

**ITHAKA S+R**  
**Southwestern University**  
**COVID-19 Pandemic Response Survey: Report of Findings**

The Southwestern University implementation of the Ithaka S+R COVID-19 Pandemic Response Student Survey was launched on April 23, 2020, and was closed to new responses on April 29, 2020. The questionnaire covers topics in several key areas including: effectiveness of course formats, resources utilized, institutional communications, general wellness, and retention. This report covers results from completed surveys and does not include partially completed responses.

1429 Southwestern University undergraduate students received an email invitation to participate in the survey. In total, 532 started the survey (about 37%) and 371 of those respondents completed the survey, for an overall response rate of about 26%. Due to the survey flow and skip patterns, not all Southwestern University student respondents received every question in the survey. Shading indicates highest percent of responses to a question. Totals may not add to 100% due to rounding or use of a select all that apply question format.

**In understand my university's current polices on... (Q2)**

	Yes	No	Don't Know/ Not Sure
Facilities access (access to dormitories, dining halls, libraries)	72%	11%	17%
Coursework (type of instruction, grading, withdrawal)	86%	5%	8%
Travel (university-sponsored travel, personal travel, and study abroad)	61%	15%	23%
Anti-discrimination	61%	17%	22%

**Would you like to hear more from any of the following offices or departments at this university about current services and resources? Please select all that apply. (Q3)**

Financial aid	55%
Personal counseling / mental health services	41%
Career services	33%
Residential life	32%
Registrar / registration	31%
Academic advising	29%
Library	18%
Disability services	15%
Tutoring center	11%
IT	8%
Writing center	8%
Transfer services	8%

<i>Positive response if selecting towards agree.</i>	Strongly Disagree	Somewhat Disagree	Neither Agree Nor Disagree	Somewhat Agree	Strongly Agree
<b>I know where to go to find the most up-to-date information about my university's policies during the COVID-19 pandemic. (Q1)</b>	5%	14%	9%	45%	27%
<b>I currently have the tools and resources I need to complete my coursework this semester. (Q4)</b>	5%	9%	6%	34%	46%
<b>I currently feel connected to other students at this university. (Q10)</b>	22%	29%	14%	28%	8%
<b>I currently feel connected to my instructors at this university. (Q11)</b>	11%	19%	12%	42%	17%
<b>I know what I need to do to be safe during the COVID-19 pandemic. (Q12)</b>	1%	4%	4%	28%	63%
<b>I currently know where to find information on available emergency resources (such as emergency funding/loans, food pantries, shelters, etc.) (Q19)</b>	13%	19%	21%	34%	13%

<i>Positive response if selecting towards disagree.</i>	Strongly Disagree	Somewhat Disagree	Neither Agree Nor Disagree	Somewhat Agree	Strongly Agree
<b>I am concerned about my physical health during the COVID-19 pandemic. (Q13)</b>	16%	25%	20%	23%	16%
<b>I am concerned about my mental health during the COVID-19 pandemic. (Q14)</b>	6%	13%	13%	27%	41%
<b>I am concerned that I won't have enough food to eat in the next 30 days. (Q15)</b>	74%	13%	7%	5%	1%
<b>I am concerned that I won't have enough money to buy food in the next 30 days. (Q16)</b>	68%	12%	6%	8%	5%
<b>I am concerned that I won't be able to afford my rent or mortgage in the next 30 days. (Q17) N/A 13%</b>	65%	8%	5%	5%	5%
<b>I am concerned that I won't be able to afford my utility bills (such as gas, oil, electricity, internet, etc.) in the next 30 days. (Q18) N/A 12%</b>	63%	9%	7%	5%	4%

**In the last week, how easy or difficult have each of the following been for you? (Q5)**

<i>Positive response if selecting towards easy.</i>	Very Difficult	Somewhat Difficult	Neither Easy Nor Difficult	Somewhat Easy	Very Easy	N/A
Time Management	32%	30%	9%	17%	10%	1%
Balancing work and school responsibilities	22%	20%	12%	15%	12%	19%
Balancing family, household, and school responsibilities	30%	27%	9%	22%	12%	0%
Having reliable access to the Internet (via Wi-Fi or Ethernet)	3%	17%	6%	25%	48%	1%
Having reliable access to a functioning computer, laptop, or other similar device	2%	7%	5%	15%	71%	0%
Finding a quiet space for completing coursework	23%	24%	6%	25%	21%	1%
Getting help with completing assignments	6%	18%	17%	28%	23%	7%
Adjusting to online instruction	24%	34%	8%	23%	11%	0%
Communicating with friends, peers, and/or family	5%	18%	11%	30%	36%	1%
Securing reliable childcare	1%	1%	5%	3%	5%	86%
Maintaining secure stable housing	4%	8%	8%	12%	57%	10%

