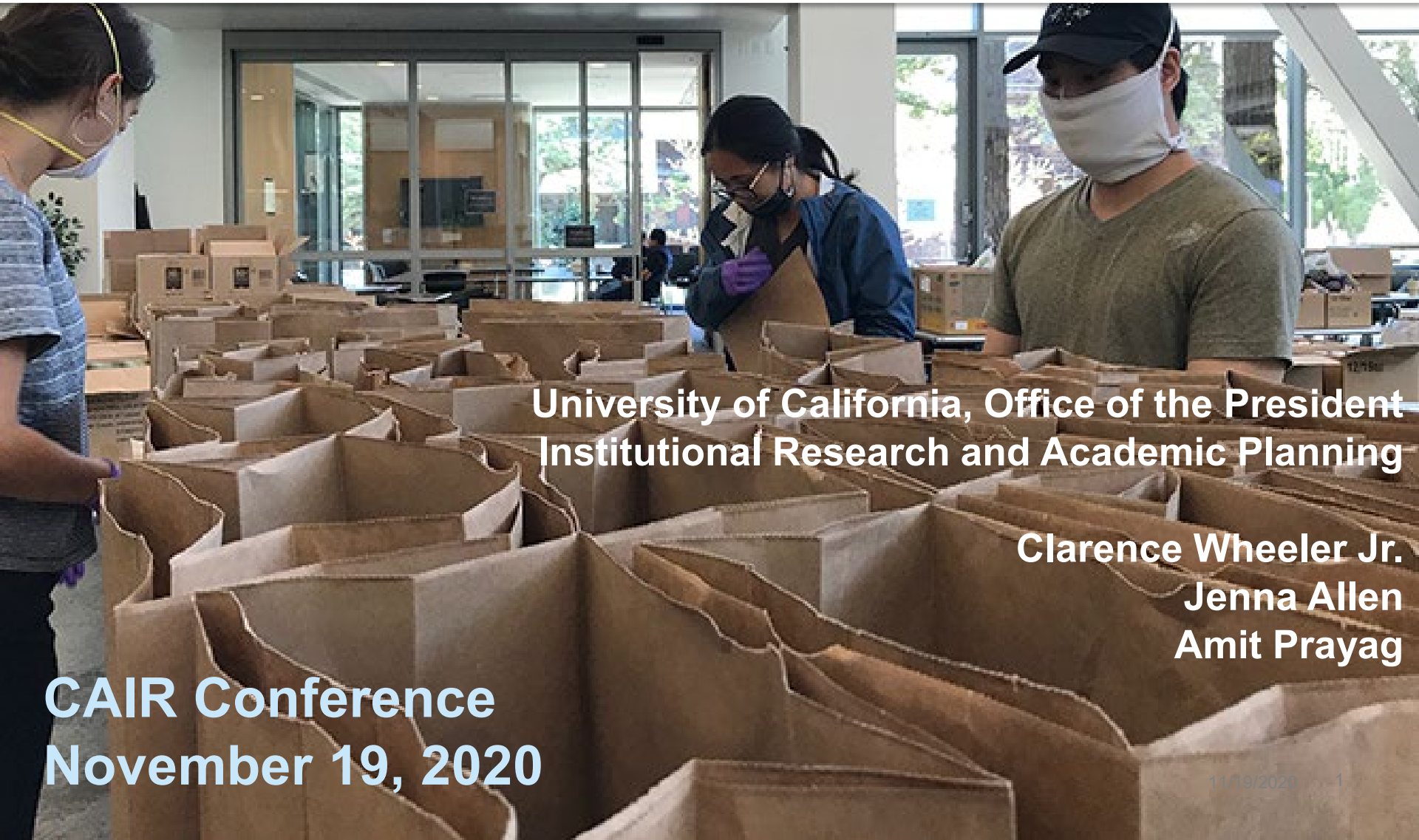


And the survey says - Preliminary survey data for strategic decisions



University of California, Office of the President
Institutional Research and Academic Planning

Clarence Wheeler Jr.
Jenna Allen
Amit Prayag

CAIR Conference
November 19, 2020

Agenda

- Undergraduate Student Experience Survey (UCUES) - Clarence Wheeler Jr.
- Supporting strategic decision makers - Jenna Allen
- Interdisciplinary team and approach - Amit Prayag
- Demo: UCUES Covid19 dashboard

