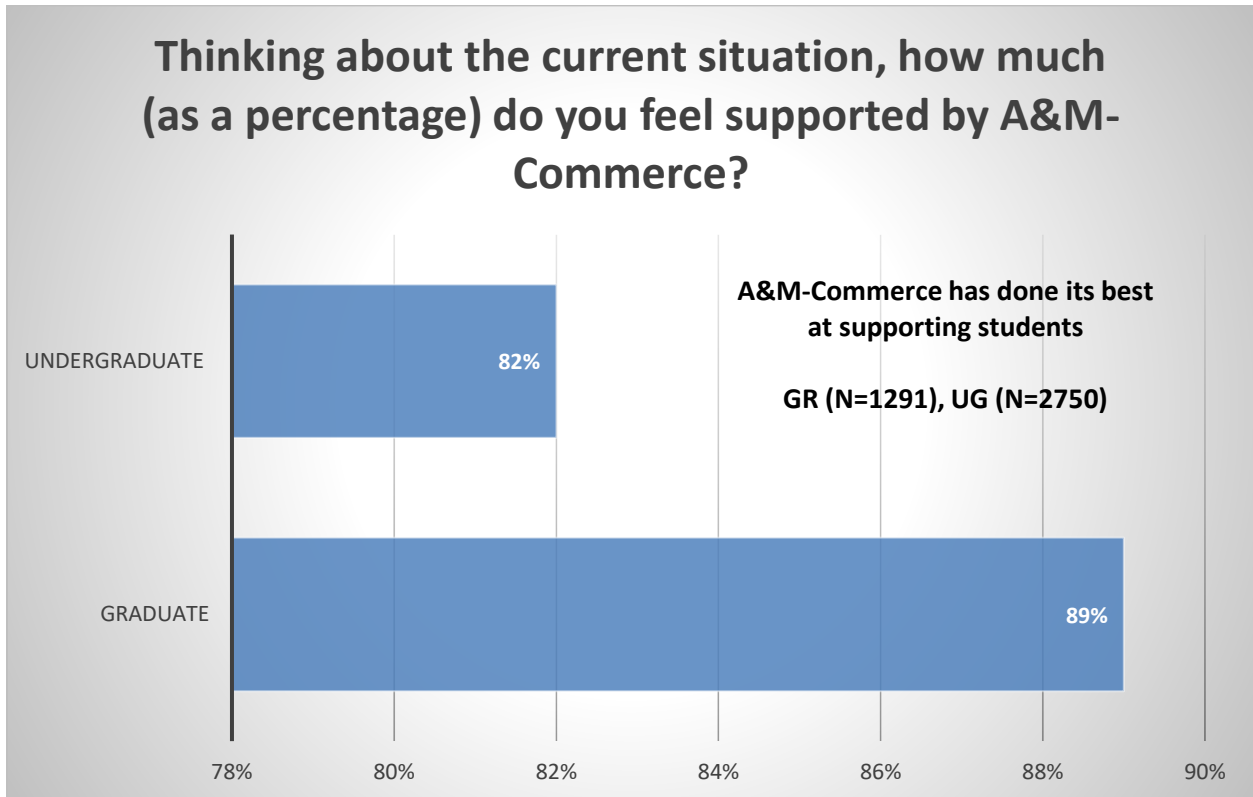


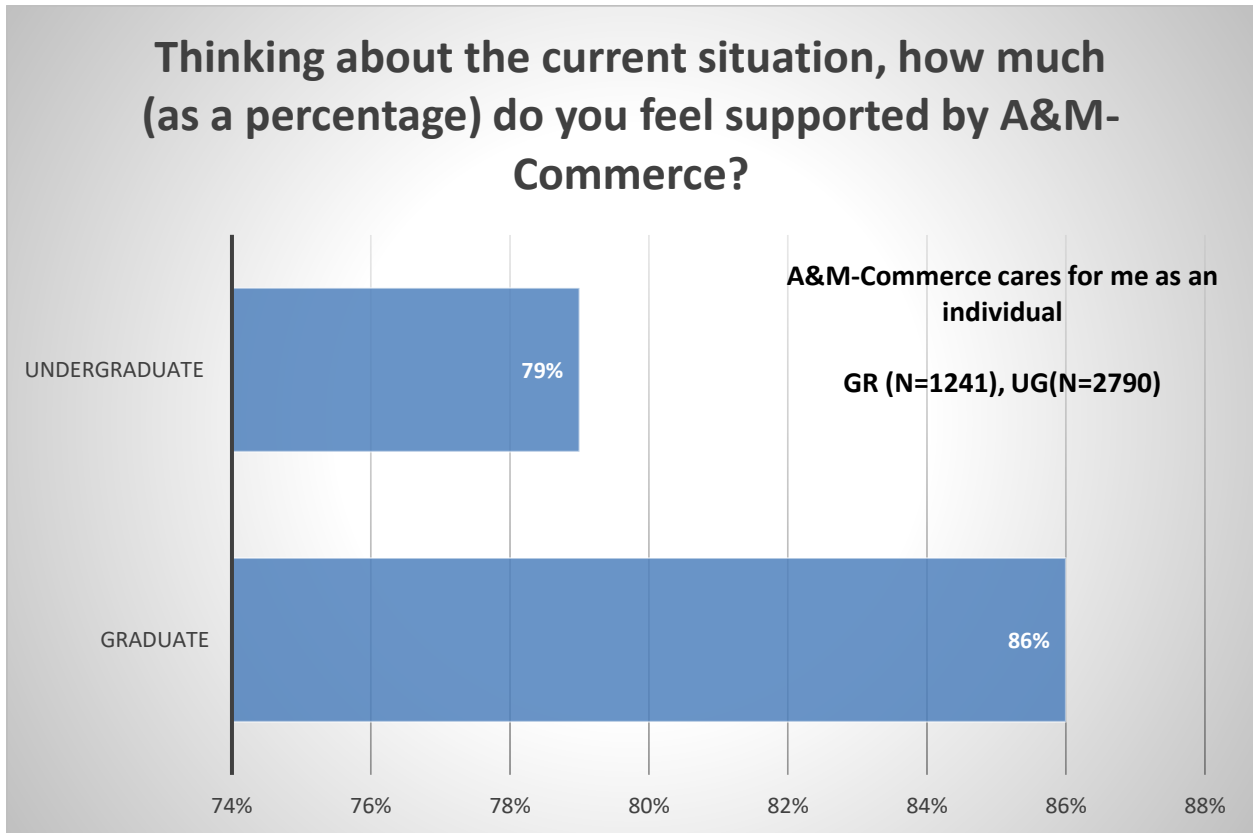
## A&M-Commerce Check-in Survey Amid COVID-19 Executive Summary

The survey was sent to 11,219 currently enrolled A&M-Commerce students on March 20<sup>th</sup> and closed on March 27<sup>th</sup> (only 1 invite & 1 reminder). The questions asked students how they were doing adapting to the changes in working, studying, living environment; their well-being, technical issues/needs if any. A total of 4,377 responses were collected within a week yielding a response rate at 39%. The number of respondents holds the highest record in A&M-Commerce survey history!



