

## Abbreviated Summary of the 2020 NSSE & NSSE Pulse Results

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The *National Survey of Student Engagement* collects information from first-year and senior students about the characteristics and quality of their undergraduate experience. On a three-year rotation, Longwood has used the NSSE to measure the extent to which Lancers engage in effective educational practices that are empirically linked with learning, personal development, persistence, satisfaction, and graduation.

Based on a total of 634 Longwood respondents (45% Response Rate) in 2020, 666 (41% Response Rate) in 2017, and 812 in 2014 (47% Response Rate), statistical comparisons of Longwood's results with those of the Southeast Public Institutions, are illustrated below.

#### Key for the Symbols:

- ▲ Upward pointing triangles indicate a comparison in Longwood's favor. The filled-in, upward pointing triangles indicate that Longwood's average was significantly higher ( $p < .05$ ) than that of the respective Southeast Public Group with an effect size at least .3 in magnitude.
- △ The open, upward pointing triangles indicate that Longwood's average was significantly higher ( $p < .05$ ) than that of the Southeast Public Institutions with an effect size less than .3 in magnitude.
- No significant difference in comparisons
- ▽ Downward pointing triangles indicate a comparison NOT in Longwood's favor. The open, downward pointing triangles indicate that Longwood's average was significantly lower ( $p < .05$ ) than that of the Southeast Public Institutions with an effect size less than .3 in magnitude.
- ▼ The filled-in, downward pointing triangles indicate that Longwood's average was significantly lower ( $p < .05$ ) than that of the Southeast Public Institutions with an effect size at least .3 in magnitude.

Academic Theme	Engagement Indicator	First-Year			Seniors		
		LU 2020	LU 2017	LU 2014	LU 2020	LU 2017	LU 2014
Academic Challenge	Higher-Order Learning	--	--	--	--	--	△
	Reflective & Integrative Learning	△	--	--	△	--	△
	Learning Strategies	--	--	--	--	--	▽
	Quantitative Reasoning	--	▽	---	--	--	▽
Learning with Peers	Collaborative Learning	△	--	--	△	△	△
	Discussions with Diverse Others	--	--	△	--	--	△
Experiences with Faculty	Student-Faculty Interaction	△	△	△	▲	▲	▲
	Effective Teaching Practices	△	--	△	△	--	△
Campus Environment	Quality of Interactions	△	△	△	--	△	△
	Supportive Environment	--	--	△	--	△	△

## Selected NSSE Pulse 2020 Results

Given the unique set of challenges prompted by COVID-19, Longwood University chose in the early fall of 2020 to collect information about selected educational practices known to impact student success and persistence using a nationally benchmarked student survey. The *NSSE 2020 Pulse* queried all-class level undergraduates about the quality of their campus interactions, the degree to which they felt supported, their sense of belonging, and their general satisfaction with their college experience. They were also asked to describe their most satisfying and most disappointing experience at college thus far.

**Comparison Group:** There were 124,021 undergraduate students from 190 U.S. and Canadian institutions who participated in the *NSSE 2020 Pulse*. The responses from 1,418 (a response rate of 40%) Longwood students are compared to these student respondents.

**Percentages:** The following tables contain a *weighted* percentage of students responding to each question adjusted for the institution's sex and enrollment status.

### Course Modality:

Which of the following best describes the courses you are taking this term?	Mostly remote instruction	Mostly in-person instruction	Mostly hybrid or blended instruction (a combination of remote & in-person)	A balanced mix of formats
LU	19%	18%	49%	14%
ALL INST	68%	7%	20%	5%

### Challenge within Courses:

During the current school year, to what extent have your courses challenged you to do your best work?	1 Not at all	2	3	4	5	6	7 Very Much
LU	1%	2%	5%	15%	33%	22%	22%
ALL INST	2%	3%	7%	15%	27%	20%	26%

### Support for Well-Being & Academic Success:

How much does this institution emphasize the following?		Very little	Some	Quite a bit	Very much
a. Providing support to help students succeed academically	LU	4%	24%	40%	32%
	ALL INST	6%	24%	36%	34%
b. Providing support for overall well-being (recreation, health care, counseling, etc.)	LU	11%	28%	35%	27%
	ALL INST	12%	28%	32%	28%
c. Helping you manage your non-academic responsibilities (work, family, etc.)	LU	28%	40%	22%	10%
	ALL INST	31%	35%	20%	14%

