

**Executive Summary for
School of Social Work
Student COVID-19 Impact Surveys
(June 2020 & December 2020)**

Background. The Provost’s Office of the University of Maryland, Baltimore sought to understand the experiences and broad impact of the COVID-19 pandemic on their faculty, staff, and students during the pandemic, requiring virtual work, teaching, learning, research, and service. This report summarizes school-level responses to two surveys administered during 2020. First, a 41-item survey sent to all students from June 2-14, following the transition to emergency remote learning and virtual teaching/work in March 2020. A second 60-item survey administered from November 20 through December 15, 2020, with the addition of 11 items focused on COVID-19 health and safety behaviors. Some questions were removed (e.g., a few IT questions) and others were added to mirror the faculty survey (e.g., University and School Leadership Response, Satisfaction with Faculty Instruction). In June 2020, questions were combined regarding resources and co-curricular experiences offered by UMB Student Affairs and the Student Affairs Offices in the schools, and separated in December 2020. Survey questions primarily derived from surveys produced by the Higher Education Data Sharing Consortium (2020), EDUCAUSE (2020), and the National Consortium for Building Healthy Academic Communities (2020), and supplemented with institutionally relevant items related to impacts on research, clinical experiences, and didactic learning. Open-ended qualitative questions focused on learning what students believe went well and has not gone well in terms of their experiences as a student, and in December 2020, what has been helpful upon resuming clinical practice or experiential learning. Survey results for the school presented by survey topic area with comparisons to aggregate responses by all UMB students. Response categories were selected to portray significant data comparison points for key questions and do not account for all responses to each question or all questions in the survey.

Participants: In June 2020, 16% (178) of the 1,104 respondents were from the School of Social Work (SSW). In December 2020, 13% (137) of the 1,018 respondents indicated SSW was their primary School in Fall 2020; 28% (39) stated they completed the June survey.

Table I. Demographic Information

Question Stem	Response	June SSW	Dec. SSW	June UMB	Dec. UMB
Studying at Universities of Shady Grove	Yes	17% (31)	18% (25)	9% (95)	9% (89)
	No	83% (147)	82% (112)	91% (1015)	91% (924)
Graduate Assistant	Yes		7% (9)		
	No	N/A	93% (128)	N/A	10% (87)
Degree Program in Fall 2020					
	Undergraduate		2% (4)	0% (0)	12% (116)
	Masters		95% (164)	95% (130)	25% (251)
	Research Doctorate (PhD) – June; Doctorate (PhD) – December		3% (5)	5% (7)	9% (89)
	Professional Practice Doctorate (DNP, JD, MD, DDS, PharmD, DPT)		0% (0)	0% (0)	53% (535)
	Certificate		0% (0)	0% (0)	1% (10)
	Non-Degree		0% (0)	0% (0)	.10% (1)
Do you consider yourself “at-risk” for serious complications if you contracted COVID-19?	Yes	23% (37)	25% (32)	19% (217)	18% (153)

Table II. Given the changes at UMB caused by the COVID-19 pandemic, how often do/did you worry about the following?

Question Stem	Response	June SSW	Dec. SSW	June UMB	Dec. UMB
Doing well in my courses now that classes are online	Very Often/Often	58%	69%	53%	59%
Doing well in clinical experience	Very Often/Often	N/A	71%	N/A	56%
Doing well in research experience	Very Often/Often	N/A	30%	N/A	30%
Losing friendships or social connections now that classes are online	Very Often/Often	41%	60%	41%	59%
Accessing the technology needed for online classes	Very Often/Often	18%	29%	20%	26%
Successfully using the technology needed for online classes	Very Often/Often	27%	28%	25%	28%
Having access to medical care	Very Often/Often	25%	24%	23%	19%
Having access to dental care	Very Often/Often	26%	21%	22%	19%
Mental health and wellness	Very Often/Often	51%	62%	45%	51%
Paying educational bills (e.g., tuition, loans)	Very Often/Often	55%	50%	44%	40%
Paying non-educational bills (e.g. rent, internet access, medical)	Very Often/Often	58%	48%	43%	37%
Having a safe and secure place to sleep every night	Very Often/Often	9%	13%	7%	11%
Having enough to eat properly day-to-day	Very Often/Often	8%	16%	9%	12%
Ability to care for dependents	Very Often/Often	22%	16%	20%	12%

Table III. Please select all of the options that describe your academic work in Fall 2020.

