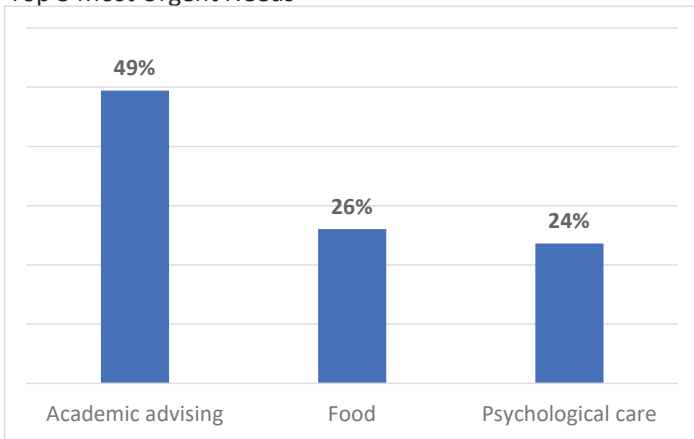


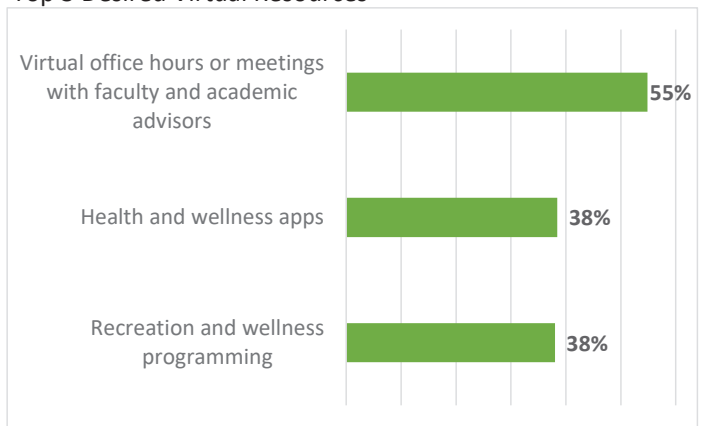
# Spring 2020 COVID-19 Student Needs Survey

The COVID-19 survey was administered from 4/1/2020 to 4/15/2020 to a random sample of students enrolled in Spring 2020 in an effort to quickly assess overall access, well-being, and service needs for CSUSB. Overall, a key theme that emerged from the results of this survey is academic advising: it's the top urgent need (49%), top intent to use for virtual programming (55%), and the second top concern (75%). Another theme that emerged is health and wellness: psychological care is the second most urgent need (24%), the top concern is the impact of COVID-19 on health of family or friends (77%), and the second top intent to use for virtual programming is health and wellness apps (38%). There is also much concern over how COVID-19 will affect the student experience (67%), which is also evidenced by the intent to use virtual programming related to recreation and wellness (38%). A more comprehensive list of results can be found on the second page of this report.

