



RAPID: Student and Instructor Perceptions, Attitudes, and Emotions Surrounding Online Spaces and Institutional Supports during a Pandemic

➤ **Research Design:** Mixed-Methods Longitudinal Study



- **Participants:** UA undergraduate students (170; 57%; 152*)
UA graduate students (52; 52%; 39*)
UA Faculty/Instructors (20; 20%; 20*)
AZ HSI students (14; 14%; 13*)
AZ HSI faculty/instructors (19; 95%; 17*)
Oversampling among Underrepresented/underserved populations
*N for data analyses



Award

#2033389

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PRELIMINARY DATA INFORMED INSIGHTS

CHALLENGES



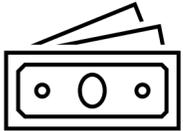
More than half of UA undergrad/grad and faculty experienced poor or inconsistent internet



Safety was the most mentioned concern going into Fall 2020. "My biggest concern is that people in or out of the campus will not adhere to the CDC guidelines and state orders of wearing a mask and staying 6 feet away to help prevent transmission of COVID-19."



Students felt hindered by our communication; confusing, conflicting, vague, lacked compassion, too much, not enough



More than half of UA students indicated they experienced financial hardship



Students expressed great concern for their mental health.



Students felt hindered when practices were not flexible. Some experienced high course workload, limited office hours, firm expectations regarding deadlines and final exams, and high test anxiety when Examiity was used.

TOP 10

UA Undergraduate Student Challenges

- Difficulty Focusing (90%)
- Feeling Overwhelmed (84%)
- Managing Time (82%)
- Not Seeing Loved Ones (81%)
- Anxiety (76%)
- Family Responsibilities (60%)
- Depression (58%)
- Poor/inconsistent internet (53%)
- Financial Hardship (53%)
- Poor health of loved ones (47%)

"I am frequently overwhelmed by stress, anxiety, and fear of failure"

My biggest concern is that "I won't be able to get my mental health back in check. I have not felt like myself since February."



Students are yearning for a sense of connection with their peers and faculty. They still want aspects of the college experience, but want to experience it safely, including career development experiences.

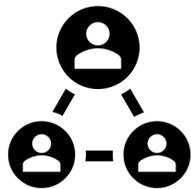
PRELIMINARY DATA INFORMED INSIGHTS

NEEDS



SAFETY: Under what conditions would you feel safe returning to campus for in-person courses?

- Masks & physical distancing required & enforced
- Reduce class size; consider alternative schedules
- Hand sanitizing stations throughout campus
- Heightened and frequent cleaning protocols
- Not until a vaccine is available



“We want to make the most out of our experience.”
Students expressed continued interest and need for safe student life activities and career readiness opportunities, such as internships and employment



FINANCIAL SUPPORT:

Maintain on-campus jobs, Campus Pantry, Student Emergency Fund, refunds, loaner laptops, ebooks, reduce fees (e.g., iCourse), offer free mental health services and tutoring



TEACHING & LEARNING:

Fully utilize D2L, offer more online office hours, Zoom proficiency, provide flexible due dates and options for different learners, account for time zone differences, P/F grading option, flexibility regarding absences due to illness



Students need to hear from us, but the communication needs to be timely, concise, helpful, and resource specific. We also need to re-circulate communication about resources (e.g., wifi, loaner laptops, resources at no additional cost)