

Texas Christian University

STUDENT EXPERIENCE SURVEY

Undergraduate Students Only

Office of Quality Enhancement
Preliminary Results
Fall 2020 (Sept. 22, 2020)

As a result of the COVID-19 outbreak in the United States, TCU, like most universities across the country, struggled to resume ‘normal’ activities during the fall 2020 semester. The university welcomed students back to campus with adaptations in both the living and learning environment with the intention of minimizing the spread of the virus among all community members. This report provides preliminary results of a survey designed to evaluate how students are experiencing this new environment. The results presented here pertain to undergraduate students only and focus primarily on the academic experience. Once the survey has closed a full report will be disseminated.

Methodology

All students were sent an invitation to participate in the survey. This included 1515 graduate students and 9654 undergraduate students. Students received the initial survey invitation on September 16, 2020. A reminder email invitation was sent to students who had not responded to the initial invitation on September 21, 2020. The final reminder is scheduled for September 25th with the survey scheduled to close at midnight on September 27th.

Results

To date (September 22, 2020) 1061 undergraduate students have responded to the survey for an 11% response rate. Of these 1061 students who have initiated the survey, 659 of the students completed the survey for a 62.1% completion rate. A minimal sample size of 567 is required to generalize the results to the undergraduate population as a whole.

The following pages present the preliminary results of the survey.

Q1. Where are you currently residing?		
Count	Percent	
566	53.35%	In Fort Worth, on campus
407	38.36%	In Fort Worth, off campus
69	6.50%	Not in Fort Worth
19	1.79%	Other (Please specify)
1061		Respondents

The ‘Other’ responses are primarily international students from Vietnam, India, Panama, and Nicaragua.

Q2. What is your classification?		
Count	Percent	
302	28.46%	First Year
254	23.94%	Sophomore
257	24.22%	Junior
223	21.02%	Senior
25	2.36%	Fifth Year Senior
0	0.00%	Graduate Student
1061		Respondents

Q3. Please select the racial identity with which you most identify:

Count	Percent	
2	0.19%	American Native
45	4.24%	Asian
41	3.86%	Black
95	8.95%	Hispanic
29	2.73%	Multi-Ethnic
2	0.19%	Pacific Islander
790	74.46%	White
46	4.34%	Prefer Not to Say
11	1.04%	Other
1061		Respondents

Racial identity results mirror the TCU student population.

Q4. Please select the gender identity with which you most identify:

Count	Percent	
727	68.52%	Female
307	28.93%	Male
6	0.57%	Non-Binary
1	0.09%	Trans
16	1.51%	Prefer Not to Say
4	0.38%	Other
1061		Respondents

Gender identity results indicate that the survey sample is skewed more heavily female than the TCU student population.

Q6. Approximately what percent of your classes are currently online?

Count	Percent	
3	0.30%	0%
9	0.91%	10%
20	2.02%	20%
18	1.82%	30%
32	3.24%	40%
58	5.87%	50%
63	6.38%	60%
72	7.29%	70%
171	17.31%	80%
151	15.28%	90%
391	39.57%	100%
988		Respondents

72.2% of undergraduates have at least 80% of their classes online.

14.1% of undergraduates have 50% or fewer classes online.

Q8. How satisfied are you with the percent of classes you have that are online?

Count	Percent	
227	22.98%	Not at all satisfied
248	25.10%	Moderately dissatisfied
198	20.04%	Neutral
206	20.85%	Moderately satisfied
109	11.03%	Totally satisfied
988		Respondents

48.1% of undergraduate students are dissatisfied with the number of classes they have online compared to 31.9% who are satisfied with the number of online classes.

Isolating on those students who had at least half their classes online, 49.3% of undergraduate students are dissatisfied with the number of classes they have online compared to 30.9% who are satisfied with the number of online classes.

Q9. How satisfied are you with the quality of instruction in your online classes?

Count	Percent	
102	10.32%	Not at all satisfied
269	27.23%	Moderately dissatisfied
193	19.53%	Neutral
317	32.09%	Moderately satisfied
107	10.83%	Totally satisfied
988		Respondents

37.6% of undergraduate students are dissatisfied with the quality of instruction in their online classes compared to 42.9% who are satisfied with the quality of instruction in their online classes.

Q10. How satisfied are you with the amount/quality of interactions with other students in your online classes?

Count	Percent	
274	27.73%	Not at all satisfied
285	28.85%	Moderately dissatisfied
206	20.85%	Neutral
159	16.09%	Moderately satisfied
64	6.48%	Totally satisfied
988		Respondents

The disconnect seems to come with the amount and quality of their interactions with their classmates. 56.6% of the students are dissatisfied with the quality and amount of interactions with their classmates while only 22.6% of them are satisfied with the quality and amount of these interactions.

Q11. How would you describe your overall online class experience?

Count	Percent	
113	11.44%	Very poor
260	26.32%	Poor
343	34.72%	Fair
214	21.66%	Good
58	5.87%	Excellent
988		Respondents

When asked to evaluate their overall online class experience, 37.8% rated their experience as either “Poor” or “Very Poor.” 27.5% rated their experience as either “Good” or “Excellent.” The majority of students rated their experience as “Fair” (34.7%).

Q12. How does the amount of work in your online classes compare to the amount of work in the in-person classes you have had?