**In what format(s) are your classes currently being delivered at this university? Please select all that apply. (Q6)**

Virtual in real time (students are expected to attend a virtual class at a specified time)	92%
Virtual not in real time (students can watch a pre-recorded lecture and/or participate in course activities at any time)	75%
In-person	1%
Other (please specific)*	7%

\*Other responses are detailed in the Open-Ended Item Document

**What types of courses are you currently taking at this university? Please select all that apply. (Q7)**

Lecture or seminar	90%
Discussion section	41%
Laboratory, experimental, or field study	30%
Fine and performing arts (art, music, dance, drama, etc.)	27%
Capstone or thesis	13%
Internship, practicum, or co-op	5%
Honors	2%
Other (please specify)*	5%

\*Responses included Fitness and Recreational Activity, Language, Independent Study

**In the last week, how easy or difficult has it been to perform each of the following course activities or assignments? (Q8)**

<i>Positive response if selecting towards easy.</i>	Very Difficult	Somewhat Difficult	Neither Easy Nor Difficult	Somewhat Easy	Very Easy	N/A
Short written responses or reaction to assigned readings within an online forum or discussion board	5%	11%	10%	24%	28%	21%
Literature reviews (summary/analysis of previous academic research on a specific topic)	5%	13%	7%	16%	8%	49%
Long-form essays or other papers that do not require research or citations	7%	14%	8%	18%	13%	40%
Original research papers on research you have conducted	13%	17%	7%	15%	6%	43%
Individual presentations	6%	13%	9%	18%	10%	44%
Group projects and/or presentations	15%	19%	6%	14%	5%	41%
Multimedia projects (such as video, podcast, or website creation)	5%	11%	7%	12%	5%	60%
Coding, software, or programming assignments	4%	3%	4%	3%	3%	83%
Structural design projects (such as building models ore prototypes)	2%	2%	4%	1%	1%	89%
Problem sets (computational questions based on class lessons)	4%	11%	8%	14%	11%	52%
Art or design projects	5%	6%	5%	5%	2%	77%
Research laboratory exercises or reports	5%	9%	7%	8%	2%	70%
Online quizzes or tests	8%	16%	10%	26%	22%	19%

**In the past week, how easy or difficult has it been to use each of the following resources for completing your coursework? (Q9)**

<i>Positive response if selecting towards easy.</i>	Very Difficult	Somewhat Difficult	Neither Easy Nor Difficult	Somewhat Easy	Very Easy	N/A
News or magazine articles	2%	4%	7%	15%	30%	43%
Online video tutorials (such as videos available on Khan Academy, Coursera, or YouTube)	2%	4%	4%	15%	36%	39%
Quantitative datasets	2%	3%	4%	7%	11%	73%
Images or scans of images	3%	7%	6%	20%	32%	32%
Journal articles or other academic articles	5%	11%	10%	21%	32%	22%
Wikipedia or other online encyclopedias	1%	2%	6%	14%	41%	37%
Study resources provided by your professor (such as notes or study guides)	3%	6%	8%	27%	40%	16%
Digitized collection(s) of historical documents or records (such as rare books, hand-written letters/diaries, or artifacts)	4%	6%	4%	6%	5%	75%
Video, audio, or other multimedia materials (not including tutorials)	3%	8%	7%	22%	35%	25%
Unpublished reports, articles or manuscripts (such as planning documents, agency reports, or white papers)	3%	3%	7%	5%	8%	73%
Electronic or E-book versions of textbooks or textbook chapters	3%	6%	5%	20%	28%	38%
E-books, E-book chapters, or electronic versions of novels (not including textbooks)	3%	6%	5%	17%	21%	47%
Supplemental textbook or course materials retrieved via access code	3%	4%	6%	14%	20%	54%
Learning/course management system (such as Blackboard, Canvas, or Moodle)	3%	9%	8%	28%	47%	5%
Technical reports and standards (government and/or technical information or requirements, building codes, patents, etc.)	1%	3%	6%	4%	7%	79%

**How likely or unlikely are you to register for classes at this university in the upcoming fall semester? (Q20) *If respondents selected somewhat unlikely, very unlikely, or don't know/not sure they were asked follow-up Q20a.***

<i>Very Unlikely</i>	13%
<i>Somewhat Unlikely</i>	1%
<i>Neither Likely Nor Unlikely</i>	1%
<i>Somewhat Likely</i>	6%
<i>Very Likely</i>	73%
<i>Don't Know/Not Sure</i>	6%

Please select the statement below that best describes why you are unlikely to or not sure if you will register for classes at this university in the upcoming fall semester. (Q20a) Based on the 20% of respondents who selected somewhat unlikely, very unlikely, or don't know/not sure in Q20.

