

**Executive Summary for
School of Pharmacy
Student COVID-19 Impact Surveys
(June 2020 & December 2020)**

Background. The Provost’s Office of the University of Maryland, Baltimore sought to understand the experiences and broad impact of the COVID-19 pandemic on their faculty, staff, and students during the pandemic, requiring virtual work, teaching, learning, research, and service. This report summarizes school-level responses to two surveys administered during 2020. First, a 41-item survey sent to all students from June 2-14, following the transition to emergency remote learning and virtual teaching/work in March 2020. A second 60-item survey administered from November 20 through December 15, 2020, with the addition of 11 items focused on COVID-19 health and safety behaviors. Some questions were removed (e.g., a few IT questions) and others were added to mirror the faculty survey (e.g., University and School Leadership Response, Satisfaction with Faculty Instruction). In June 2020, questions were combined regarding resources and co-curricular experiences offered by UMB Student Affairs and the Student Affairs Offices in the schools, and separated in December 2020. Survey questions primarily derived from surveys produced by the Higher Education Data Sharing Consortium (2020), EDUCAUSE (2020), and the National Consortium for Building Healthy Academic Communities (2020), and supplemented with institutionally relevant items related to impacts on research, clinical experiences, and didactic learning. Open-ended qualitative questions focused on learning what students believe went well and has not gone well in terms of their experiences as a student, and in December 2020, what has been helpful upon resuming clinical practice or experiential learning. Survey results for the school presented by survey topic area with comparisons to aggregate responses by all UMB students. Response categories were selected to portray significant data comparison points for key questions and do not account for all responses to each question or all questions in the survey.

Participants: In June 2020, 7% (76) of the 1,104 respondents were from the School of Pharmacy (SOP). In December 2020, 6% (59) of the 1,018 respondents indicated SOP was their primary School in Fall 2020; 32% (19) stated they completed the June survey.

Table I. Demographic Information

| Question Stem | Response | June SOP | Dec. SOP | June UMB | Dec. UMB |
|--|---|----------|----------|------------|-----------|
| Studying at Universities of Shady Grove | Yes | 16% (12) | 22% (13) | 9% (95) | 9% (89) |
| | No | 84% (64) | 78% (46) | 91% (1015) | 91% (924) |
| Graduate Assistant | Yes | | 12% (7) | | |
| | No | N/A | 88% (52) | N/A | 10% (87) |
| Degree Program in Fall 2020 | | | | | |
| | Undergraduate | | 1% (1) | 0% (0) | 12% (116) |
| | Masters | | 14% (10) | 42% (25) | 25% (251) |
| | Research Doctorate (PhD) – June; Doctorate (PhD) – December | | 8% (6) | 14% (8) | 9% (89) |
| | Professional Practice Doctorate (DNP, JD, MD, DDS, PharmD, DPT) | | 77% (57) | 44% (26) | 53% (535) |
| | Certificate | | 0% (0) | 0% (0) | 1% (10) |
| | Non-Degree | | 0% (0) | 0% (0) | .10% (1) |
| Do you consider yourself “at-risk” for serious complications if you contracted COVID-19? | Yes | | 21% (14) | 28% (13) | 19% (217) |

Table II. Given the changes at UMB caused by the COVID-19 pandemic, how often do/did you worry about the following?

| Question Stem | Response | June SOP | Dec. SOP | June UMB | Dec. UMB |
|--|------------------|----------|----------|----------|----------|
| Doing well in my courses now that classes are online | Very Often/Often | 39% | 40% | 53% | 59% |
| Doing well in clinical experience | Very Often/Often | N/A | 34% | N/A | 56% |
| Doing well in research experience | Very Often/Often | N/A | 40% | N/A | 30% |
| Losing friendships or social connections now that classes are online | Very Often/Often | 50% | 45% | 41% | 59% |
| Accessing the technology needed for online classes | Very Often/Often | 23% | 9% | 20% | 26% |
| Successfully using the technology needed for online classes | Very Often/Often | 30% | 13% | 25% | 28% |
| Having access to medical care | Very Often/Often | 36% | 11% | 23% | 19% |
| Having access to dental care | Very Often/Often | 38% | 15% | 22% | 19% |
| Mental health and wellness | Very Often/Often | 51% | 38% | 45% | 51% |
| Paying educational bills (e.g., tuition, loans) | Very Often/Often | 55% | 38% | 44% | 40% |
| Paying non-educational bills (e.g. rent, internet access, medical) | Very Often/Often | 53% | 28% | 43% | 37% |
| Having a safe and secure place to sleep every night | Very Often/Often | 13% | 13% | 7% | 11% |
| Having enough to eat properly day-to-day | Very Often/Often | 9% | 11% | 9% | 12% |
| Ability to care for dependents | Very Often/Often | 23% | 4% | 20% | 12% |