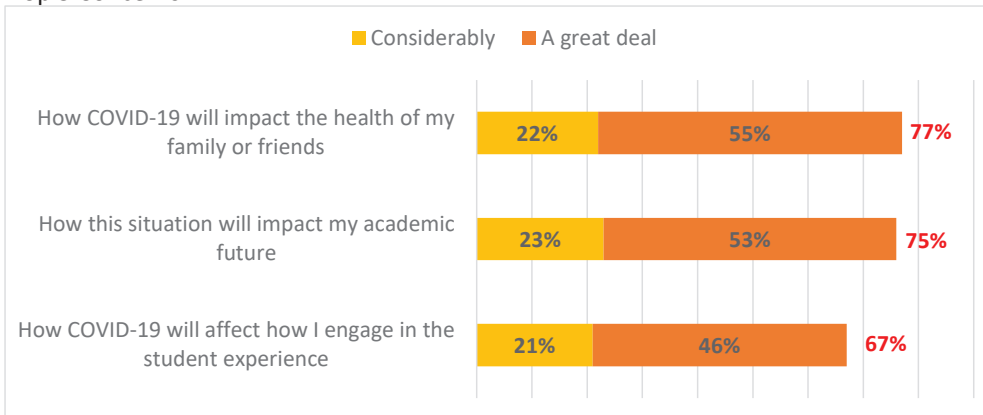
Top 3 Most Urgent Needs



Top 3 Desired Virtual Resources



Top 3 Concerns



### Spring 2020 COVID-19 Student Needs Survey

Survey Items	All Students	Start of Classes (4/6)		Division			Special Populations		
		Before	After	LD	UD	PB/Grad	International	SSD	PDC
<b>Respondents</b>	<b>2598</b>	<b>1296</b>	<b>1302</b>	<b>622</b>	<b>1638</b>	<b>338</b>	<b>119</b>	<b>123</b>	<b>398</b>
<b>Student Well-being &amp; Basic Needs</b>									
<b>Where are you currently staying?</b>									
Off-campus at my family home	70%	69%	70%	91%	66%	47%	22%	67%	71%
Off-campus at my own place	25%	25%	24%	3%	28%	47%	42%	29%	27%
On-campus	3%	2%	3%	3%	3%	1%	15%	1%	0.3%
Off-campus with my friends	2%	2%	2%	1%	2%	4%	17%	2%	1%
Other	1%	1%	1%	1%	1%	1%	5%	1%	1%
<b>What do you need right now that CSUSB might help with? (Select all that apply)</b>									
Academic advising	49%	53%	45%	60%	50%	27%	34%	48%	54%
Food	26%	24%	28%	26%	26%	25%	30%	30%	27%
Psychological care	24%	24%	23%	17%	25%	32%	16%	33%	24%
Technology (e.g., internet, computer)	23%	24%	20%	19%	24%	22%	21%	25%	24%
Other	20%	19%	21%	15%	19%	35%	24%	21%	18%
Medical care	16%	17%	16%	12%	17%	20%	35%	15%	12%
Shelter	2%	2%	3%	3%	3%	1%	7%	1%	3%
Transportation	3%	4%	2%	5%	3%	2%	9%	1%	1%
<b>How satisfied are you with the following aspects of CSUSB's response to the COVID-19 disease outbreak in meeting your informational needs? (% Moderately- Very Dissatisfied)</b>									
Timeframe between announcements and action taken	12%	12%	12%	12%	12%	9%	9%	25%	12%
Timeliness of responses to questions	11%	11%	11%	11%	11%	10%	10%	20%	11%
Clarity of the institution's response	11%	12%	11%	10%	11%	13%	9%	22%	10%
Overall communication of efforts the institution has taken	9%	9%	9%	7%	9%	9%	5%	15%	9%
Frequency of communication	7%	7%	7%	7%	7%	10%	3%	15%	10%
<b>To what extent are you concerned about... (% Considerably- A great deal)</b>									
How COVID-19 will impact the health of my family or friends	77%	77%	77%	73%	80%	68%	75%	80%	77%
How this situation will impact my academic future	75%	75%	76%	73%	78%	67%	77%	80%	75%
How COVID-19 will affect how I engage in the student experience	67%	66%	68%	71%	67%	57%	73%	73%	60%
Financial impact on my life	66%	66%	67%	63%	69%	60%	70%	60%	65%
My ability to succeed in an online academic environment	64%	63%	65%	71%	64%	49%	71%	58%	58%
How COVID-19 will impact my health	61%	61%	60%	58%	63%	54%	71%	63%	63%
Access to consistent education	58%	58%	58%	62%	59%	46%	65%	56%	50%
Caring for family members	53%	52%	54%	57%	53%	42%	58%	56%	48%
Social isolation	50%	49%	51%	54%	50%	43%	65%	52%	50%
Lack of available emotional support	39%	38%	41%	44%	38%	31%	56%	48%	33%
Physical safety and security	38%	37%	38%	45%	37%	26%	66%	30%	37%
Access to consistent food	32%	31%	34%	33%	34%	24%	59%	26%	29%
Access to consistent housing	25%	23%	27%	28%	25%	18%	59%	26%	22%
<b>How do you rate your current ability to cope with the stressors in your life?</b>									
Good-Excellent	41%	44%	37%	39%	40%	51%	56%	34%	42%
Average	41%	40%	42%	44%	41%	36%	26%	36%	40%
Below Average-Poor	18%	16%	21%	18%	19%	13%	19%	29%	17%
<b>Technological Needs &amp; Accessibility</b>									
<b>Where will you access the internet in order to do your course work?</b>									
Home	93%	92%	94%	93%	93%	93%	83%	93%	94%
CSUSB	3%	3%	3%	4%	3%	2%	12%	4%	1%
Other; please explain:	2%	2%	2%	1%	2%	3%	2%	3%	2%
Retail location (e.g., Starbucks)	1%	1%	1%	1%	1%	2%	2%	-	1%
City or County Library	0.5%	1%	0.4%	1%	0.3%	1%	-	-	-
PDC Campus	0.3%	0.4%	0.2%	-	0.5%	-	1%	1%	2%
<b>To be successful in your classes now they are in a virtual mode, do you have... (% No)</b>									
Any special software/app/add-on that you need	23%	26%	20%	19%	28%	24%	15%	37%	22%
Access to adequate internet access	8%	10%	7%	7%	9%	10%	7%	13%	8%
Access to a working computer, laptop, or tablet	5%	7%	3%	4%	6%	5%	3%	8%	5%
<b>Which of the following online/ virtual resources would you intend to utilize if CSUSB offered them? (Select all that apply)</b>									
Virtual office hours or meetings with faculty and academic advisors	55%	59%	49%	45%	58%	55%	37%	67%	60%
Health and wellness apps	38%	41%	35%	39%	39%	35%	49%	41%	39%
Recreation and wellness programming	38%	40%	35%	35%	38%	43%	28%	44%	39%
Individual career counseling	35%	37%	32%	30%	38%	28%	35%	34%	39%
Live-streamed guest lectures	33%	35%	30%	25%	35%	38%	17%	42%	33%
Virtual trivia or game nights	31%	32%	30%	34%	31%	29%	21%	39%	31%
Individual tele-counseling sessions	23%	23%	22%	13%	25%	30%	21%	34%	24%
Virtual Career Fairs	21%	22%	21%	19%	21%	29%	32%	17%	24%
Virtual psychoeducational workshops	21%	21%	22%	15%	22%	30%	23%	28%	21%
Digital programming like videos, concerts or video challenges	21%	22%	19%	21%	21%	20%	24%	31%	25%
Career Services webinars	19%	20%	19%	13%	21%	23%	28%	16%	19%
Group tele-counseling sessions	11%	11%	11%	7%	12%	17%	13%	18%	9%
Leadership webinars	10%	10%	10%	6%	10%	20%	12%	17%	9%
Check-Ins from Housing, Residential Education, or other Student Affairs staff	4%	5%	3%	5%	4%	4%	17%	1%	2%
Other	4%	4%	3%	2%	4%	4%	1%	8%	2%

Note: response rate= 26%.