Riding the Wave:
Responding to shifting student needs (and institutional realities) during the pandemic

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Agenda

- Problem identification: those 2020 waves
- Data gathering & results
- Intervention planning
- Implementation
- Evaluation: ready for the next big one?
Introductions

Our school...

Who we are...

Who are you?
New realities

2020
Data gathering

Survey methodology:
✓ 200+ students
✓ Anonymous
✓ Mixed methods
  ✓ Qualitative and descriptive Statistics
✓ Fall semester
✓ Spring follow up

Also:
student retention outcomes measurement
Most frequently identified issues for Fall 2020 were mental health issues n=29, peer connections n=27, difficulty balancing life/school/home n=23, school workload too high n=23, Zoom fatigue n=22.

<table>
<thead>
<tr>
<th>Tech issues</th>
<th>Zoom classes</th>
<th>LMS usage</th>
<th>Peer interaction</th>
<th>Faculty interaction</th>
<th>Biggest challenges?</th>
<th>How can we help?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wifi access &amp; cost</td>
<td>Zoom fatigue</td>
<td>Inconsistency/organization</td>
<td>Lack of community</td>
<td>Informal access</td>
<td>Juggling it all</td>
<td>More community</td>
</tr>
<tr>
<td>Class interruptions</td>
<td>Lectures &amp; slides</td>
<td>Discussion boards</td>
<td>Group projects</td>
<td>Email delays</td>
<td>Mental health</td>
<td>Less zoom</td>
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Students speak

- Not having in-person time with classmates and professors and doing so much reading alone on top of COVID isolation
- Staying engaged was very difficult and increased workload was difficult to manage
- Keeping up with work and dealing with life during these hard times
- Being on zoom for almost three hours by the end of this semester has gotten agonizing... it got really hard to sit on the computer
Intervention planning

- Instructional modifications
- Faculty training & evaluation
- Student support services
- Communication channels
- Community resources
Interventions

**Student supports**
- Peer tech assistance
- Art contest
- Mindfulness breaks
- Flexibility

**Faculty training**
- Online training modules
- Pre/post survey
- 1-on-1 mentoring
- Best practices info

**Course modifications**
- LMS usage guidelines
- Quality reviews
- Zoom time limits
- Assignment consolidation

**Resources**
- Resource list shared by instructors
- Validation/normalization
- Referrals

**Interaction**
- Weekly announcements
- Dean’s Open Door sessions
- Student hangouts
- Social Justice workshops
Follow up

**Spring student survey**
- Pandemic mental health
- Zoom fatigue
- Unhappy campers

**Faculty listening session**
- Mixed feelings re: class duration
- Concern re: digital divide, severe hardships
- Need for continued training
Results: Spring

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<tbody>
<tr>
<td>Wifi access &amp; cost/problems</td>
<td>Zoom Fatigue*</td>
<td>Inconsistency/ Organization*</td>
<td>Lack of in-person instruction</td>
<td>communication</td>
<td>Missing peer/ faculty interaction</td>
<td>More class discussion/ engagement</td>
</tr>
<tr>
<td>Sharing internet with others</td>
<td>Adding more coursework</td>
<td>Discussion Boards*</td>
<td>Group projects</td>
<td>Email * delays</td>
<td>Workload</td>
<td>Limit busy/group work</td>
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*LMS Usage-challenges same, *Peer interaction-About right 51% peers, 71% instructors
Students speak (follow up)

It was difficult to be socially distant from my colleagues this past semester. Zoom learning was a challenge but it worked.

The zoom burn out is real... hard to be in front of a computer for almost everyday of the week for most hours of the day due to class time, study time, and work.

I LOVE ONLINE school. I am having an excellent experience with the online school because I’m extremely organized and always trying to be ahead on my assignments.

Honestly school is working out well. My biggest challenge was doing the work that is expected of me, and doing it well. Getting all the reading done and doing the homework/projects.
What’s next?

Course modifications

• Duration considerations
• Zoom engagement
• LMS consistency continued

Student engagement

• Informal access
• In-class activities
• Condensed communication

Faculty training

• More focused
• Pedagogy vs tech
• 1-on-1 support continued
Summary

Community, Technology, & Training
THANK YOU

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Evaluate Sessions and Win!

• Navigate to specific session to evaluate
• Select “Evaluate Session” on session details screen
  • Complete session evaluation*

*Each session evaluation completed (limited to one per person per session) = one contest entry. **Five (5) $25 gift cards** will be awarded