Table III. Please select all of the options that describe your academic work in Fall 2020.

| Question Stem | Dec. SOP | Dec. UMB |
|--|----------|----------|
| Coursework or seminars for my degree or program | 51% | 40% |
| Research or writing for my research prospectus | 13% | 6% |
| Research or writing for my dissertation, thesis, capstone project, or research paper | 11% | 9% |
| Preparing to defend or file my dissertation, thesis, capstone project, or research paper | 1% | 2% |
| Practical training (e.g. fieldwork, internship, clinical practice/rotation, clerkship, etc.) | 11% | 26% |
| Preparing for a board, certifying, or other qualifying exam | 5% | 11% |
| Preparing for a comprehensive, qualifying, oral, or other type of doctoral degree exam | 6% | 5% |
| I am a non-degree student in Fall 2020 | 0% | .22% |
| I am not enrolled in classes during Fall 2020 or Other | 1% | 1% |

Table IV. What type(s) of courses are (or were) you taking at UMB during Fall 2020? Please select all that apply.

| Question Stem | Dec. SOP | Dec. UMB |
|---------------------------------|----------|----------|
| Lecture or seminar | 57 % | 46% |
| Laboratory or experimental | 18% | 13% |
| Clinical or field experience | 12% | 29% |
| Internship, practicum, or co-op | 4% | 6% |
| Capstone or master's thesis | 4% | 2% |
| Doctoral dissertation | 3% | 2% |
| Other (please specify) | 1% | 1% |
| None | 0% | .39% |

Table V. How many of your courses are being held in an online/virtual format in Fall?

| Question Stem | Dec. SOP | Dec. UMB |
|---|----------|----------|
| One | 7% | 9% |
| Two or three | 42% | 32% |
| Four or more | 49% | 54% |
| None, I have not been enrolled in classes in Fall 2020 | 2% | 4% |
| None, I withdrew or plan to withdraw from all of my Fall 2020 courses because of issues related to COVID-19 | 0% | .25% |
| None, I withdrew or plan to withdraw from all of my Fall 2020 courses for a reason/reason unrelated to COVID-19 | 0% | .25% |

Table VI. Research and Clinical Practice Impact

| Question Stem | Response | Dec. SOP | Dec. UMB |
|--|----------|----------|----------|
| Has your research been affected because of campus changes due to COVID-19? | Yes | 44% | 47% |
| Has your clinical practice or experiential learning been affected because of campus changes due to COVID-19? | Yes | 56% | 91% |

Table VII. Please rate your satisfaction with how well faculty met your expectations of virtual/online instruction in Fall 2020?

| Question Stem | Response | Dec. SOP | Dec. UMB |
|-------------------------|--|----------|----------|
| Quality of Instruction | Extremely Satisfied & Somewhat Satisfied | 81% | 54% |
| Quality of Assignments | Extremely Satisfied & Somewhat Satisfied | 72% | 49% |
| Quantity of Assignments | Extremely Satisfied & Somewhat Satisfied | 63% | 45% |
| Grading of Assignments | Extremely Satisfied & Somewhat Satisfied | 72% | 52% |

Table VIII. Faculty Instruction & Instructional Quality (for students engaged in didactic instruction)

| Question Stem | Response | June SOP | Dec. SOP | June UMB | Dec. UMB |
|---|--------------------------------|----------|----------|----------|----------|
| Overall, how would you describe instructional quality during the online learning period compared to prior to COVID-19? – Dec.; Overall, how would you compare instructional quality after the shift to emergency remote learning vs. prior to ERL? – June | Much better /Somewhat better | 19% | 22% | 11% | 14% |
| Overall, how would you compare instructional quality in Fall 2020 vs. Spring 2020 (after the COVID-19 response began)? | Much better /Somewhat better | N/A | 44% | N/A | 43% |
| Are you aware of any adjustments to your academic program's grading policies since moving to online learning? – Dec.; Are you aware of any adjustments to your academic program's grading policies due to the move to ERL? – June | Yes | 75% | 23% | 58% | 31% |
| Overall, faculty at UMB have shown care and concern during the pandemic. Dec.; / Overall, faculty at UMB have shown care and concern for me as they respond to the spread of COVID-19. June | Strongly agree/ Somewhat agree | 82% | 76% | 85% | 76% |

