And the survey says -

Preliminary survey data for strategic decisions
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
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?

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