

**Executive Summary for
School of Dentistry
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, 10% (113) of the 1,104 student respondents were from the School of Dentistry (SOD). In December 2020, 18% (186) of the 1,018 student respondents indicated that SOD was their primary School during Fall 2020; 21% (39) indicated they completed the June survey.

Table I. Demographic Information

Question Stem	Response	June SOD	Dec. SOD	June UMB	Dec. UMB
Studying at Universities of Shady Grove	Yes	12% (11)	2% (3)	9% (95)	9% (89)
	No	88% (83)	98% (182)	91% (1015)	91% (924)
Graduate Assistant	Yes		1% (1)		
	No	N/A	99% (159)	N/A	10% (87)
Degree Program in Fall 2020					
Undergraduate		12% (13)	11% (19)	12% (116)	12% (116)
Masters		0%	1% (2)	25% (251)	25% (251)
Research Doctorate (PhD) – June; Doctorate (PhD) – December		0%	1% (1)	9% (89)	9% (89)
Professional Practice Doctorate (DNP, JD, MD, DDS, PharmD, DPT)		79% (88)	84% (15)	53% (535)	53% (535)
Certificate		10% (11)	3% (6)	1% (10)	1% (10)
Non-Degree		0%	0%	.10% (1)	.10% (1)
Do you consider yourself “at-risk” for serious complications if you contracted COVID-19?	Yes	12% (11)	10% (15)	19% (217)	18% (153)

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 SOD	Dec. SOD	June UMB	Dec. UMB
Doing well in my courses now that classes are online	Very Often/Often	59%	65%	53%	59%
Doing well in clinical experience	Very Often/Often	N/A	83%	N/A	56%
Doing well in research experience	Very Often/Often	N/A	18%	N/A	30%
Losing friendships or social connections now that classes are online	Very Often/Often	44%	66%	41%	59%
Accessing the technology needed for online classes	Very Often/Often	32%	43%	20%	26%
Successfully using the technology needed for online classes	Very Often/Often	40%	44%	25%	28%
Having access to medical care	Very Often/Often	28%	27%	23%	19%
Having access to dental care	Very Often/Often	26%	26%	22%	19%
Mental health and wellness	Very Often/Often	51%	54%	45%	51%
Paying educational bills (e.g., tuition, loans)	Very Often/Often	46%	58%	44%	40%
Paying non-educational bills (e.g. rent, internet access, medical)	Very Often/Often	45%	54%	43%	37%
Having a safe and secure place to sleep every night	Very Often/Often	5%	18%	7%	11%
Having enough to eat properly day-to-day	Very Often/Often	10%	19%	9%	12%
Ability to care for dependents	Very Often/Often	25%	16%	20%	12%

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

Question Stem	Dec. SOD	Dec. UMB
Coursework or seminars for my degree or program	37%	40%
Research or writing for my research prospectus	4%	6%
Research or writing for my dissertation, thesis, capstone project, or research paper	3%	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.)	29%	26%
Preparing for a board, certifying, or other qualifying exam	13%	11%
Preparing for a comprehensive, qualifying, oral, or other type of doctoral degree exam	13%	5%
I am a non-degree student in Fall 2020	0%	.22%
I am not enrolled in classes during Fall 2020 or Other	0%	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. SOD	Dec. UMB
Lecture or seminar	41%	46%
Laboratory or experimental	30%	13%
Clinical or field experience	25%	29%
Internship, practicum, or co-op	1%	6%
Capstone or master's thesis	2%	2%
Doctoral dissertation	1%	2%
Other (please specify)	.30%	1%
None	%	.39%

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

Question Stem	Dec. SOD	Dec. UMB
One	2%	9%
Two or three	12%	32%
Four or more	85%	54%
None, I have not been enrolled in classes in Fall 2020	1%	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/reasons unrelated to COVID-19	1%	.25%

Table VI. Research and Clinical Practice Impact

Question Stem	Response	Dec. SOD	Dec. UMB
Has your research been affected because of campus changes due to COVID-19?	Yes	41%	47%
Has your clinical practice or experiential learning been affected because of campus changes due to COVID-19?	Yes	100%	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. SOD	Dec. UMB
Quality of Instruction	Extremely Satisfied & Somewhat Satisfied	43%	54%
Quality of Assignments	Extremely Satisfied & Somewhat Satisfied	36%	49%
Quantity of Assignments	Extremely Satisfied & Somewhat Satisfied	37%	45%
Grading of Assignments	Extremely Satisfied & Somewhat Satisfied	41%	52%

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

Question Stem	Response	June SOD	Dec. SOD	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	9%	15%	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	31%	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	24%	22%	58%	31%
Overall, faculty at UMB have shown care and concern during the pandemic. – Dec. 2020; / Overall, faculty at UMB have shown care and concern for me as they respond to the spread of COVID-19.	Strongly agree/ Somewhat agree	60%	46%	85%	76%

Table IX. Accessibility

Question Stem	Response	June SOD	Dec. SOD	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.	86% (85)	89% (90)	90%	93%
	Needs adequately addressed by ESDS, my School, and/or the university.	4% (4)	6% (10)	6%	5%
	Some or all of my needs for web accessibility were not adequately met.	10% (10)	6% (6)	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 video conferencing	13% (2)	8% (1)	17%	19%
	Availability of closed captioning for videos.	6% (1)	15% (2)	12%	19%
	Extended time on tests	19% (3)	15% (2)	13%	13%
	Recorded lectures	25% (4)	38% (5)	19%	25%
*Answered by individuals who responded: Some or all of my needs for web accessibility were not adequately met.	Availability of transcription services	0%	8% (1)	8%	6%