I am graduating from this university at the end of the current semester.	73%
I am planning on or considering transferring to another college or university for the next semester.	10%
I am not planning on or considering taking courses at this or any college or university in the next semester.	0%
Other (please specify)*	17%

\*Other responses are detailed in the Open-Ended Item Document

Has your timeframe for graduating from this university changed due to the COVID-19 pandemic? (Q20b)

Yes	3%
No	64%
Don't Know/Not Sure	34%

### Demographic Information

- 78% of survey respondents were living in campus housing earlier this semester
- 92% of survey respondents indicated that they were not a caregiver
- 26% of respondents had received or were eligible for a Federal Pell Grant, but 36% responded that they did not know if they had received or were eligible for a grant
- 80% of respondents had one or more parent who had completed a 4-year degree
- Most frequently reported majors were: Social Sciences 31%, Arts & Humanities 29%, Business 19%, and Biological Sciences 15%
- 96% of survey respondents responded that they did not identify as transgender

Classification		Gender		Race/Ethnicity	
FY	25%	Man	24%	American Indian/Alaska Native	1%
SO	28%	Woman	72%	Asian/Asian American	9%
JR	21%	Non-binary	3%	Black/African American	6%
SR	24%	Other	1%	Hispanic/Latino/Latina/Latinx	21%
Other	2%	Prefer Not to Answer	1%	Middle Eastern/North African	1%
				Native Hawaiian/Pacific Islander	0%
				White	75%
				Other	1%
				Prefer Not to Answer	3%

### Open-Ended Responses

Written responses to open-ended questions are included below. Responses appear exactly as they were submitted, but names have been removed to protect confidentiality.

#### **(Q6) In what format(s) are your classes currently being delivered at this college or university?**

- Virtual in real time (students are expected to attend a virtual class at a specified time) – 92%
- Virtual no in real time (students can watch a pre-recorded lector and/or participate in course activities at any time) – 75%
- In-person – 1%
- Other (please specify) – 7%:

1. A lot of it is just through email though and my teachers are horrible at emails and have made it extremely difficult and stressful. Mainly specifically for my XXX class.
2. I've only actually attended class twice. SU was not built nor will it be built for this kind of learning.
3. Lab was cancelled entirely
4. 1on1 professor meetings
5. Same coursework and due dates but no classes. I have a class with Professor XXX and we have had an insane amount of work despite going from 3 classes a week to one online class. And when I say an insane amount, I mean more than I've ever done in any of my major, or minor classes. The class Moodle says we don't have a final for the class this semester so enjoy the summer, but here we are during finals week and she posted an exam and a final project????? Im going to fail the class because of this even though Ive tried my hardest and have completed extra credit. I am a senior who will now have to take this along side my capstone which will be horrible and I am just so upset, please excuse my rant.
6. One-on-one online meetings with instructor
7. Optional class meetings once a week for 3/4 classes. No class time for my other class as we work on final research paper assignments.
8. No virtual or in person class, only textual discussion
9. Powerpoints on Moodle
10. Both depending on situation
11. All of my professors are doing both!
12. Some classes don't have any meetings or lectures, just readings and assignments on google classroom.
13. Some of my classes have no class meetings whatsoever and no instruction besides assigning work. Very minimal lecturing and almost zero learning.
14. completely on own, completing assignments
15. self-paced group projects and presentations
16. one class hasn't met at all
17. moodle forum
18. I have a class that is not having any virtual meetings, we just do homework online.
19. A mix of te
20. Written notes are posted online for us to prepare for the final (asynchronous, there are no lectures)
21. We are given chapters to read from the textbook and are supposed to take a reading quiz as well as turn in worksheets for completion grades.
22. Students expected to read course material provided and participate via optional zoom meeting or class forum

23. Optional Google handouts
24. Optional office hours
25. notes online

**(Q20) How likely or unlikely are you to register for classes at this college or university in the upcoming fall semester or term?**

- 72 students (20% of respondents answering this question) selected somewhat unlikely, very unlikely, don't know/not sure, they were asked the follow-up question.