Introduction to UCUES

- Biennial
- Response Rate: 35% to 40%

Reasons to cancel the survey

- Shelter-in-Place Order
- Campus Overload
- Irregular Responses



Decision to launch UCUES in Spring 2020

- Feasibility
- Unique perspective
- Large scale response to Covid-19 conditions



New module additions in UCUES 2020









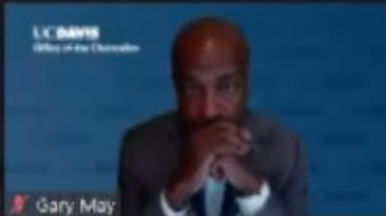













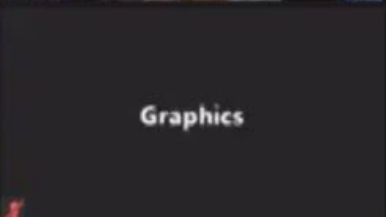


COVID-19 module

- Impact on academic, personal and family well-being
- Students' response to prevent COVID-19
- UC campus response to COVID-19
- Plans to enroll at UC in Fall 2020

Remote Instruction module

- Use of online tools
- Comparing in-person to remote class delivery for student learning, level of interaction, ethical behavior, challenges
- Open-ended question on experience during pandemic

Supporting strategic decision makers

 UC Regents Backup	 Nathan Irostrom	 Peggy Arrivas	 Hadi Makarechian	 Howard Gellman
 Kelly Drumm (she/her/hers)	 Sam Hawgood	 Kim A Wilcox	 Gary May	 Janet Reilly
 Carol T. Christ	 Juan Munoz	 Chad Letteris	 Staff Advisor Ann Jeffrey	 Carrie Byington
 Pradeep Khosla	 Brad Werdick	 Pierre Ouillet	 Lori Donaldson	 Jamaal Muwwakkil
 Arlene Shaw	 Richard Sherman	 Graphics		 Connecting to audio ...
				 Cheryl Lott

Data support for pandemic management & planning

- Would students continue their education during the pandemic?
- How was the pandemic or the shift to remote instruction impacting students' learning?
- What were students experiencing during the Pandemic?
- Planning for Summer and Fall enrollment



Strategic decision makers

- Systemwide Executive Leadership Councils
 - Executive Vice Chancellors/Provosts
 - Vice Provosts/Deans of Undergraduate Education
 - Summer Sessions Directors
- Academic Senate Representatives – those who drafted the questions in the Remote Learning module and also launched a faculty survey
- Staff Representatives to Regents Special Committee on Basic Needs
- May meeting of the UC Regents
 - Academic and Student Affairs Committee requested [Update on COVID-19 Impact on the University of California: Academic and Student Issues](#)

Interdisciplinary team and approach



Project needs

- Ethical concerns about preliminary data
- Dynamically evolving project requirements
- Demanding stakeholders
- Quick turnaround time to support crisis management
- Higher degree of collaboration