The average feeling about being supported by A&M-Commerce from 1,291 graduate students was 89% using a 0-100 percent scale; 2,750 Undergraduate students' felt averagely 82 % supported by the university.

## A&M-Commerce Check-in Survey Amid COVID-19 Executive Summary



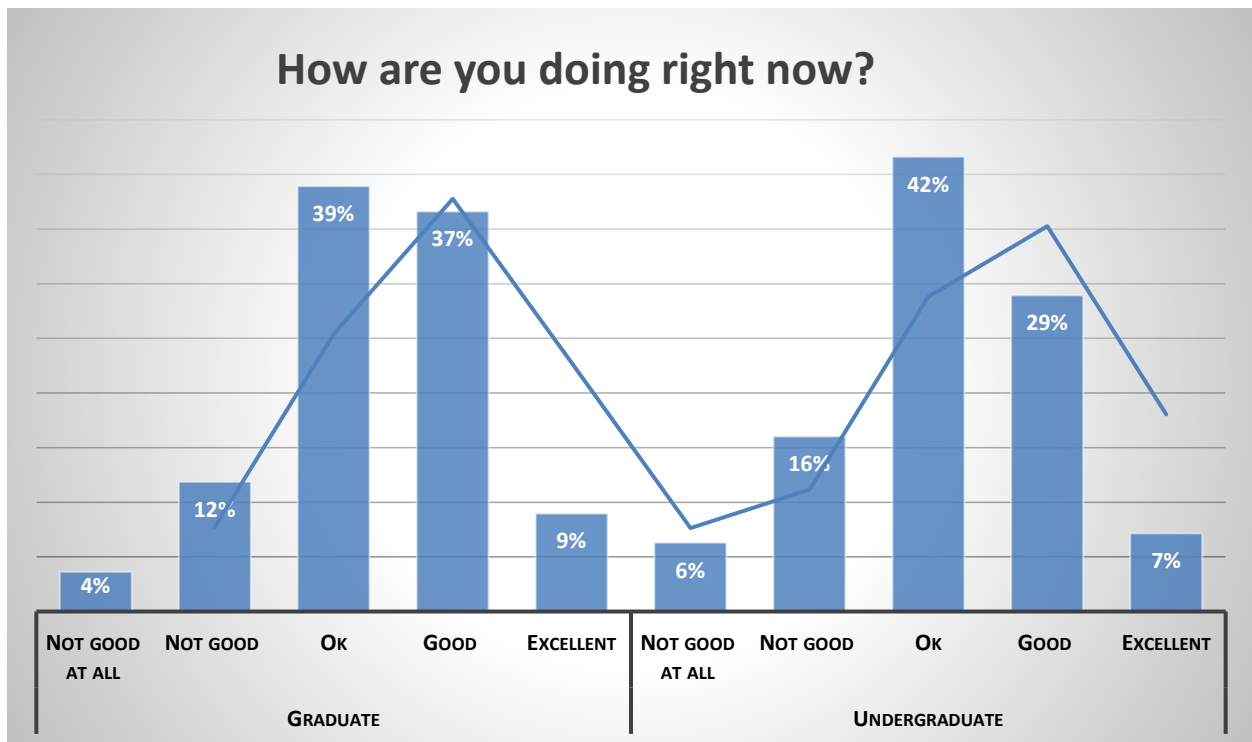
The average feeling about being cared as an individual by A&M-Commerce from 1,241 graduate students was 86%; 2,790 Undergraduate students' felt averagely 79% being cared as an individual by the university.