**a) Please select the statement below that best describes why you are unlikely to or not sure if you will register for classes at this college or university in the upcoming fall semester or term.**

- I am graduating from this college or university at the end of the current semester or term. – 73%
- I am planning on considering transferring to another college or university for the next semester or term. – 10%
- I am not planning on or considering taking courses at this or any college or university in the next semester or term. – 0%
- Other (please specify) – 17%:

1. I paid a substantial amount of money for small class sizes and in person lessons, not online school.
2. I will not take courses from this university if they are taught online because of my access to internet and the difficulty on my mental health and anxiety of doing the work and finding motivation.
3. Pending the situation, I am very unlikely to register if courses will be online because of the lack of education I will actually receive from this format of class.
4. I'd like to come back next semester
5. Accident I am likely to be coming back
6. If classes are online, I will not be returning to SU. If we return to campus, I am far more likely to take classes
7. Staying
8. If we cannot go back to campus then I don't want to pay thousands of dollars for online classes when I could just go to community college for almost nothing.
9. If my father loses his job to the pandemic I will have no money for school.
10. Depends on if classes are online
11. I am planning on or considering transferring to another college for the upcoming fall semester, but I plan to transfer back to Southwestern in the spring semester.
12. If it's online I will take a gap semester

**(OE) Please use the space below to provide any further information or comments you would like to share with us.**

1. although I personally do not have bills to pay, my mother does, and she hasn't been able to work in over a month. We are worried about being able to pay the rent and utilities at her place of business. We may also be forced to live at her place of business if the fighting between she and her boyfriend does not stop.
2. For the love of everything that is good, do NOT make the fall semester online only. I understand now we need to stay inside and safe but right now my education and future is suffering. These online classes are a joke, we are not learning anything, I've only met online with one of my teachers twice and the others only want me to finish work that I started on earlier this semester. It all feels like a waste of time and something that only exists to occupy my now vast amounts of spare time. I Can't Allow My Education And My Future To Suffer This Fall If It's Online.
3. I am grateful to be safe and healthy during this time, but I miss SU every day. I am a first-year transfer, and I was just starting to get comfortable and I made some really good friends. I love going to school at SU and I think it was one of the best decisions I've made. I can't wait to go back. I think all of the departments, faculty, and professors have been doing a wonderful job. I was especially proud to see SU donating medical supplies recently. Thank you all!

4.	I go to college to learn in a classroom around my peers. I didn't sign up for online classes for a reason; learning at home is not effective for me. I understand the nature of the situation but it must be understood that it is not the same in value. My learning in the classroom is enriching and valuable.
5.	The haphazard and disorderly actions taken by southwestern to deal with this crisis have disappointed myself and my family.
6.	While this time has been difficult, I am glad to be an SU student. My professors have been very supportive and flexible, which is how I have been able to complete this semester. I think for the health of SU and Georgetown, classes should be online next semester. It is not ideal for students or professors, but we will get through this.
7.	I have taken out the maximum amount of my Federal Pell Grant every semester and the Care Act stated that we students who have done that should receive COVID-19 aid for up to that amount since we were left out of the stimulus checks and our parents did not receive the \$500 child stimulus for us because we are over 18. I have called the financial aid office so many times trying to get help because my apartment in Georgetown will not let me out of my lease and there is nothing for me there side the University shut down. That is an extra \$5,000 (roughly) I have to pay in rent/utilities which I now cannot afford as I am unemployed and back home living with my parents to help work on our ranch. I really need some aid, and not just the \$100 I received from the emergency fund that bought me a small amount of groceries (even though I am so grateful for that) this is a larger scale problem than groceries and I really hope y'all help. Thank you for your time.
8.	I don't understand why there weren't more questions on how students feel in online classes with their teachers. Teachers expecting students to be able to perform at the same level in online classes during a world pandemic as they do in person classes is ridiculous. We are all depressed, scared, and dealing with way more than we signed up for. Our sense of structure and normalcy no longer exist and teachers decide to make classes harder or assign more work? It's ridiculous. I'm an RA and I've texted each of my ~40 residents and each of them have expressed these same frustrations. Southwestern needs to do a better job about caring for their students' mental health. The lack of sympathy shown at this time is very disappointing.
9.	Wish there were more resources for trying to find a job during COVID-19. Scared i have to live at home for a long time in order to find a job.
10.	I wish yall would include sexuality on these identifiers if you're trying to find out more about the student body
11.	<p>I have felt very supported by all my teachers and advisor during this time, and have seen how hard everyone is working to make this time as easy and bearable as possible for all Southwestern students, and that is very appreciated. Some things I want to highlight from my experience, is that there seemed to be an 'assumed' level of tech-savyness of the students, and some of us have really struggled with figuring out all the technology and different platforms. Obviously, our performances during this time are not as strong as they would be if we were on campus as normal, and some of my peers have mentioned they are worried with finals approaching that some teachers may not take that into consideration, or that they won't be able to because they are taking math or science courses when there is no wiggle room to grade leniently. Looking forward, my peers are worried that they may miss some crucial material needed in future courses because of the situation today.</p> <p>I also would like to use this as an opportunity to draw attention to the lack of understanding, compassion, and leniency from ResLife during this time. I, as well as many of my peers, have felt almost victimized by XXX and their failure to even TRY and understand the situations of many of the out-of-state/ international students who live on campus. I understand why moving our belongings out of our rooms is necessary for the school for maintenance, cleaning, and liability reasons; however, being told I will be facing penalties for not moving out, when traveling to Texas under the circumstances is simply impossible and quite frankly reckless, does NOT make me want to return to Southwestern in the future, and does NOT represent the Southwestern community well. I understand that "moving" is allowed during stay at home orders, but risking my health and the health of my grandparents, who I am currently a care-taker for, just so XXX can check off another empty room is completely unreasonable. My situation aside, today, my athletic team group chats, and sorority group chats are filled with messages from out of state students offering to pay someone to go move their stuff out of their dorm, and into a storage unit for them because they can also not make it back to campus. We all know these rooms will be unoccupied all summer. We all know there are no summer sessions or camps or activities taking place on campus. We all know this has to be hard for everyone to deal with angry parents and students and BS excuses about why Sally can't move her stuff out. But maybe just this once someone could explain to XXX that at Southwestern, we are actually taught to challenge authority and bend the rules for people in need; we are taught to ask questions when things don't make sense, and when the answers we are given are not sufficient enough, we are taught to blaze our own paths and make write our own stories, and that means that the faculty of Southwestern has model those behaviors. Here at Southwestern, you can make it really far in life when you show some compassion, and stretch the rules to accommodate people in need of some wiggle room.</p>