Table X. University and School Leadership Response

Question Stem	Response	Dec. SOD	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	64%	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	35%	62%
Overall, University-level leadership has communicated effectively and transparently during this pandemic.	Strongly Agree & Somewhat Agree	32%	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	28%	48%
My school-level leadership has been supportive as I manage personal challenges and academic requirements during the pandemic.	Strongly Agree & Somewhat Agree	22%	48%
My school-level leadership has shown care and concern for students in the response to the COVID-19 crisis.	Strongly Agree & Somewhat Agree	18%	55%
My school-level leadership has communicated effectively and transparently during this crisis.	Strongly Agree & Somewhat Agree	14%	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	10%	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. SOD	Dec. UMB
Campus Center	Extremely satisfied/Somewhat satisfied	21% (6)	33%
	Extremely dissatisfied/Somewhat dissatisfied	41% (12)	36%
Event Services	Extremely satisfied/Somewhat satisfied	21% (5)	30%
	Extremely dissatisfied/Somewhat dissatisfied	29% (7)	29%
Health Center	Extremely satisfied/Somewhat satisfied	55% (30)	64%
	Extremely dissatisfied/Somewhat dissatisfied	24% (13)	16%
Financial Aid	Extremely satisfied/Somewhat satisfied	30% (22)	46%
	Extremely dissatisfied/Somewhat dissatisfied	52% (38)	32%
Intercultural Center (e.g., heritage month programming, poverty, simulation, on-demand diversity virtual programs)	Extremely satisfied/Somewhat satisfied	23% (5)	26%
	Extremely dissatisfied/Somewhat dissatisfied	23% (5)	19%
Intercultural Leadership & Engagement (e.g., PSLI, President's Fellows)	Extremely satisfied/Somewhat satisfied	51% (21)	44%
	Extremely dissatisfied/Somewhat dissatisfied	17% (7)	15%
Educational Support and Disability Services (ESDS) - Academic Coaching Services	Extremely satisfied/Somewhat satisfied	29% (6)	48%
	Extremely dissatisfied/Somewhat dissatisfied	19% (4)	20%
ESDS - Disability Accommodation Services	Extremely satisfied/Somewhat satisfied	28% (5)	51%
	Extremely dissatisfied/Somewhat dissatisfied	17% (3)	16%
Office of International Services	Extremely satisfied/Somewhat satisfied	18% (3)	25%
	Extremely dissatisfied/Somewhat dissatisfied	24% (4)	15%

One Card	Extremely satisfied/Somewhat satisfied	30% (14)	39%
	Extremely dissatisfied/Somewhat dissatisfied	13% (6)	16%
Student Counseling Center	Extremely satisfied/Somewhat satisfied	37% (10)	54%
	Extremely dissatisfied/Somewhat dissatisfied	26% (7)	20%
University Student Government Association (USGA) and other student organizations	Extremely satisfied/Somewhat satisfied	30% (10)	46%
	Extremely dissatisfied/Somewhat dissatisfied	12% (4)	15%
URecFit/Wellness Hub	Extremely satisfied/Somewhat satisfied	12% (4)	22%
	Extremely dissatisfied/Somewhat dissatisfied	68% (23)	55%
Writing Center	Extremely satisfied/Somewhat satisfied	37% (7)	50%
	Extremely dissatisfied/Somewhat dissatisfied	16% (3)	16%
UMB Guidance Resources	Extremely satisfied/Somewhat satisfied	17% (3)	36%
	Extremely dissatisfied/Somewhat dissatisfied	28% (5)	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. SOD	Dec. UMB
Writing Support Services	Extremely satisfied/Moderately satisfied	19% (3)	52%
	Extremely dissatisfied/Somewhat dissatisfied	13% (2)	10%
Academic support services (e.g., tutoring, Student Success Center)	Extremely satisfied/Moderately satisfied	14% (2)	53%
	Extremely dissatisfied/Somewhat dissatisfied	14% (2)	16%
Professional development workshops	Extremely satisfied/Moderately satisfied	37% (7)	64%
	Extremely dissatisfied/Somewhat dissatisfied	11% (2)	9%
Student Government and Other Student Organizations	Extremely satisfied/Moderately satisfied	32% (10)	57%
	Extremely dissatisfied/Somewhat dissatisfied	19% (6)	13%
Student Emergency Fund	Extremely satisfied/Moderately satisfied	11% (2)	42%
	Extremely dissatisfied/Somewhat dissatisfied	56% (10)	26%

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

Question Stem	Response	Dec. SOD	Dec. UMB
How concerned are you about exposure to COVID-19 through your current educational setting(s)?	None	22%	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	38%	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	65%	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	11%	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	55%	40%
		20%	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	24%	8%
		50%	76%
		26%	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 / A Little	44%	29%
		38%	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	47%	49%
How well are you currently managing the stress in your life	Usually Able to Cope Effectively	36%	38%
Are you participating in programming offered by UMB or your School that can help you manage more effectively with stress?	Frequently/ Sometimes	12%	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	33%	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.