



EAST TENNESSEE STATE
UNIVERSITY



COVID19 Survey Update

University Council

May 11, 2020

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Overview

- Student Survey
 - Round 1
 - Round 2
- Employee Survey
- Next Steps



Student Survey – Round 1 Overview

- Survey period: March 29, 2020 to April 9, 2020
- Sent to all enrolled students (13,171)
- Total started surveys 3,360 (25.5%)
- Total completed surveys 1,712 (13%)



Student Survey – Round 1 Notes

- Survey included 14 questions
 - Student needs
 - Student assessment of university response
- Offices that support students were programmed to receive automatic responses from students as they completed the survey – this meant students didn't have to navigate beyond the survey to have their needs addressed



Student Survey – Round 1 Results

- 146 (4.3%) indicated being food insecure
- 89 (2.7%) indicated a need for housing/storage
- Only 17 students at this point had not heard from their instructors about proceeding online
- 72.6% were neutral to or satisfied with the university's response



Student Survey – Round 1 Comments

- When asked what they need to complete the semester students' main comments related to:
 - Pass/fail option – which was announced later
 - Continue to communicate
 - Technology an issue for some students
 - Nothing/Doing well



Student Survey – Round 2 Overview

- Survey period: April 19, 2020 to April 29, 2020
- Sent to all enrolled students (13,171)
- Total completed surveys 1,090 (8%)



Student Survey – Round 2 Notes

- Survey included 33 questions
 - Student needs
 - Student assessment of university response
 - Plans for fall
 - Sense of belonging
- Offices that support students were programmed to receive automatic responses from students as they completed the survey – this meant students didn't have to navigate beyond the survey to have their needs addressed



Student Survey – Round 2 Results

- 25 (2.3%) indicated being food insecure
- 25 (2.3%) indicated a need for housing/storage
- Only 4 students at this point had not heard from their instructors about proceeding online
- 75.7% were neutral to or satisfied with the university's response (2-point increase from round one)



Student Survey – Round 2 Results

- 90% of respondents feel a sense of belonging
- 96.7% of respondents likely/very likely to enroll in fall
- 75.6% have already met with advisor for summer/fall
- 90.7% of students who indicated need for assistance from round one have been contacted
- 92.3% feel ETSU is a supportive environment

Employee Survey – Overview

- Survey period: April 27, 2020 – ongoing
- Included all employees
- Need to have the survey field for another week, maybe two
 - Would like a higher level of faculty response and worried end of semester work limited ability to respond
- Faculty reminder this week



Employee Survey – Results

- Overall well-being on 10-point scale is 7.4
- 81% are satisfied with current work-life balance
- 80% think the university was prepared/very prepared for the remote work transition
- 50% are more drained after a day at home than they were in the office
- 97% of respondents satisfied with university response
- 89% of faculty indicate students met or exceeded their expectations this semester



Summary

- Student response was strong and positive
 - Student assessment of COVID-19 response and current climate improved between round one and round two
- Employee response indicates good morale, given the circumstances, but need more faculty input
- Overall, the results indicate broad satisfaction with university response to pandemic



Next Steps

- College results from student survey to deans this week
- Complete round one of employee survey and develop/launch round two
- TN Poll
 - Results being analyzed now and releases coming soon – TN residents and their assessment of COVID-19, elections, and other items
- Continue to electronically engage employees, students, and community to provide feedback that can help launch a new strategic planning process that mirrors the Committee for 125





QUESTIONS



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