#### 4. Quality of Interactions:

Indicate the quality of your interactions with the following people:		1 Poor	2	3	4	5	6	7 Excellent	NA
a. Students	LU	3%	3%	6%	14%	26%	26%	21%	1%
	ALL INST	6%	5%	8%	13%	19%	20%	24%	5%
b. Academic advisors	LU	4%	4%	8%	12%	18%	22%	30%	2%
	ALL INST	6%	5%	8%	12%	17%	19%	30%	4%
c. Faculty	LU	0%	0%	6%	14%	23%	29%	25%	0%
	ALL INST	4%	4%	7%	13%	21%	23%	24%	4%
d. Student services staff (career services, student activities, housing, etc.)	LU	4%	5%	7%	15%	22%	22%	17%	8%
	ALL INST	7%	6%	8%	13%	15%	15%	17%	20%
e. Other administrative staff and offices (registrar, financial aid, etc.)	LU	5%	5%	7%	16%	22%	20%	19%	6%
	ALL INST	8%	6%	9%	14%	17%	17%	18%	10%

#### 5. Sense of Belonging:

To what extent do you agree or disagree with the following statements?		Strongly disagree	Disagree	Agree	Strongly agree
a. I feel comfortable being myself at this organization.	LU	3%	6%	52%	39%
	ALL INST	3%	7%	49%	40%
b. I feel valued by this institution.	LU	6%	19%	51%	24%
	ALL INST	7%	18%	51%	24%
c. I feel like part of the community at this institution.	LU	5%	18%	50%	27%
	ALL INST	7%	20%	49%	24%

#### 6. Importance of Graduation:

How important is it to you that you graduate from this institution?		1 Not important	2	3	4	5	6	7 Very important
	LU	1%	0%	1%	2%	6%	9%	80%
	ALL INST	2%	1%	2%	4%	7%	10%	75%

## Overall Evaluation:

How would you evaluate your entire educational experience at this institution so far?		Poor	Fair	Good	Excellent
	LU	2%	17%	54%	27%
	ALL INST	4%	20%	50%	26%

## Health & Safety Concerns during the Pandemic:

To what extent has this institution kept students safe and healthy during the current school year?		Not at all	Very little	Some	Quite a bit	Very much	Don't know Unsure
	LU	1%	6%	21%	41%	31%	1%
	ALL INST	1%	4%	17%	36%	34%	8%

## Pandemic Concerns:

How concerned have you been about the following?		Not at all	Very little	Some	Quite a bit	Very much
a. Complying with health policies (mask wearing, physical distancing, etc.)	LU	21%	14%	17%	18%	30%
	ALL INST	22%	12%	15%	19%	32%
b. Others' compliance with health policies (mask wearing, physical distancing, etc.)	LU	9%	11%	25%	25%	30%
	ALL INST	14%	12%	20%	22%	33%

## Conditions for Online Learning:

Considering your experience taking partly or entirely online courses during the current school year, to what extent do you agree or disagree with the following statements?		Strongly disagree	Disagree	Agree	Strongly agree
a. Internet service (availability, speed, reliability, etc.) where you live has been sufficient to participate in the course.	LU	11%	23%	45%	21%
	ALL INST	4%	10%	46%	40%
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software where you live have been sufficient for your needs.	LU	2%	8%	53%	37%
	ALL INST	1%	6%	45%	48%
c. Study spaces where you live have been sufficient for your needs.	LU	3%	12%	54%	30%
	ALL INST	6%	16%	45%	33%

## LU Student Respondent Demographics:

What is your class level?	Freshman	Soph	Junior	Senior	Unclassified
LU	25%	16%	29%	29%	1%
ALL INST	29%	19%	23%	26%	4%

Did either of your parents (or those who raised you) complete a Bachelor's degree (B.A., B.S., etc.) or higher?	No	Yes	Don't know
LU	33%	64%	4%
ALL INST	39%	58%	3%

