



CHALLENGES FOR STUDENTS IN SPRING 2020

Student Success and Retention Innovation (SSRI) regularly outreaches to students through email and texting. As part of the institutional response to the COVID-19 pandemic, SSRI has published a list of campus resources, increased communications to students, and has fielded many questions by way of the SOS program (sos.arizona.edu). Staff from SOS and SSRI have compiled some of the common student challenges and concerns.

ACADEMICS

- Challenges with the new modality
- Confused about grading/withdrawal policy changes
- Learning challenges- Students did not seek accommodations and or/did not connect with the DRC for in-person courses but feel they need them for online courses
- No privacy at home to participate in Zoom courses
- Time zone differences and attending live Zoom lectures/meetings.
- Unsure of how to reach out to their faculty about the stress they feel
- Believe course requirements were made more difficult when moved online
- Believe instructors are creating busy work
- Instructors have indicated their courses can't be taught online, and aren't interacting with students.
- Need clarification on office hours and how they work virtually
- Elevated first gen issues – fear of not performing well is heightened

CHANGES IN STUDENT SUPPORT SERVICES

- Tutoring or support, particularly for upper division courses
- Library (tech access)
- Place to study
- Access to campus services

ENVIRONMENTAL/HOME SETTING

- Loss of learning environment: too many people in their homes, unsafe or unsupportive homes
- No bedroom or place to rest or sleep – unable to focus on class and assignments
- Moving home increased family responsibilities – homeschooling younger siblings or increased work hours to support family

FINANCES

- Lost wages from campus or other work
- Unexpected moving expenses
- Loss of housing – housing insecurity
- General life expenses / lack of access to basic need items
- Upset that there isn't a tuition/student fee refund because they believe they are not receiving the same services/education.
- Increased food insecurity
- Family/supporter changes in income.
- Working full-time with and online course load.
- Worried about merit-based scholarships and meeting their GPA requirements
- Sudden changes in the job market post-graduation

LACK OF TECHNOLOGY

- Inconsistent internet/WIFI/Electricity
- Inconsistent access to computers or technology
- Lack of printer access
- Checked-out Chrome Books have limited capabilities for class assignments
- Increasing frustration with IT and online courses leading to desire to withdraw and leave school



THE UNIVERSITY OF ARIZONA

Student Success & Retention Innovation

MENTAL HEALTH & WELLNESS

- Students are:
 - Lonely
 - Overwhelmed
 - Stressed
 - Feeling increased anxiety
 - Frustrated
 - Angry
 - Struggling to stay motivated
 - Juggling competing priorities
 - Sleeping less

EVENT & MILESTONE CANCELLATION

Event and milestone cancellations are leaving students feeling adrift, and frustrated. Student worked hard to meet a goal, or milestone that is no longer available to them.

- Graduation
- Study Abroad
- Student Athlete Seasons & Championships
- Summer Internships

COMMUNICATION

- Email- Students are saying the amount of emails they are receiving is overwhelming. While at the same time we have students saying they aren't receiving enough communication.
- Family/supporters aren't always receiving emails. Students seek assistance from family/supporters but they are not always well-informed
- Concerns over communication time frame. If they reach out to an office, instructor or advisor what is the response timeline. Previously they could follow-up in person if necessary.