<p>Southwestern has always been my dream school, I am a legacy. I got to campus, and I fell in love with my teachers, and my classes, and my peers, and the campus itself, and the opportunities I am given, and the only thing that has ever made me question that this school was the right choice for me was the treatment I have received from ResLife. On multiple occasions they have made me feel like they want me to fail. They want to leave me in situations where I will not succeed. How can I succeed in my online classes, during a pandemic, while I am taking care of my dying grandparents, if I am being forced to fly to Texas, to move my stuff out of my dorm room?</p>
<p>12. It would be appreciated if the school hired people of color to work as counselors once we're back on campus.</p>
<p>13. A lot of people chose SU for the communal, discussion-based aspects, and are now not receiving this. The quality of learning is not at its usual standard because of the pandemic. While it is not SU's fault, it is also not the students' faults, so some consideration should be given to prorating tuition for the online months, and in the case of an online Fall 2020, without affecting financial aid, as SU (a very expensive private school) is better equipped to handle the costs than its students.</p>
<p>14. Covid19 has made classes extremely impersonal and odd compared to on campus teaching which is detrimental to student motivation and learning.</p>
<p>15. I think from this survey you are trying to determine whether or not to hold classes next fall. I think it would be a mistake NOT to, even if enrollment is down. I think for a lot of students, they don't understand the effect a break in student status will have on them. They will go out and maybe get a job to afford to live for that semester, that will affect their future financial aid. Part of what took me so long to go back to school was that for years I didn't qualify for ANY financial aid, because I earned too much - which wasn't much at all... I'm just saying this as a person with a unique perspective. They won't know how badly this can affect them until it REALLY hurts them. And then they end up dropping out later because they can't afford it at all...</p>
<p>16. Please let the fall semester be back on campus</p>
<p>17. In order to graduate May 2021, I will have to take my capstone in spring 2021 &amp; a single summer class right after graduation. I would rather not have to continue in classes after I graduate. If something could be done to finish on time, that would be great.</p>
<p>18. mental health struggling not being at school or seeing people other than my family. struggling with depression</p>
<p>19. If next semester were to be online, I refuse to pay full tuition. Right now, I am only getting four live lectures/week through Google Hangouts, compared to 8 when we were on campus. I firmly believe that students are entitled to a partial refund for their Spring tuition as they are not receiving the services (online courses, i.e., at Grand Canyon University are way cheaper, they have to provide their Internet, which can be costly, they do not have access to campus facilities such as the gym, etc.) they paid for. Now, I understand this is an unprecedented situation, and Southwestern University's finances have been affected, but students and their families are on the same boat. Besides, SU received a \$1.2M federal grant under the CARE Act. Other students around the nation have taken legal actions against some universities, and I might follow. I love SU, but considering private colleges in the US are businesses, I don't think this is the right way to treat customers.</p>
<p>20. I have Type One Diabetes, so I am someone with an autoimmune disease.</p>
<p>21. There has been ZERO communication from Southwestern University regarding tuition refunds or help. Very disappointing for a private, Liberal Arts college</p>
<p>22. Considering the situation and how quick it hit us I think my school and it's faculty handled what they have needed to do efficiently. I believe students do not want to fully open up about this struggle considering how liberating it is to have a continuing education at a high level, but we are not even close to normal circumstances.</p>
<p>23. While some colleges have enforced a mandatory pass/fail grading system, our grading system is optional pass/fail. I do recognize this is helpful for most; however, I am hesitant to select this option for a class since I am on the pre-health track. I fear that because this choice is optional, admissions committees will hold this against my application. I feel as though my performance in this situation does not hold true to my potential. Personally, a few of my classes have become more challenging in terms of testing, receiving one-on-one help and rigor.</p>
<p>24. Please open school back up. Let us stay on campus and then to protect faculty do online classes. Students statistically do better when studying on campus and I know you guys need the revenue from housing so that your school stays afloat. Make it optional for people on whether or not they want to go back to school. We can close part of the dining hall so that students eat in their dorm but can still buy food from commons. This could work, and eventually we're all gonna have to go back to school and work. Can you guys really go another semester without payments from housing?</p>
<p>25. I think the university needs to seriously consider the possibility that classes will have to be help online in the fall as well. Preparing for this could include postponing intense classes (such as theory) to the spring.</p>

