and safety during the COVID-19 pandemic? (WCSSSATRES)

- Very dissatisfied (1)
- Dissatisfied (2)
- Satisfied (3)
- Very satisfied (4)

47. Did you have a graduate assistantship at [insert institution name] during *spring 2020*? (Check all that apply)

- Yes, I had a graduate teaching assistantship or appointment (WCGRGTA)
- Yes, I had a graduate research assistantship or appointment (WCGRGRA)
- No, I had neither a graduate teaching nor research assistantship or appointment (WCGRNOGTRA)

Display This Question:

If Did you have a graduate assistantship at UNIVERSITY NAME during spring 2020? = Yes, I had a graduate teaching assistantship or appointment

48. How satisfied or dissatisfied are you with the involvement of the course professor(s) in transitioning the course to online delivery? (WCGRTESHIP)

- Very dissatisfied (1)
- Dissatisfied (2)
- Satisfied (3)
- Very satisfied (4)

Display This Question:

If Did you have a graduate assistantship at [insert institution name] during spring 2020? = Yes, I had a graduate research assistantship or appointment

49. How satisfied or dissatisfied are you with the accommodations to work remotely made by your research assistantship supervisor(s)? (WCGRACCRA)

- Very dissatisfied (1)
- Dissatisfied (2)
- Satisfied (3)
- Very satisfied (4)

End of Block: Prewritten Wildcard Questions – Delete as needed

Start of Block: PART IV Closing Comments

META2 Browser Meta Info

Browser (1)

Version (2)

Operating System (3)

Screen Resolution (4)

Flash Version (5)

Java Support (6)

User Agent (7)

End of Block: PART IV Closing Comments