

The University of Baltimore Student Success Survey
Executive Summary
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Overview

The Schaefer Center for Public Policy conducted the Student Success Survey on behalf of The University of Baltimore (UBalt). The survey was distributed to undergraduate and graduate students (School of Law students were excluded from the survey) from May 3 to May 20, 2022. The survey was sent to approximately 4,367 students with a total of 592 students responding (13.8% response rate). UBalt students were asked various questions in the areas of (a) Experiences and Preferences; (b) Student Services and Activities; (c) Challenges While Attending The University of Baltimore; (d) Mental Health Challenges. Specifically, students were asked about (1) Why attend UBalt; (2) Course Modality; (3) Faculty interaction; (4) Student challenges. Highlighted results are listed below. For detailed results, please contact Carey Miller, Director of Retention and Student Success.

Demographical Breakdown

In the survey, the representation of students from the Yale Gordon College of Arts and Sciences (38%) is lower than the overall student representation in that college (45%). The representation from the College of Public Affairs (37%) was ten points greater than the college's actual representation (27%). This was balanced by a slight underrepresentation from the Merrick School of Business.

Out of the 592 students who responded to the survey, 57% were undergraduate students and 43% were graduate students. 42% of respondents identified as Black/African American; 25% as White/Caucasian; 7% as Hispanic/Latino; 5% as Asian; and the rest of the respondents identified as American Indian/Alaska Native, Two or more races, Other, or Prefer Not to Report.

EXPERIENCES AND PREFERENCES

Why Attend UBalt

Students were asked why they chose to attend The University of Baltimore, and 44% of surveyed students stated affordability was the number one reason. Additionally, 37% of surveyed students stated the convenience of location as the second reason they chose to attend UBalt as reflected below.

Table 1: Reasons Student Chose to Attend University of Baltimore

Reason	%
Affordable	44%
Convenient location	37%
Prepare for new, different career	34 %
Reputation	27%
Offers program that others don't	27%
Improve skills for current job	22%

Respondents indicated the following additional reasons for attending UBalt: advice by their community college transfer advisor; flexibility for working adults; diverse campus; urban setting; and scholarships/affordability.

Students were asked how their experience attending UBalt compared to the expectation. 56% of respondents indicated that their experience either exceeds or far exceeds and 34% indicated it equals their expectations.

Student Experience with Faculty

Seventy percent of students stated their interactions with faculty have been either very or extremely helpful. Students generally responded very positively regarding their instructors. However, when asked about one thing that UBalt could change to make them more successful, respondents indicated the need for faculty to be more accessible and engaging. Also, they suggested more timely posting of syllabi and more timely feedback.

Course Modality and Course Availability

Students were asked about their spring 2022 course schedules, course modality preferences and the ability to find preferred course times. Overall, respondents were enrolled in the following in spring 2022:

- 60% of students enrolled in weekday, online/synchronous classes during the week;
- 59% of students enrolled in an online (asynchronous) course; and
- 38% of student enrolled in weekday, after 5pm course offerings.

Fifty-three percent of respondents stated that they were able to find a course almost always during their preferred time. Thirty-eight percent state they sometimes find their preferred time and 6% said they rarely find their preferred time. When asked about their preferred class time and preferred course modality,

- 52% prefer hybrid courses;
- 52% prefer online (asynchronous; not a designated class time);
- 50% prefer synchronous (designated class time); and
- 33% prefer in-person courses.

While this data indicates a high desire for online or hybrid learning, the survey was administered during a time of nearly all online learning and this caveat should be taken into account.

Also, the most popular time that students prefer to take a course are weekday evenings after 5pm where 67% stated they preferred this time. In fact, 80% of student respondents indicated the time of the day is the most important factor in selecting courses. Hybrid and online courses tended to be the preferred modality when asked in May 2022. Flexibility was important to our students. Although hybrid and online modalities were preferred, a number of students suggested more opportunities for interaction on campus with their classmates and instructors (small groups after class or in between classes). Engagement outside of online courses and more engagement from their instructors were mentioned as suggested improvements. Although students appreciated the flexibility of online courses, some students expressed difficulty learning in this way. In particular, students indicated that labs, math courses, applied courses, and some graduate courses should be in-person.

Students were asked about engaged learning. While less than one-third of students indicated that they were aware of engaged learning opportunities, 76% indicated that they were moderately to extremely interested in this type of learning. There is an opportunity here to educate our students to the benefits of these high-impact practices with direct benefits on student success.

Forty-five percent of respondents indicated that they were either very or extremely interested in taking summer courses. Thirty percent of respondents indicated that they were either very or extremely interested in taking winterim courses. Nearly 57% of respondents indicated that they would be very or extremely interested in taking year-round courses to shorten degree completion.

STUDENT SERVICES AND ACTIVITIES

Survey participants were asked several questions regarding their preferred modality of interacting with various campus offices and campus services. Overall, students preferred interacting with each office in a virtual capacity, there was some variance in responses. See table below.

Table for Student Services and Activities			
	In-Person	Virtual	Hybrid
Academic Advising	14.9%	52.2%	16.7%
Career and Internship Center	18.9%	37.2%	16.2%
Financial Aid	15.9%	46.6%	14.2%
Bursar	16.9%	48.6%	12.7%
Office of Student Support	15.2%	32.3%	12.3%
Center for Student Engagement & Inclusion	19.4%	22.8%	15.9%

When asked to think about the definition of “student life,” about 60% of respondents agreed with the definitions of “activities outside the classroom” and “events that promote campus groups and engagement with fellow students.” Respondents were asked about the campus recreation activities they were likely to use, and 57% of respondents were somewhat or very likely to use gym and workout equipment if available. Students did indicate having a gym is one option that UBalt could offer that would enhance their success.