<p>26. Online classes are nonfunctional and not worth the tuition being paid to this university. I understand the circumstances do not allow for in person classes, therefore the university must issue discounted tuition for this semester. It is inappropriate to expect students to pay for the experience of a small liberal arts school and instead receive extremely mediocre online instruction.</p>
<p>27. While I thought that the professors made decisions that were for the best of their students in regards to the COVID-19 pandemic, I did not necessarily feel so in regards to the administration. I thought the decision to try and have students move out of the dorms so early on was inconsiderate and dangerous, particularly for those with live-in family members or roommates that have pre-existing conditions. Perhaps I just didn't understand the reasoning, but the lack of reasoning offered to under the decision is also suspect and off-putting.</p>
<p>28. Online classes have been the hardest adjustment I have ever had to make in college. I am not blaming anyone or trying to make it seem like it is at all the universities fault, I just want to make it absolutely clear that this is not preferable at all. I am not as successful online and at home as I am on campus. One of the biggest study tips and what worked best for me was having a separation of home and work. I never worked in my room or brought homework home, so now having no escape or separation has been extremely difficult. Also, I am a first-generation college student and I don't have the resources and support that I would at school. My peers aren't around me to answer questions as easily and my parents have no idea how to help me. Also, I have had to start working at my summer job to support myself from not being able to work on campus and that is another strain on my ability to be able to work successfully at home. Most professors have been understanding of the situation, however, others have piled on the work since going online. It is also difficult to stay on top of the material when some professors aren't hosting an official class and just option office hours during class time. Although online classes just are not as beneficial or as successful as in-person classes.</p>
<p>29. Since I am graduating this semester will I have access to Career Services during the summer? I know usually we would get this stuff done during the semester but we haven't been on campus since the shutdown. I'm really concerned about what I need to do after graduation.</p>
<p>30. The university decided to close campus and kick out all students from dorms. This includes the upperclassmen dorms such as Lords and DLC, but also McCombs. While the argument was for containing the spread of the coronavirus, only the freshman and HB dorms would as those a close proximity and have a high chance of chain transmission. However, McCombs, Lords, and DLC act as self contained apartments, similar to a standard living situation offcampus for example. The other reason the school though we needed to be evicted was by a Georgetown ordinance, yet reading the actual document shows that exceptions were made for private educational institutions, under which SU falls. Therefore, kicking out the students was pointless. Further, there are many students, myself included, that were either out of state, had no alternative living situations suitable or short notice enough, or would be returning to homes with elderly individuals (grandparents, etc.) which are higher risk. The school provided an alternative, moving all students to the freshman forms for security reasons, but this only refers to the original problem where the dorms are more dangerous when it comes to containing COVID, see the cruiseship examples in the news. In terms of education, many seniors and juniors, the class more likely to be completing capstones or individual research, would loose access to the library and special collections, or labs for the sciences. At one point, the library was left open for students to use, meaning that students would be coming and going from the library on a daily basis anyways from off-campus. If some of the droms were able to remain open, then SU would act a bubble, since students wouldnt need to come and go as much risking exposure. Overall, the move to close the school and facilities on such short notice only made the situation worse for many students. Also to note, there was a lack of communication about on-campus facilities. For example, I signed up for the mailroom to keep open my mailbox to receive packages since I dont have any real permanent address currently. Without warning, this changed having packages forwarded to an address that is unavailable for me to access. If there was any communcation about these changes, this could have been prevented.</p>
<p>31. I would prefer to be on campus, I do not work as well at home since I get distracted more easily. I have heard that there is a chance that Southwestern may decide to do Fall 2020 classes online. I would strongly NOT recommend this, at least in it's entirety because I feel like it may affect the quality of my learning. If you do decide to move classes online what I would recommend is some mix of both online and in class. Allow students who feel they need the in class lectures to be able to go to on campus classes, but if they feel they can do a class online then have that option as well. This way the density of campus could be reduced so the spread of COVID19 could be better stopped but still allow students like myself who need in class help for particular classes (in my case organic chemistry) to get the kind of teaching they need. Encourage students to stay off of campus and do online learning (if deemed necessary) as much as possible but don't shut down on campus classes entirely. Please take this to heart since I feel many students and professors feel the same. I truly believe that if COVID19 still poses a remarkable threat to our school then this may be the best solution to maximize safety and education for Southwestern Students.</p>