Table IX. Accessibility

| Question Stem | Response | June SOP | Dec. SOP | June UMB | Dec. UMB |
|--|--|----------|----------|----------|----------|
| UMB has a Web Accessibility Policy to ensure equal access of its content to individuals of all abilities. Which of the following statements are true based on your experience? | I didn't have any concerns or issues. | 81% (54) | 95% (41) | 90% | 93% |
| | Needs adequately addressed by ESDS, my School, and/or the university. | 10% (7) | 2% (1) | 6% | 5% |
| | Some or all of my needs for web accessibility were not adequately met. | 9% (6) | 2% (1) | 4% | 2% |
| Which of the following web accessibility areas were not adequately met? Please select all that apply and give a brief description of how your need was not met.* | Live captioning during videos. | 20% (2) | 33% (1) | 17% | 19% |
| | Availability of closed captioning for videos. | 20% (2) | 33% (1) | 12% | 19% |
| | Extended time on tests | 10% (1) | 0% | 13% | 13% |
| | Recorded lectures | 20% (2) | 33% (1) | 19% | 25% |
| *Answered by individuals who responded: Some or all of my needs for web accessibility were not adequately met. | Availability of transcription services | 10% (1) | 0% | 8% | 6% |
| | Inaccessible course materials in order to use my accessible technology | 0% | 0% | 15% | 9% |

Table X. University and School Leadership Response

| Question Stem | Response | Dec. SOP | Dec. UMB |
|--|--|----------|----------|
| Overall, University-level leadership has implemented policies and systems to effectively protect students from the negative health consequences of COVID-19. | Strongly Agree & Somewhat Agree | 80% | 75% |
| Overall, University-level leadership has supported students in adapting to the changes at the institution caused by the spread of COVID-19. | Strongly Agree & Somewhat Agree | 67% | 62% |
| Overall, University-level leadership has communicated effectively and transparently during this pandemic. | Strongly Agree & Somewhat Agree | 79% | 64% |
| My school-level leadership has helped me to understand the direction forward in my work due to changes at the institution caused by the spread of COVID-19. | Strongly Agree & Somewhat Agree | 70% | 48% |
| My school-level leadership has been supportive as I manage personal challenges and academic requirements during the pandemic. | Strongly Agree & Somewhat Agree | 77% | 48% |
| My school-level leadership has shown care and concern for students in the response to the COVID-19 crisis. | Strongly Agree & Somewhat Agree | 81% | 55% |
| My school-level leadership has communicated effectively and transparently during this crisis. | Strongly Agree & Somewhat Agree | 71% | 49% |
| Overall, how satisfied are you with the support you are getting from UMB (including your school & central administration) to help you adjust to all the changes due to the ongoing pandemic? | Extremely Satisfied & Somewhat Satisfied | 61% | 54% |

Table XI. The Division of Student Affairs and UMB started offering many additional remote options for co-curricular services during the pandemic. Please rate your satisfaction with the central services (not those offered by your School) you have used during the pandemic.

| Question Stem | Response | Dec. SOP | Dec. UMB |
|--|--|----------|----------|
| Campus Center | Extremely satisfied/Somewhat satisfied | 0% | 33% |
| | Extremely dissatisfied/Somewhat dissatisfied | 25% (1) | 36% |
| Event Services | Extremely satisfied/Somewhat satisfied | 50% (3) | 30% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 29% |
| Health Center | Extremely satisfied/Somewhat satisfied | 56% (5) | 64% |
| | Extremely dissatisfied/Somewhat dissatisfied | 11% (1) | 16% |
| Financial Aid | Extremely satisfied/Somewhat satisfied | 60% (6) | 46% |
| | Extremely dissatisfied/Somewhat dissatisfied | 20% (5) | 32% |
| Intercultural Center (e.g., heritage month programming, poverty, simulation, on-demand diversity virtual programs) | Extremely satisfied/Somewhat satisfied | 0% | 26% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 19% |
| Intercultural Leadership & Engagement (e.g., PSLI, President's Fellows) | Extremely satisfied/Somewhat satisfied | 17% (1) | 44% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 15% |
| Educational Support and Disability Services (ESDS) - Academic Coaching Services | Extremely satisfied/Somewhat satisfied | 25% (1) | 48% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 20% |
| ESDS - Disability Accommodation Services | Extremely satisfied/Somewhat satisfied | 40% (2) | 51% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 16% |
| Office of International Services | Extremely satisfied/Somewhat satisfied | 20% (1) | 25% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 15% |