Question Stem	Dec. SSW	Dec. UMB
Coursework or seminars for my degree or program	42%	40%
Research or writing for my research prospectus	5%	6%
Research or writing for my dissertation, thesis, capstone project, or research paper	6%	9%
Preparing to defend or file my dissertation, thesis, capstone project, or research paper	1%	2%
Practical training (e.g. fieldwork, internship, clinical practice/rotation, clerkship, etc.)	35%	26%
Preparing for a board, certifying, or other qualifying exam	10%	11%
Preparing for a comprehensive, qualifying, oral, or other type of doctoral degree exam	1%	5%
I am a non-degree student in Fall 2020	0%	.22%
I am not enrolled in classes during Fall 2020 or Other	.35%	1%

Table IV. What type(s) of courses are (or were) you taking at UMB during Fall 2020? Please select all that apply.

Question Stem	Dec. SSW	Dec. UMB
Lecture or seminar	44%	46%
Laboratory or experimental	0%	13%
Clinical or field experience	39%	29%
Internship, practicum, or co-op	16%	6%
Capstone or master's thesis	0%	2%
Doctoral dissertation	1%	2%
Other (please specify)	1%	1%
None	0%	.39%

Table V. How many courses are being held online/virtual in Fall?

Question Stem	Dec. SSW	Dec. UMB
One	3%	9%
Two or three	45%	32%
Four or more	50%	54%
None, I have not been enrolled in classes in Fall 2020	1%	4%
None, I withdrew or plan to withdraw from all of my Fall 2020 courses because of issues related to COVID-19	1%	.25%
None, I withdrew or plan to withdraw from all of my Fall 2020 courses for a reason/reasons unrelated to COVID-19	0%	.25%

Table VI. Research and Clinical Practice Impact

Question Stem	Response	Dec. SSW	Dec. UMB
Has your research been affected because of campus changes due to COVID-19?	Yes	36%	47%
Has your clinical practice or experiential learning been affected because of campus changes due to COVID-19?	Yes	85%	91%

Table VII. Please rate your satisfaction with how well faculty met your expectations of virtual/online instruction in Fall 2020?

Question Stem	Response	Dec. SSW	Dec. UMB
Quality of Instruction	Extremely Satisfied & Somewhat Satisfied	67%	54%
Quality of Assignments	Extremely Satisfied & Somewhat Satisfied	68%	49%
Quantity of Assignments	Extremely Satisfied & Somewhat Satisfied	56%	45%
Grading of Assignments	Extremely Satisfied & Somewhat Satisfied	68%	52%

Table VIII. Faculty Instruction & Instructional Quality (for students engaged in didactic instruction)

Question Stem	Response	June SSW	Dec. SSW	June UMB	Dec. UMB
Overall, how would you describe instructional quality during the online learning period compared to prior to COVID-19? – Dec.; Overall, how would you compare instructional quality after the shift to emergency remote learning vs. prior to ERL? – June	Much better /Somewhat better	12%	24%	11%	14%
Overall, how would you compare instructional quality in Fall 2020 vs. Spring 2020 (after the COVID-19 response began)?	Much better /Somewhat better	N/A	24%	N/A	43%
Are you aware of any adjustments to your academic program's grading policies since moving to online learning? – Dec.; Are you aware of any adjustments to your academic program's grading policies due to the move to ERL? – June	Yes	66%	15%	58%	31%
Overall, faculty at UMB have shown care and concern during the pandemic. – Dec.; Overall, faculty at UMB have shown care and concern for me as they respond to the spread of COVID-19. – June	Strongly agree/ Somewhat agree	90%	81%	85%	76%