32. I live with my brother who goes to A&M, and it's nerve wracking to see how fast he hears back from his school while I'm lucky to at least have one email from SU. SU should be ashamed with how they handled the day before spring break with each cancellation one after the other, and the stress they caused students some of which who didn't have a place to go in such short notice. I'm glad that SU cancelled classes for the rest of the semester. I just wish it was done in a better way. The stress SU caused all of us students can never be taken back and I hope they do something about it. Mouthwestern is real since the only SU news I hear are rumors from other students instead of from the school. SU's doing the right thing, but they're doing it in the dumbest way possible. Students want daily updates! We want to know what's going on! Don't keep us out in the dark, please.
33. The business office sent out an email about paying student workers the amount of hours they were going to work this semester but never followed up. Will student workers be eligible for financial aid?
34. As a commuter student and someone who worked part-time before the pandemic, completing schoolwork has actually become much easier.
35. The work load and the demands of my professors have increased in all but one of my courses.
36. This is not the SU experience I paid for. Distance learning sucks and not at the fault of the professors.
37. My entire interpretation and motivation for university have plummeted when it was taken so suddenly. I came to university so that I would have a chance to be away from home and now I'm back. I know this is a problem for many students, and I feel like we need a space to express that.
38. Please make sure to use preferred in the system when sending out emails or trying to contact students. I know it's not a priority in these times but it would still be helpful for non-cisgender people whose self esteem or mental stability is not doing well due to covid-19.
39. Will career services be open during the summer? I'm a graduataing senior and since being home bound and doing school work, I haven't had the time to talk about my future plans with a counselor.
40. Thanks for all the University is doing as a whole community.
41. One of the things I am the most disappointed with is that I lost my job at SU. I cannot work my job remotely and I do not qualify for federal funding, so I do not have that income. I have worked hard this semester and it would be a great financial relief if I could have received this money from my job at SU. I am trying to save up money before I graduate in December and this has thrown a wrench into the works for sure. Other than that, I hope that Southwestern does not make an executive decision as to whether school will be online or not in the Fall until a few weeks before school is supposed to begin. Things are changing on a day-to-day basis and if we make a decision early then we could possibly miss the opportunity to be able to come back to our semi-normal state.
42. The residence life staff was not empathetic to students have to move out at a moments notice and their correspondence was often abrupt and not empathetic.
43. Southwestern has done a poor job of providing support to students during this time. Other than a few emails regarding their emergency fund, there has been no other attempt to really make sure students know what resources are not just available in the Austin area if they are still living near the university, but also what other options SU can provide to students who are in need of resources right now. Why not offer FREE mental health services during this time when many people are financially struggling or it's just too complicated to try to get into how to pay for them? There is already no racial diversity amongst the counselors at SU, why not partner with counselors in the Austin area and cover the bill so students don't have to feel like they need to exert even more mental and emotional energy to find a counselor when they also have another thousand things taking up their time? The fact that the COVID-19 fund is conditional and basically says "we know you need money right now, we can give you some BUT we control how much you get which is \$500 and because we make the check, this means we don't trust you enough to disperse these funds to where you really the most without us looking over your shoulder." Did SU ever stop and consider that it's already embarrassing to ask for financial help and now you want to be strict on knowing every single purchase that is going to be made by that student? Come freaking on. I get that there's probably some legal reasoning behind not increasing the amount because of taxes or some other sub-section of some tax document but if you aren't going to fully commit to students and really try to work with them during this time, don't bother instilling a sub-par model of an emergency fund. Also, to ask students to basically give you their life story without letting them who is going to be reading this and how confidential everything will be, is ridiculous. Students in general already feel like there aren't many staff they can rely on campus, so why should the most vulnerable students trust you? If you wanted to offer \$500 to students, why not give it to them in the form of a tuition refund? And the fact that we don't know if that's possible or not or if that's allowed or if it's an option shows how oblivious the university is to the fact that students need more than one option. Why not give us a refund check for printing? So if we don't