## A&M-Commerce Check-in Survey Amid COVID-19 Executive Summary

How are you doing right now?			
Level	Measure	Headcount	Percent
Graduate	Not good at all	49	4%
	Not good	160	12%
	Ok	525	39%
	Good	494	37%
	Excellent	121	9%
	Total	1349	100%
Undergraduate	Not good at all	185	6%
	Not good	470	16%
	Ok	1221	42%
	Good	849	29%
	Excellent	210	7%
	Total	2935	100%

\* An accumulated percent from ok to excellent is 85%

\* An accumulated percent from ok to excellent is 78%



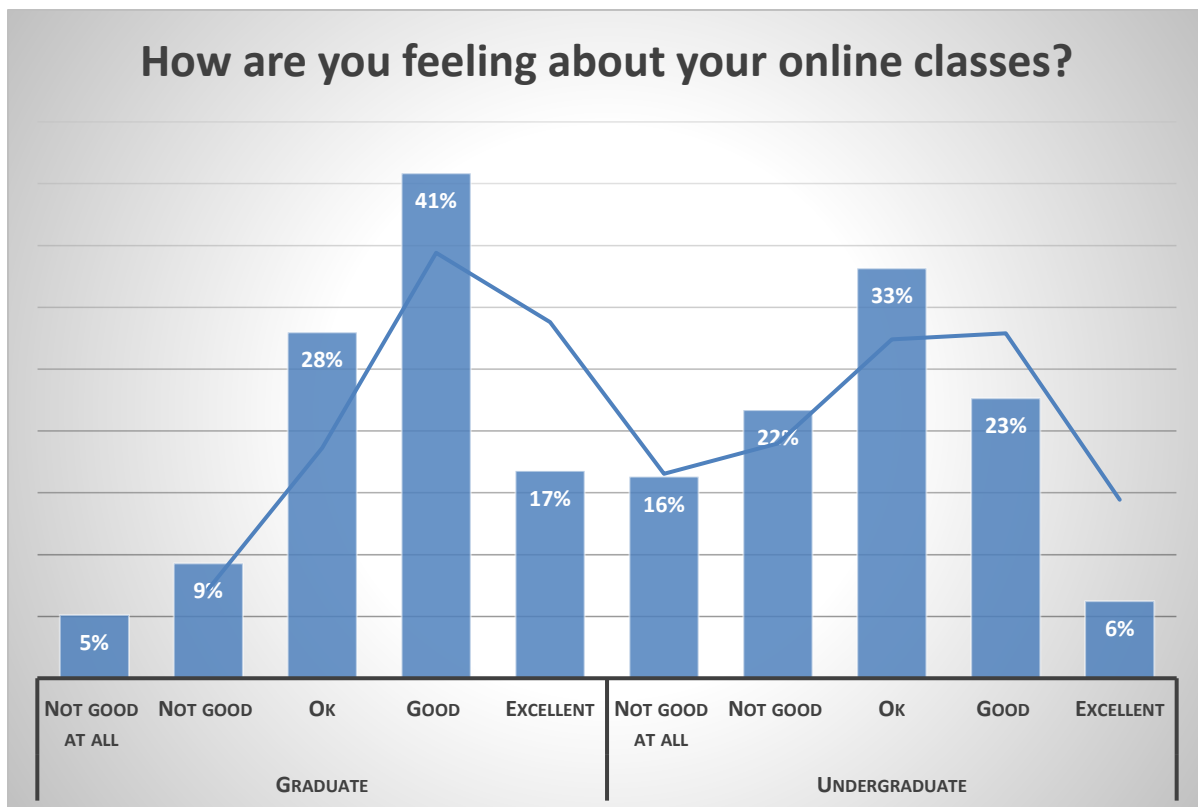
A quick check-in question asking students how they are doing showed that majority of the students were doing ok and or above (85% from graduate students, 78% from undergraduate students).

