



Campus Defined Items: COVID-19 Related

We have separate sets of items based on whether they are back face-to-face, doing a hybrid model or still online.

These items are built from items on the PSOL and are framed in such a way that they could be used at four-year or two-year institutions who are surveying students

COVID-19 Items: Currently face-to-face after a period of time online

1. The quality of virtual instruction was excellent following the move from on-campus classes.
2. Faculty provided timely feedback about my academic progress while we studied virtually.
3. My program advisor was accessible by telephone, e-mail and/or virtually while I was off campus.
4. I have received timely information on the availability of financial aid while we were remote.
5. This institution responded quickly when I requested information while we were off campus.
6. Adequate virtual library resources were provided while I was off campus.
7. Tutoring services were readily available virtually.
8. Refund and billing policies were appropriate during the pandemic response.
9. Virtual career services were available while we were off campus.
10. Appropriate technical assistance was available to support virtual learning.

COVID-19 Items: Currently offering a hybrid model or fully online

1. The quality of virtual instruction is excellent.
2. Faculty provide timely feedback about my academic progress while in a virtual environment.
3. My program advisor is accessible by telephone, e-mail and/or virtually while I am off campus.
4. I receive timely information on the availability of financial aid, even while we are remote.
5. This institution responds quickly when I request information.
6. Adequate virtual library resources are provided as needed.
7. Tutoring services are readily available virtually.
8. Refund and billing policies are appropriate during the pandemic response.
9. Virtual career services are available.
10. Appropriate technical assistance is available to support virtual learning.