<p>have a printer, we at least have \$20 to go to a FedEx and be able to print school documents. The only people who students have felt have actually been there for them are professors. I felt more comfortable confiding in my professor about my mental health, my fears of getting sick, and feeling so incredibly hopeless about my financial situation than I do writing it all down in a fucking google form. Stop putting so much emotional and mental labor of students, alumni, and professors and dig into that "little" endowment fund, and put your money where your mouth is. When I graduate, I will not be donating any money back to SU as long as it continues to this system. And you best believe that when the most vulnerable, marginalized students on campus become successful and are financially thriving, SU will not see a cent of their earnings. If anything, there will be an independent fund established for those organizations and groups of students who are always being undervalued by the university and the money will be going directly to them and anything they need down the line. I am incredibly dissatisfied with the last four years in terms of staff and admin and the fact is, I truly don't want to feel that way. I want to be proud that I attended SU but because time and time against they've undervalued and dismissed students of color, professors, etc. I will not be recommending my alma mater to any more students.</p>
<p>44. If school is online next semester, I will not attend if I am paying full price for tuition. I came to SU go to college, not to sit on my computer for 6 hours a day. The level of education I receive virtually is not as high a quality as the one I receive actually being on campus. If I wanted an online education, I would've paid for something like University of Phoenix.</p>
<p>45. Good lick</p>
<p>46. Depending on whether in person classes resume next fall, I will know whether I will return this fall or next.</p>
<p>47. If I can find a way to afford it, I'd really like to live on campus this summer. My current living situation is abusive and entirely unstable, and I'm afraid I may be homeless before the end of the summer.</p>
<p>48. Making classes pass/fail while learning online would heavily lift the stress off of me.</p>
<p>49. Mental health has been the biggest struggle during this pandemic. I feel that the school has given beneficial resources to help with this, but the coursework load and expectations have been the same in half of my classes. I feel that this is not manageable personally because of my current mental health due to home life, complete lack of in-person social time, and a different schedule. The hardest part for me has been the lack of updates from all sources as far as what plans are for the future. I understand that this is not in any way the university's fault, but I do feel that early on in their response information was not clearly communicated in good timing. As other schools near Southwestern were shutting down, Southwestern's hesitation in making that decision in comparison made planning very difficult. As an out-of-state student in particular, I felt that accommodations were not made for my situation regarding residence life other than the exception that was made for move-out times. I feel that if I had known sooner about plans to move classes virtually for the semester, I would have been able to plan for this. There does not seem to be an answer for what students whose personal belongings are still on campus should do. I understand that this is challenging as we are under mandatory stay-at-home laws, but I feel that the move-out process was not handled well. If professors were perhaps given more concrete guidelines for what their expectations towards students should be, we would not have to be keeping up with completely different expectations and workloads from each professor. This has been confusing and added stress to a time that is already challenging. For example, if there was a more streamlined approach to what the workload should be, professors would be able to plan around those guidelines. Obviously every class is different, but I believe that the professors are not at fault for their differing workload as far as what I know about the information they were given. Other than issues with class expectations and residence life, the school has done a good job about giving appropriate resources and options such as Credit/No Credit. In many ways, I believe they have done the best they could do in managing a challenging time, these are just the issues I felt could have been handled better in case we are going to stay with virtual learning for the fall semester.</p>
<p>50. Online learning is a very difficult transition. I do not know how well I be able to do with another semester of online learning. I know that the university is working very hard to provide as with the most updated information and is trying to make our experience as normal as possible. I am incredibly thankful for the faculty and staff and the information we have been provided, but I just want it to be absolutely clear that this is not an ideal situation and however well we may seem to be adapting, it is not working out.</p>
<p>51. Disability accommodations have been complicated via distance learning, and while some are easier, many are more difficult.</p>