## A&M-Commerce Check-in Survey Amid COVID-19 Executive Summary

How are you feeling about your online classes?			
Level	Measure	Headcount	Percent
Graduate	Not good at all	69	5%
	Not good	125	9%
	Ok	377	28%
	Good	550	41%
	Excellent	226	17%
	Total	1347	100%
Undergraduate	Not good at all	478	16%
	Not good	636	22%
	Ok	972	33%
	Good	664	23%
	Excellent	183	6%
	Total	2933	100%

\* An accumulated percent from ok to excellent is 86%

\* An accumulated percent from ok to excellent is 62%

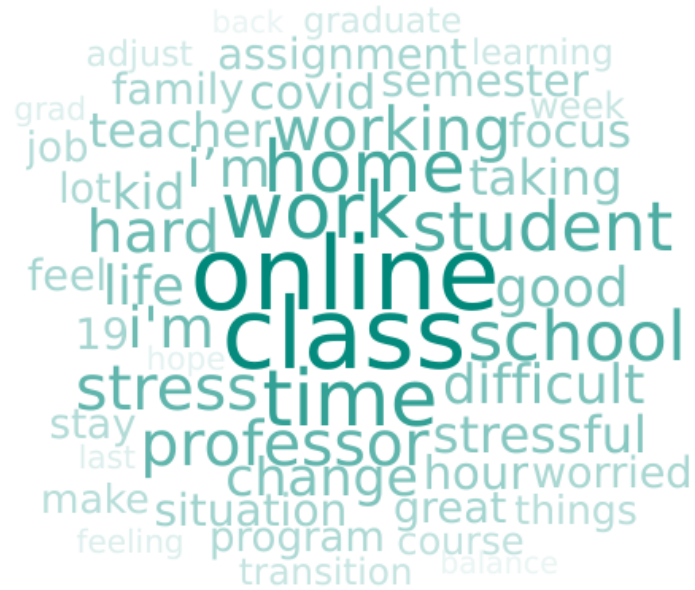


Undergraduate students showed to be encountering challenges in online courses (38%) opposed to graduate students (14%).

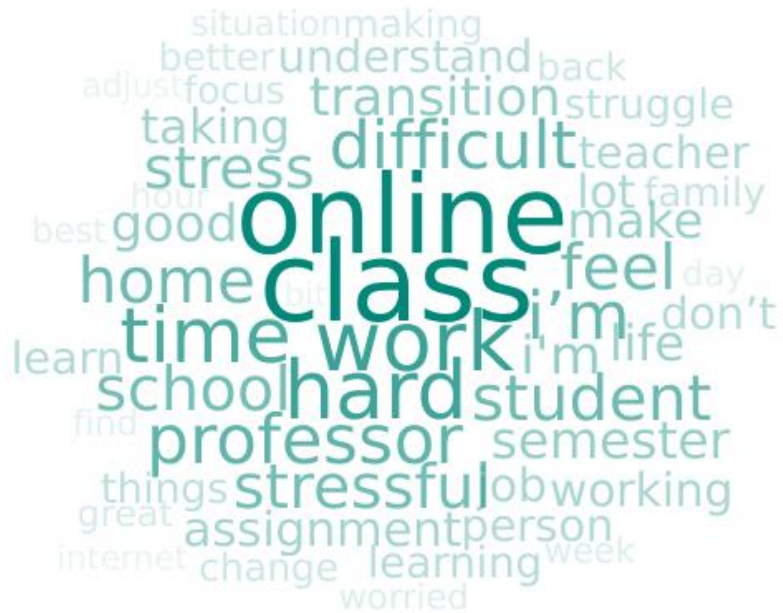
# A&M-Commerce Check-in Survey Amid COVID-19 Executive Summary

Any Comments about your life in general and/or experience of online classes?