Table IX. Accessibility

Question Stem	Response	June SSW	Dec. SSW	June UMB	Dec. UMB
UMB has a Web Accessibility Policy to ensure equal access of its content to individuals of all abilities. Which of the following statements are true based on your experience?	I didn't have any concerns or issues.	90% (139)	94% (101)	90%	93%
	Needs adequately addressed by ESDS, my School, and/or the university.	6% (10)	5% (5)	6%	5%
	Some or all of my needs for web accessibility not adequately met.	4% (6)	1% (1)	4%	2%
Which of the following web accessibility areas were not adequately met? Please select all that apply and give a brief description of how your need was not met.*	Live captioning during video conferencing.	9% (1)	20% (1)	17%	19%
	Availability of closed captioning for video.	9% (1)	20% (1)	12%	19%
	Extended time on tests	18% (2)	0%	13%	13%
	Recorded lectures	18% (2)	20% (1)	19%	25%
* Answered by individuals who responded: Some or all of my needs for web accessibility were not adequately met.	Availability of transcription services	18% (2)	20% (1)	8%	6%
	Inaccessible course materials to use my accessible technology	18% (2)	0%	15%	9%

Table X. University and School Leadership Response

Question Stem	Response	Dec. SSW	Dec. UMB
Overall, University-level leadership has implemented policies and systems to effectively protect students from the negative health consequences of COVID-19.	Strongly Agree & Somewhat Agree	83%	75%
Overall, University-level leadership has supported students in adapting to the changes at the institution caused by the spread of COVID-19.	Strongly Agree & Somewhat Agree	70%	62%
Overall, University-level leadership has communicated effectively and transparently during this pandemic.	Strongly Agree & Somewhat Agree	77%	64%
My school-level leadership has helped me to understand the direction forward in my work due to changes at the institution caused by the spread of COVID-19.	Strongly Agree & Somewhat Agree	61%	48%
My school-level leadership has been supportive as I manage personal challenges and academic requirements during the pandemic.	Strongly Agree & Somewhat Agree	62%	48%
My school-level leadership has shown care and concern for students in the response to the COVID-19 crisis.	Strongly Agree & Somewhat Agree	80%	55%
My school-level leadership has communicated effectively and transparently during this crisis.	Strongly Agree & Somewhat Agree	73%	49%
Overall, how satisfied are you with the support you are getting from UMB (including your school & central administration) to help you adjust to all the changes due to the ongoing pandemic?	Extremely Satisfied & Somewhat Satisfied	52%	54%

Table XI. The Division of Student Affairs and UMB started offering many additional remote options for co-curricular services during the pandemic. Please rate your satisfaction with the central services (not those offered by your School) you have used during the pandemic.

Question Stem	Response	Dec. SSW	Dec. UMB
Campus Center	Extremely satisfied/Somewhat satisfied	71% (5)	33%
	Extremely dissatisfied/Somewhat dissatisfied	0%	36%
Event Services	Extremely satisfied/Somewhat satisfied	80% (4)	30%
	Extremely dissatisfied/Somewhat dissatisfied	0%	29%
Health Center	Extremely satisfied/Somewhat satisfied	69% (11)	64%
	Extremely dissatisfied/Somewhat dissatisfied	6% (1)	16%
Financial Aid	Extremely satisfied/Somewhat satisfied	53% (31)	46%
	Extremely dissatisfied/Somewhat dissatisfied	31% (18)	32%
Intercultural Center (e.g., heritage month programming, poverty, simulation, on-demand diversity virtual programs)	Extremely satisfied/Somewhat satisfied	40% (2)	26%
	Extremely dissatisfied/Somewhat dissatisfied	0%	19%
Intercultural Leadership & Engagement (e.g., PSLI, President's Fellows)	Extremely satisfied/Somewhat satisfied	57% (4)	44%
	Extremely dissatisfied/Somewhat dissatisfied	0%	15%
Educational Support and Disability Services (ESDS) - Academic Coaching Services	Extremely satisfied/Somewhat satisfied	90% (9)	48%
	Extremely dissatisfied/Somewhat dissatisfied	0%	20%
ESDS - Disability Accommodation Services	Extremely satisfied/Somewhat satisfied	80% (16)	51%
	Extremely dissatisfied/Somewhat dissatisfied	5% (1)	16%
Office of International Services	Extremely satisfied/Somewhat satisfied	50% (1)	25%
	Extremely dissatisfied/Somewhat dissatisfied	0%	15%