Agile project



Interdisciplinary team

- Resources availability
- Key skills
- Collaboration
- Delivery time

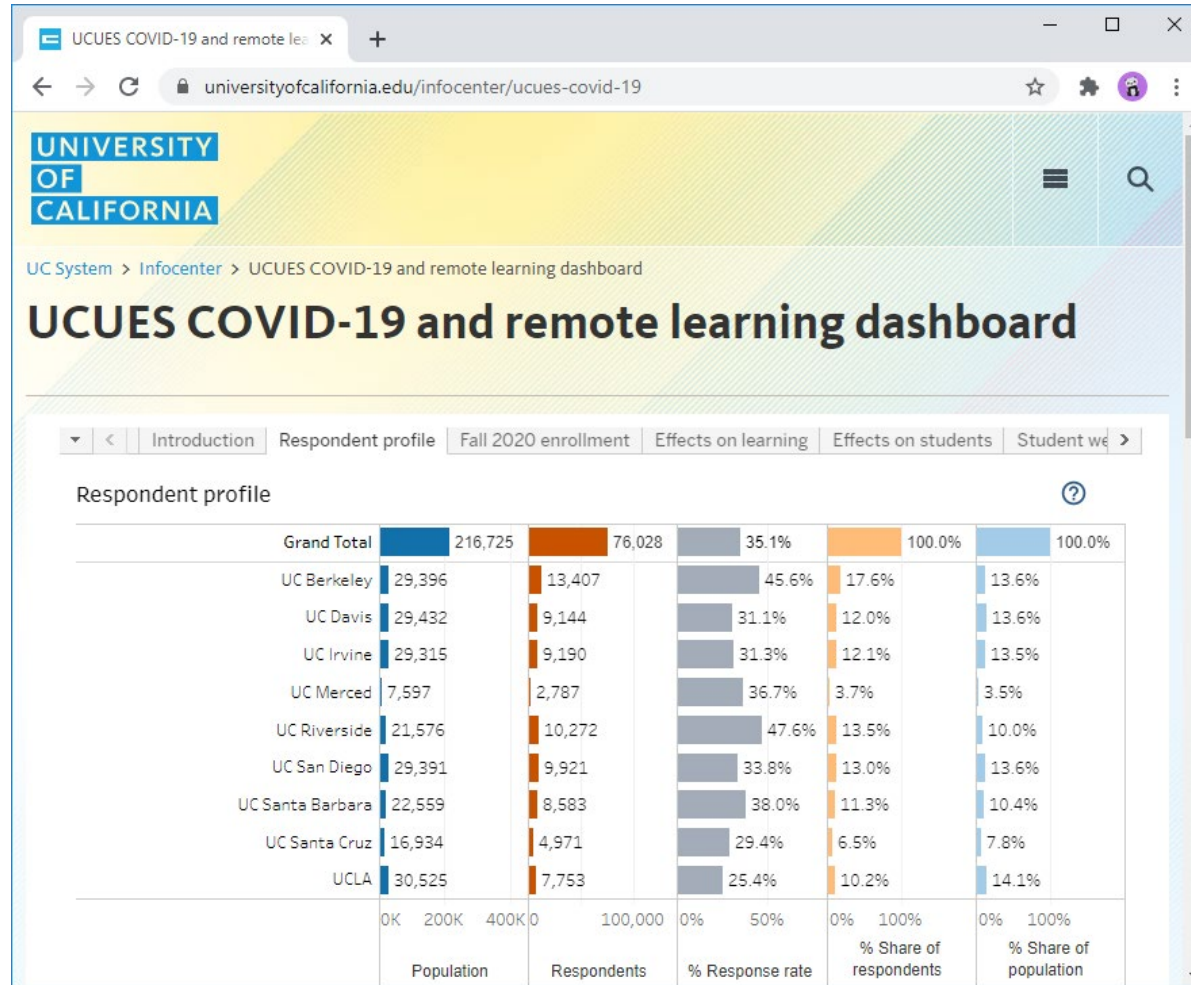


Five keys of agile IR project management

- ✓ Use iterative and inclusive product development
- ✓ Perform early and constant stakeholder analysis
- ✓ Focus on collaboration
- ✓ Don't forget change management
- ✓ Communicate, communicate, and communicate!



UCUES Covid19 dashboard



<https://www.universityofcalifornia.edu/infocenter/ucues-covid-19>

Summary results

8% unsure if they would return in the fall

79% of students were concerned/very concerned about being able to effectively learn in the remote instruction environment

65% had high to very high confidence with ability to use online tools

69% were concerned/very concerned about COVID-19 impacting their ability to get a job post-graduation

Open-ended Question

- Appreciation for UC efforts recognizing unique circumstances
- Worries about family, finances, unemployment and health
- Difficulties engaging with friends and social activities
- Unique concerns for freshman, seniors, those taking lab and art classes
- Challenges balancing life at home and ability to study and take exams
- Longing to return to campus

Summary results

- Decided to launch UCUES 2020 on 9 UC campuses when the SERU consortium canceled many surveys at universities across the nation
- UCUES was the only large-scale data set that could give us a view of students' experience during the pandemic
- Pandemic required rapid and adaptive responses
 - Added questions to UCUES
 - Developed non-survey team to create dashboards on the fly
 - Created a secure model to give access to preliminary data to key decision making groups
- Used collaborative online tools to support agile project management
- Found a new model for future projects

Questions?

Please use the **WHOVA Mobile App** to rate this session. CAIR uses the session evaluations to determine the winners of the Best New Presenter, and Best Presenter awards each year.