**Graduate students:**



**Undergraduate students:**



## A&M-Commerce Check-in Survey Amid COVID-19 Executive Summary

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
<b>Adequate food (at least 3 meals per day)</b>	94%	1260	3%	40	3%	35	1335
<b>Safe place to live (Temporarily)</b>	98%	1291	1%	14	1%	16	1321
<b>Safe place to live (longer term)</b>	93%	1242	2%	33	4%	57	1332
<b>Clothing appropriate to your current weather conditions</b>	99%	1322	1%	8	0%	6	1336
<b>Medical care, if needed</b>	89%	1185	5%	61	7%	88	1334
<b>Health insurance</b>	90%	1202	7%	95	3%	37	1334
<b>Mental health support and care system (friends, family, social media connections, university counseling service, anyone to talk to or rely on when needed)</b>	92%	1228	3%	40	5%	67	1335
<b>Adequate finances (temporarily, enough to cover basic needs)</b>	85%	1128	6%	85	9%	117	1330
<b>Adequate finances (long term, enough to cover basic needs)</b>	71%	947	9%	121	20%	263	1331

## A&M-Commerce Check-in Survey Amid COVID-19 Executive Summary

### Undergraduate students:

Question	Yes (%)	Yes (N)	No (%)	No (N)	Unsure (%)	Unsure (N)	Total
<b>Adequate food (at least 3 meals per day)</b>	88%	2561	7%	191	5%	146	2898
<b>Safe place to live (Temporarily)</b>	98%	2800	1%	26	2%	44	2870
<b>Safe place to live (longer term)</b>	91%	2629	3%	89	6%	181	2899
<b>Clothing appropriate to your current weather conditions</b>	98%	2823	1%	36	1%	33	2892
<b>Medical care, if needed</b>	81%	2352	8%	219	11%	321	2892
<b>Health insurance</b>	76%	2185	19%	557	5%	151	2893
<b>Mental health support and care system (friends, family, social media connections, university counseling service, anyone to talk to or rely on when needed)</b>	88%	2551	5%	150	7%	191	2892
<b>Adequate finances (temporarily, enough to cover basic needs)</b>	74%	2135	13%	364	14%	391	2890
<b>Adequate finances (long term, enough to cover basic needs)</b>	59%	1694	17%	503	24%	695	2892

Graduate students showed higher security level in terms of basic health and safety needs. From other university student surveys, the reasons are because more graduate students hold full time jobs than undergraduate students (Graduation Exit Survey); graduate students have a higher level of income than undergraduate students (Alumni Survey).

## A&M-Commerce Check-in Survey Amid COVID-19 Executive Summary

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?	94%	1248	3%	39	3%	41	1328
Do you have consistent access to computer/tablet?	98%	1298	2%	23	1%	10	1331
Do you have required software?	94%	1249	3%	42	3%	38	1329
Do you know how to use the technology needed to complete your coursework?	97%	1287	1%	9	2%	33	1329
Do you know how to contact faculty and/or Staff (professor, advisor, technical support, etc)?	98%	1298	1%	10	1%	17	1325

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?	85%	2441	8%	231	7%	193	2865
Do you have consistent access to computer/tablet?	93%	2677	5%	140	2%	54	2871
Do you have required software?	84%	2395	8%	222	9%	251	2868
Do you know how to use the technology needed to complete your coursework?	92%	2617	3%	79	6%	164	2860
Do you know how to contact faculty and/or Staff (professor, advisor, technical support, etc)?	96%	2739	1%	42	3%	78	2859

Graduate students showed that they were more prepared for online courses than undergraduate students because graduate students have already taken more online courses proportionally than undergraduates. A quite significant portion of undergrads can be academically punished by lacking of stable internet (15%) and software (16%) moving all the courses online.



## A&M-Commerce Check-in Survey Amid COVID-19 Executive Summary

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

<b>Graduate Answer</b>	<b>GR (%)</b>	<b>GR (N)</b>	<b>Undergrad Answer</b>	<b>UG (%)</b>	<b>UG (N)</b>
<b>No issues</b>	62%	845	<b>No issues</b>	37%	1312
<b>Unstable internet access</b>	15%	209	<b>Unstable internet access</b>	20%	720
<b>Missed communication</b>	6%	78	<b>Missed communication</b>	17%	608
<b>Challenges due to time zone/schedules</b>	4%	50	<b>Challenges due to time zone/schedules</b>	7%	242
<b>Login issues</b>	3%	40	<b>Software problems</b>	6%	214
<b>Software problems</b>	3%	35	<b>Login issues</b>	5%	163
<b>Hardware problems</b>	2%	28	<b>Hardware problems</b>	3%	96
<b>Other (please specify):</b>	6%	84	<b>Other (please specify):</b>	6%	206
<b>Total</b>	100%	1369	<b>Total</b>	100%	3561