Count	Percent	
344	38.70%	Way more work in online classes
270	30.37%	A bit more work in online classes
213	23.96%	About the same amount of work
54	6.07%	A bit less work in online classes
8	0.90%	Way less work in online classes
889		Respondents

When asked about the amount of work in their online courses compared to their in-person classes, the majority of students cited “Way more work” (38.7%). 69.1% responded that their online classes involved more work than their in-person classes. Only 24% responded that the amount of work was comparable while 7% said that there was actually less work.

When asked about what they liked about their online classes students overwhelmingly cited convenience.

When asked what they liked least about their online classes, students cited group projects, breakout rooms, and discussion threads. Group projects were difficult to organize. Breakout rooms were frustrating because students didn’t interact, often keeping their picture up instead of turning on the camera. Students saw discussion threads as busywork-something to do just to meet the requirement. A frequent comment also cited was that students felt like they were ‘teaching themselves.’ Many students also did not prefer the flipped classroom style of learning.

Q23. How satisfied are you with the programming that has been provided so far this semester in the areas listed below? - Programs associated with my college

Count	Percent	
141	19.48%	Not At All Satisfied
163	22.51%	Minimally Satisfied
160	22.10%	Moderately Satisfied
86	11.88%	Mostly Satisfied
46	6.35%	Totally Satisfied
128	17.68%	Not Applicable
724		Respondents

The concept of having programs associated with individual colleges to address student engagement has been met with mixed reviews. 19.5% of students responded that they were ‘Not at all satisfied’ with these programs. Only 18.2% were “Mostly” or “Totally Satisfied.”

Q37. How has your ability to pay for school been affected by the COVID-19 pandemic?

Count	Percent	
120	16.78%	A lot more difficult
251	35.10%	Somewhat more difficult
321	44.90%	No significant change
17	2.38%	Somewhat less difficult
6	0.84%	A lot less difficult
715		Respondents

Students’ ability to pay for college has been affected, with 51.9% of students responding that it is more difficult to pay for college because of COVID.

Q38. In the past 2 months how often did you reduce the amount you ate or skip meals because there wasn’t enough money for food?

Count	Percent	
26	3.64%	A great deal
62	8.67%	A moderate amount
95	13.29%	Occasionally
141	19.72%	Rarely
391	54.69%	Never
715		Respondents

One-quarter (25.6%) of undergraduate students said that they at least occasionally experienced food insecurities.

Q40. Please rate the degree to which you have experienced each of the following in the past 2 months because of or related to COVID-19: - Increased Anxiety

Count	Percent	
345	49.22%	Great deal
204	29.10%	Somewhat
99	14.12%	A little bit
53	7.56%	Not at all
701		Respondents

Over three-quarters (78.3%) of undergraduate students reported that they had experienced a noticeable increase in anxiety since the beginning of classes due to COVID-19.

Q41. Please rate the degree to which you have experienced each of the following in the past 2 months because of or related to COVID-19: - Increased Depression

Count	Percent	
194	27.67%	Great deal
183	26.11%	Somewhat
148	21.11%	A little bit
176	25.11%	Not at all
701		Respondents

Over half (53.8%) of undergraduate students reported that they had experienced a noticeable increase in depression since the beginning of classes due to COVID-19.

Q69. Over the past two weeks, on average, how much have you been concerned with the following? - Personally contracting COVID-19

Count	Percent	
216	32.34%	Not concerned at all
153	22.90%	Slightly concerned
127	19.01%	Moderately concerned
78	11.68%	Very concerned
94	14.07%	Extremely concerned
668		Respondents

The majority of students (55.2%) are either “Slightly” or “Not at all concerned” about contracting the virus themselves.

Q70. Over the past two weeks, on average, how much have you been concerned with the following? - People you care about contracting COVID-19

Count	Percent	
68	10.18%	Not concerned at all
130	19.46%	Slightly concerned
152	22.75%	Moderately concerned
145	21.71%	Very concerned
173	25.90%	Extremely concerned
668		Respondents

However, they were more concerned about people they cared about contracting the virus. 70.4% of students were at least “Moderately concerned” about people they cared about.

Q71. Over the past two weeks, on average, how much have you been concerned with the following? - TCU shifting to totally online classes

Count	Percent	
153	22.90%	Not concerned at all

Q71. Over the past two weeks, on average, how much have you been concerned with the following? - TCU shifting to totally online classes

Count	Percent	
74	11.08%	Slightly concerned
119	17.81%	Moderately concerned
106	15.87%	Very concerned
216	32.34%	Extremely concerned
668		Respondents

Students were concerned about TCU shifting to totally online classes. Two-thirds (66.0%) of them were at least “Moderately concerned” about a return to totally online classes.

Q72. Over the past two weeks, on average, how much have you been concerned with the following? - TCU sending students home before the end of the semester

Count	Percent	
123	18.41%	Not concerned at all
75	11.23%	Slightly concerned
111	16.62%	Moderately concerned
110	16.47%	Very concerned
249	37.28%	Extremely concerned
668		Respondents

Students were even more concerned about TCU sending students home. 70.4% of them were at least “Moderately concerned” about our sending students home before the end of the semester.

Q91. How would you describe your overall experience at TCU so far this semester?

Count	Percent	
76	11.53%	Very poor
135	20.49%	Poor
209	31.71%	Fair
186	28.22%	Good
53	8.04%	Excellent
659		Respondents

Overall, Students were fairly even divided in their evaluation of their overall TCU experience. 32% rated their experience as either “Poor” or “Very Poor;” 32% rated their experience as “Fair;” and, 36% rated their experience as either “Good” or “Excellent.”