



4 Concerns of College Students During COVID-19

As campuses moved quickly to transition instruction and services online due to COVID-19, Skyfactor partnered with Pharos Resources to develop the Benchworks Student Impact Survey. The survey was designed to (1) help students reflect on and anticipate how they were going to handle these transitions, (2) help campuses quickly

identify specific students who needed support, and (3) help campuses understand the prevalence of key issues for their students during a unique situation. More than 13,000 students from 33 U.S. colleges and universities responded to the survey between March 27 and May 25. Here are four concerns they raised.



55% of students had income related concerns

Money Concerns

Although moving instruction online was important for continuing their education, COVID-19 and the pandemic were raising larger issues for many students. Over half of students were concerned about income, and 31% were concerned about job security.



28% of students had concerns about internet access

Technology Concerns

With the move to an on-line experience, computer and internet access were critical components for student participation and engagement. 28% of students had concerns about internet access and 12% were concerned about computer or laptop access.

Health and Life Concerns

COVID-19 and campus shut-downs also raised health and life concerns for students related to health care (14%), food security (13%), and childcare (8%).



14%
Healthcare
Concerns



13%
Food Security
Concerns



8%
Childcare
Concerns

Use of Campus Services

In a typical semester, students regularly use a variety of campus services so shutting down a campus can make those services difficult to find and access. Students were asked to indicate all of the services they expected to use during the last two months of the semester:



- 39% academic advising
- 31% financial aid
- 27% tutoring
- 17% career services
- 17% counseling services
- 14% health services
- 14% graduation office
- 7% student athlete support services
- 5% disability services

Colleges and universities moved quickly to respond to the COVID-19 pandemic. Campuses moved instruction and services online while moving employees to remote working. In addition, they enacted programs to support students, like laptop loan programs, food packages, online student activities, flexible grading options, individualized phone call outreaches, online graduation ceremonies, and more. Collecting data about what students need during uncertain times helps campuses prioritize these efforts.

To learn more, [check out this link](#) to read how Anderson University used data from the Student Impact Survey to make a difference for their students during COVID-19. In addition, to hear more about the students' experiences in their own words, [check out this link](#).

For more information on the Student Impact Survey, please visit skyfactor.com