While just over 40% of students reported not traveling to campus for classes, students taking classes at the Baltimore campus reported using the RLB Library (29%) and Student Center (25%) when not in class. When asked where they would prefer to attend events on campus, the Student Center (36%) and Gordon Plaza (26%) were the most popular locations, while 37% would prefer attending virtual events (37%).

When asked about events on campus in May 2022, students generally stated they would attend events a couple of times a semester and preferred flexibility in modality (mix of in-person and hybrid mostly). Wednesday, Thursday, and Friday seem to be the preferred days of the week for event attendance and students indicated they would be more likely to attend after 5pm. Career-focused events, academic events, social events with free food and giveaways, and diversity and international events are the activities students indicated that they would most likely attend.

When asked about clubs and organizations they wished UBalt currently offered, they suggested Greek Life including African-American sororities and fraternities as one option. Seventy-one percent of students indicated that they rely on email to find out about events and activities on campus while 50% rely on the Daily Digest. Few indicated that they were hearing about this information from faculty or advisors. This is an area of opportunity for future event messaging.

Activities Likely to Come to Campus for by Class Standing

Campus Activity	Class Standing					Total
	Freshman	Sophomore	Junior	Senior	Graduate Student	
Meeting with faculty	54%	52%	32%	33%	51%	50%
Meeting for class projects	50%	54%	41%	61%	46%	49%
To attend campus social events/ student activities/campus organizations	53%	51%	41%	56%	41%	47%
Using the library	43%	50%	41%	50%	45%	45%
To attend campus speaker events	40%	40%	16%	22%	43%	39%
Studying	38%	39%	24%	33%	30%	34%
To use the gym	37%	40%	27%	33%	28%	33%
Tutoring	36%	35%	27%	28%	23%	30%
Meeting with friends	29%	33%	27%	44%	19%	26%
Other	2%	4%	3%	0%	4%	3%

Students were asked about their experience with academic advising services. While the majority of students (70%) indicated that they had academic advisor meetings, only 36% used the Student Success Hub or Advisor Scheduling App, and 32% used the advising checklist or degree audit. There appears to be an opportunity to emphasize the usefulness of these advising tools to our students. Nearly 70% of respondents indicated that they were either somewhat or extremely satisfied with academic advising. However, when asked what one thing UBalt could do to make them more successful, a number of students indicated their preference for having a different advisor, having more accessibility to their advisor, or having an advisor that was more helpful.

STUDENT CHALLENGES

Respondents were asked about the support and resources they felt they needed. Managing stress (29%) and exploring the world of work and seeing where they fit in (28%) were the most popular resources selected.

Supports and Resources Needed by Class Standing

Support/Resource	Class Standing					Total
	Freshman	Sophomore	Junior	Senior	Graduate Student	
Managing stress	32%	28%	30%	39%	27%	29%
Exploring the world of work and seeing where I fit in	31%	25%	19%	44%	27%	28%
Managing conflict in my personal or academic life	24%	21%	27%	39%	16%	21%
Getting involved with campus organizations and activities	27%	23%	14%	6%	13%	19%
Expressing myself effectively in writing or speaking	22%	17%	16%	44%	15%	18%
Engaging with campus community	23%	18%	5%	17%	16%	17%

Learning to use the technology required in my courses	14%	13%	14%	11%	16%	15%
Evaluating the pros, cons, and likely consequences of my choices	16%	11%	8%	6%	11%	12%
Working in teams	14%	15%	16%	17%	8%	12%
Other	4%	4%	11%	0%	2%	4%

In terms of challenges preventing students from being successful in their courses, 34% of respondents reported just fitting the classes and coursework into regular life as a concern. A quarter of respondents mentioned financial hardship, poverty, worry about paying bills, or being able to eat, and 24% mentioned health or mental health issues, hospitalizations of self, family member, or friend.

Challenges that Interfere with Being a Successful Student by Class Standing

Type of Challenge	Class Standing					Total
	Freshman	Sophomore	Junior	Senior	Graduate Student	
Just fitting the classes and coursework into regular life (such as normal family and job requirements)	36%	35%	27%	50%	33%	34%
Financial hardship, poverty, worry about paying bills or being able to eat	29%	29%	22%	39%	20%	25%
Health or mental health issues, hospitalizations of self, family member, or friend	27%	24%	19%	50%	22%	24%
Taking care of or being responsible for children (yours, a family member or friend)	18%	24%	16%	22%	19%	19%
Taking care of or being responsible for a vulnerable adult (elderly family member or friend, medically disabled adult)	8%	22%	14%	28%	9%	12%

The students were asked to identify one thing that UBalt could do to make them more successful as a student. In addition to the items listed above, students also indicated:

- Continue to offer multiple course and service modalities because flexibility is key to their success;
- Enhance student life and engagement opportunities on campus (several referenced how closed down the campus still felt last May);
- Ability to be able to engage with their faculty more especially outside of Zoom/Teams;
- Need for more support and guidance regarding financial aid processes, access, and follow-up;
- Desire for more areas for students to hang out, relax, and have fun; and
- Desire for more year-round courses.