Race/Ethnicity:	Percentage:
American Indian or Alaska Native	0.78%
Asian	2.48%
Black or African American	10.72%
Hispanic or Latina/o	3.9%
Middle Eastern or North African	0.85%
Native Hawaiian or Other Pacific Islander	0.28%
White	77.86%
Another race or ethnicity	0.78%
I prefer not to respond	2.34%

What is your gender identity?	Man	Woman	Other gender identity	I prefer not to respond
LU	25%	71%	2%	2%
ALL INST	31%	66%	1%	2%

Which of the following best describes your sexual orientation?	Percentage
Straight (heterosexual)	77%
Bisexual	10%
Gay	1%
Lesbian	2%
Queer	2%
Questioning or Unsure	2%
Another sexual orientation	3%
I prefer not to respond	3%

Have you been diagnosed with any disability or impairment?	No	Yes	I prefer not to respond
LU	78%	17%	4%
ALL INST	84%	11%	5%

**Open-Ended Comments:** Approximately, 1,500 Longwood students responded to a prompt that read, "What has been most satisfying and most disappointing about your experience so far at this institution?" The tables (in a green font color) illustrate the frequency with which certain words were used in the comments reflecting satisfaction. A word count and summary of sentiments expressed by the students, as well as multiple examples of the comments are also provided. The same information (in a red font color) reflecting disappointment, follow.

<b>Actual Words Used when describing Satisfaction:</b>	<b># times used positively</b>	<b># times used negatively</b>
<i>community; relationships; people; connection; relationship; friendly; environment; interaction; social; friendship; interaction; atmosphere; friends; home; family; peer; meet; group; welcome</i>	363	187
<i>advisor; faculty; professor; teacher</i>	239	132
<i>support; understanding; willing; help; nice; feeling; helpful; care; interact</i>	138	
<i>quality; satisfying; good; great; best; amazing; love</i>	113	
<i>involvement; club; join; organization; activity; involved; event</i>	81	53
<i>distance; mask; online; safety; safe; wearing; case; concern</i>	71	204

### Longwood students...

- prefer to have the choice of taking classes online or in-person; flexibility is the key
- truly appreciate the sense of community on-campus
- appreciate the efforts made to ensure their safety
- express gratitude for the sense of freedom and independence that being on-campus affords
- repeatedly noted how faculty have taken interest in their individual success
- appreciated the effort to provide alternative forms of programming and events; clubs, organizations, intramurals, and campus recreation facilities are key
- can't get enough of Longwood campus traditions

### 14. What has been most disappointing about your experience so far at this institution?

<b>Actual Words Used when describing Disappointment:</b>	<b># times used negatively</b>	<b># times used positively</b>
<i>university; Longwood; institution; college; campus; school</i>	220	
<i>distance; mask; online; safety; safe; wearing; case; concern</i>	204	71
<i>COVID; 19; situation; pandemic</i>	198	
<i>community; relationships; people; connection; relationship; friendly; environment; interaction; social; friendship; interaction; atmosphere; friends; home; family; peer; meet; group; welcome</i>	187	363
<i>academic; class; education; major; program; course; department; learning; grade</i>	182	249
<i>student</i>	159	
<i>advisor; faculty; professor; teacher</i>	132	239
<i>stress; mental; hard; difficult; mental; disappointing; struggle</i>	130	
<i>lack</i>	103	
<i>food; dining hall; eating options</i>	88	
<i>RCL; hall; roommate; dorm; guest</i>	86	
<i>involvement; club; join; organization; activity; involved; event</i>	53	81
<i>construction; building</i>	37	
<i>money; pay; finances</i>	23	

## Longwood students...

- claim that the guest policy is unreasonable given that LU continues to host outsiders on-campus
- resent the continued disruption and inconvenience of construction on-campus
- prefer to hear of cancellations with more-advance notice and student input
- resent the threatening, accusatory emails and finger-pointing at the Greek community
- express freely how stressful and mentally taxing this experience has been especially being separated from family, friends living across-campus, and with no academic breaks
- are displeased with the food choices and quality in the d-hall and overpriced campus eateries
- express discontent with LU's pricing structure given the limited opportunities to do things on-campus and the high number of online classes they now have
- have voiced a need for increased accountability for COVID violations – for students, staff, and faculty, and especially, repeat offenders