| | | | |
|--|--|---------|-----|
| One Card | Extremely satisfied/Somewhat satisfied | 25% (2) | 39% |
| | Extremely dissatisfied/Somewhat dissatisfied | 13% (1) | 16% |
| Student Counseling Center | Extremely satisfied/Somewhat satisfied | 50% (3) | 54% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 20% |
| University Student Government Association (USGA) and other student organizations | Extremely satisfied/Somewhat satisfied | 55% (6) | 46% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 15% |
| URecFit/Wellness Hub | Extremely satisfied/Somewhat satisfied | 0% | 22% |
| | Extremely dissatisfied/Somewhat dissatisfied | 29% (1) | 55% |
| Writing Center | Extremely satisfied/Somewhat satisfied | 14% (1) | 50% |
| | Extremely dissatisfied/Somewhat dissatisfied | 29% (2) | 16% |
| UMB Guidance Resources | Extremely satisfied/Somewhat satisfied | 0% | 36% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 21% |

Table XI. Your School started offering many additional remote options for co-curricular services during the pandemic. Please rate your satisfaction level with the services offered by your School (not central Student Affairs or the campus) during the pandemic. (In June 2020, UMB Student Affairs and the Schools combined. UMB Student Affairs and the Schools separated in December 2020.)

| Question Stem | Response | Dec. SOP | Dec. UMB |
|--|--|----------|----------|
| Writing Support Services | Extremely satisfied/Moderately satisfied | 29% (2) | 52% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 10% |
| Academic support services (e.g., tutoring, Student Success Center) | Extremely satisfied/Moderately satisfied | 50% (4) | 53% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 16% |
| Professional development workshops | Extremely satisfied/Moderately satisfied | 67% (8) | 64% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 9% |
| Student Government and Other Student Organizations | Extremely satisfied/Moderately satisfied | 58% (7) | 57% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 13% |
| Student Emergency Fund | Extremely satisfied/Moderately satisfied | 43% (3) | 42% |
| | Extremely dissatisfied/Somewhat dissatisfied | 0% | 26% |

Table XII. COVID-19 Practices (December 2020 Survey Only)

| Question Stem | Response | Dec. SOP | Dec. UMB |
|---|--|----------|----------|
| How concerned are you about exposure to COVID-19 through your current educational setting(s)? | None | 57% | 41% |
| How do you feel about UMB policies and guidelines regarding COVID-19 (e.g., policy requiring the use of face coverings, physical distancing, capacity guidelines, symptom monitoring, testing)? | Just Right | 62% | 59% |
| I feel a responsibility to follow UMB policies and guidelines for minimizing exposure to COVID-19 (e.g., policy requiring use of face coverings, physical distancing, capacity guidelines, symptom monitoring, testing, contact tracing)? | Yes, and I follow policies and guidelines 100% of the time | 79% | 69% |

| | | | |
|---|--|-----|-----|
| How well do you observe your peers following UMB policies and guidelines for minimizing exposure to COVID-19 (e.g., policy requiring use of face coverings, physical distancing, capacity guidelines, symptom monitoring, testing)? | They follow policies and guidelines 100% of the time | 27% | 18% |
| What is your level of concern that other students, faculty, or staff are not following UMB policies and guidelines for minimizing exposure to COVID-19? | Very / Somewhat None | 27% | 40% |
| | | 61% | 49% |
| In your opinion, the level of enforcement by School officials of UMB policies and guidelines applicable to students, faculty and staff to minimize exposure to COVID-19 is: | Too Much About Right Not Enough | 8% | 8% |
| | | 80% | 76% |
| | | 13% | 16% |
| If you are participating in in-person classes, experiential learning, research, or clinical experiences, how much stress are you currently feeling about participating in these in-person experiences? | Great Deal / A Lot None | 36% | 29% |
| | | 18% | 48% |
| Over the last two weeks, how often have you been unable to stop worrying about the pandemic and its impact? | Several Days/ More than Half of Days | 46% | 49% |
| How well are you currently managing the stress in your life | Usually Able to Cope Effectively | 49% | 38% |
| Are you participating in programming offered by UMB or your School that can help you manage more effectively with stress? | Frequently/ Sometimes | 5% | 12% |
| Overall, how would you rate your level of burnout (e.g., physical and emotional exhaustion, increased frustration with school)? | Symptoms won't go away/Completely burned out | % | 23% |

Jointly prepared by UMB Student Affairs and the Office of Institutional Effectiveness, Strategic Planning, and Assessment. Please contact Patty Alvarez (palvarez@umaryland.edu) or Gregory Spengler (gspengler@umaryland.edu) for further information.