One Card	Extremely satisfied/Somewhat satisfied	25% (4)	39%
	Extremely dissatisfied/Somewhat dissatisfied	31% (5)	16%
Student Counseling Center	Extremely satisfied/Somewhat satisfied	71% (10)	54%
	Extremely dissatisfied/Somewhat dissatisfied	14% (2)	20%
University Student Government Association (USGA) and other student organizations	Extremely satisfied/Somewhat satisfied	63% (10)	46%
	Extremely dissatisfied/Somewhat dissatisfied	19% (3)	15%
URecFit/Wellness Hub	Extremely satisfied/Somewhat satisfied	63% (5)	22%
	Extremely dissatisfied/Somewhat dissatisfied	25% (2)	55%
Writing Center	Extremely satisfied/Somewhat satisfied	67% (4)	50%
	Extremely dissatisfied/Somewhat dissatisfied	17% (1)	16%
UMB Guidance Resources	Extremely satisfied/Somewhat satisfied	40% (2)	36%
	Extremely dissatisfied/Somewhat dissatisfied	40% (2)	21%

Table XI. Your School started offering many additional remote options for co-curricular services during the pandemic. Please rate your satisfaction level with the services offered by your School (not central Student Affairs or the campus) during the pandemic. (In June 2020, UMB Student Affairs and the Schools combined. UMB Student Affairs and the Schools separated in December 2020.)

Question Stem	Response	Dec. SSW	Dec. UMB
Writing Support Services	Extremely satisfied/Moderately satisfied	50% (2)	52%
	Extremely dissatisfied/Somewhat dissatisfied	25% (1)	10%
Academic support services (e.g., tutoring, Student Success Center)	Extremely satisfied/Moderately satisfied	83% (5)	53%
	Extremely dissatisfied/Somewhat dissatisfied	0%	16%
Professional development workshops	Extremely satisfied/Moderately satisfied	67% (12)	64%
	Extremely dissatisfied/Somewhat dissatisfied	11% (2)	9%
Student Government and Other Student Organizations	Extremely satisfied/Moderately satisfied	74% (14)	57%
	Extremely dissatisfied/Somewhat dissatisfied	5% (1)	13%
Student Emergency Fund	Extremely satisfied/Moderately satisfied	88% (7)	42%
	Extremely dissatisfied/Somewhat dissatisfied	0%	26%

Table XII. COVID-19 Practices (December 2020 Survey Only)

Question Stem	Response	Dec. SSW	Dec. UMB
How concerned are you about exposure to COVID-19 through your current educational setting(s)?	None	56%	41%
How do you feel about UMB policies and guidelines regarding COVID-19 (e.g., policy requiring the use of face coverings, physical distancing, capacity guidelines, symptom monitoring, testing)?	Just Right	67%	59%
I feel a responsibility to follow UMB policies and guidelines for minimizing exposure to COVID-19 (e.g., policy requiring use of face coverings, physical distancing, capacity guidelines, symptom monitoring, testing, contact tracing)?	Yes, and I follow policies and guidelines 100% of the time	75%	69%
How well do you observe your peers following UMB policies and guidelines for minimizing exposure to COVID-19 (e.g., policy requiring use of face coverings, physical distancing, capacity guidelines, symptom monitoring, testing)?	They follow policies and guidelines 100% of the time	20%	18%

What is your level of concern that other students, faculty, or staff are not following UMB policies and guidelines for minimizing exposure to COVID-19?	Very / Somewhat	28%	40%
	None	52%	49%
In your opinion, the level of enforcement by School officials of UMB policies and guidelines applicable to students, faculty and staff to minimize exposure to COVID-19 is:	Too Much	1%	8%
	About Right	90%	76%
	Not Enough	9%	16%
If you are participating in in-person classes, experiential learning, research, or clinical experiences, how much stress are you currently feeling about participating in these in-person experiences?	Great Deal / A Lot	40%	29%
	None	2%	48%
Over the last two weeks, how often have you been unable to stop worrying about the pandemic and its impact?	Several Days/ More than Half of Days	44%	49%
How well are you currently managing the stress in your life	Usually Able to Cope Effectively	31%	38%
Are you participating in programming offered by UMB or your School that can help you manage more effectively with stress?	Frequently/ Sometimes	16%	12%
Overall, how would you rate your level of burnout (e.g., physical and emotional exhaustion, increased frustration with school)?	Symptoms won't go away/Completely burned out	26%	23%

Jointly prepared by UMB Student Affairs and the Office of Institutional Effectiveness, Strategic Planning, and Assessment. Please contact Patty Alvarez (palvarez@umaryland.edu) or Gregory Spengler (gspengler@umaryland.edu) for further information.