

COVID-19 Response Survey

Student Government, April 2020



Yale SCHOOL OF MANAGEMENT

A G E N D A

Demographics

Student Experience & Feedback on SOM Response in Spring 2

Student Academic, Financial and Health Needs Going Forward

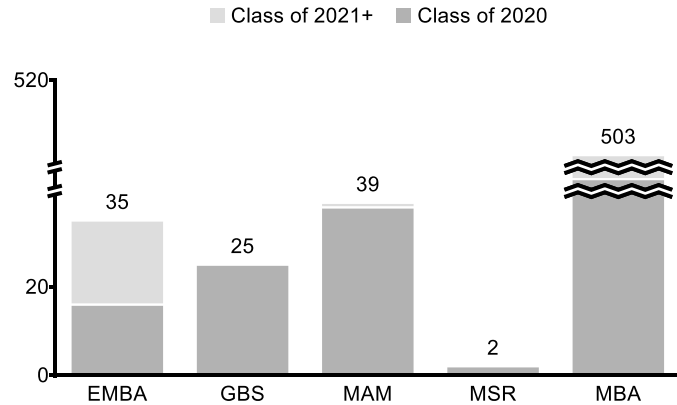
Additional Student Needs Going Forward

Feedback on Communications



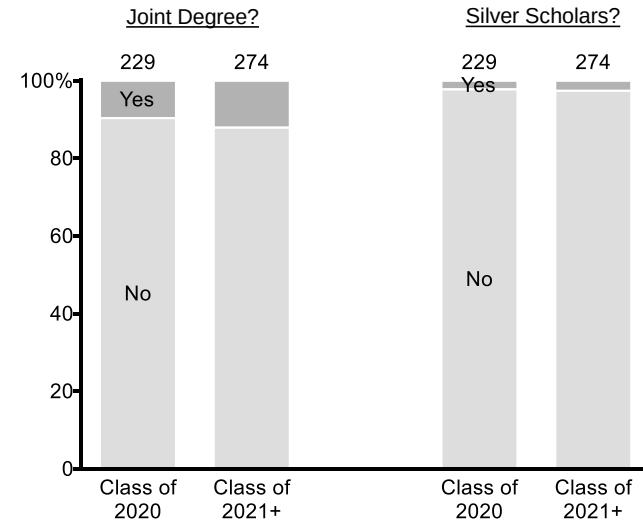
655 students responded to the survey; respondents represent various degree programs and class years

“What degree are you pursuing at Yale SOM?”



Class Size	142	51	63	10	~700
N, % of Class	25%	49%	63%	20%	73%

***“[For MBAs] Are you a joint degree?
Are you a Silver Scholar?”***



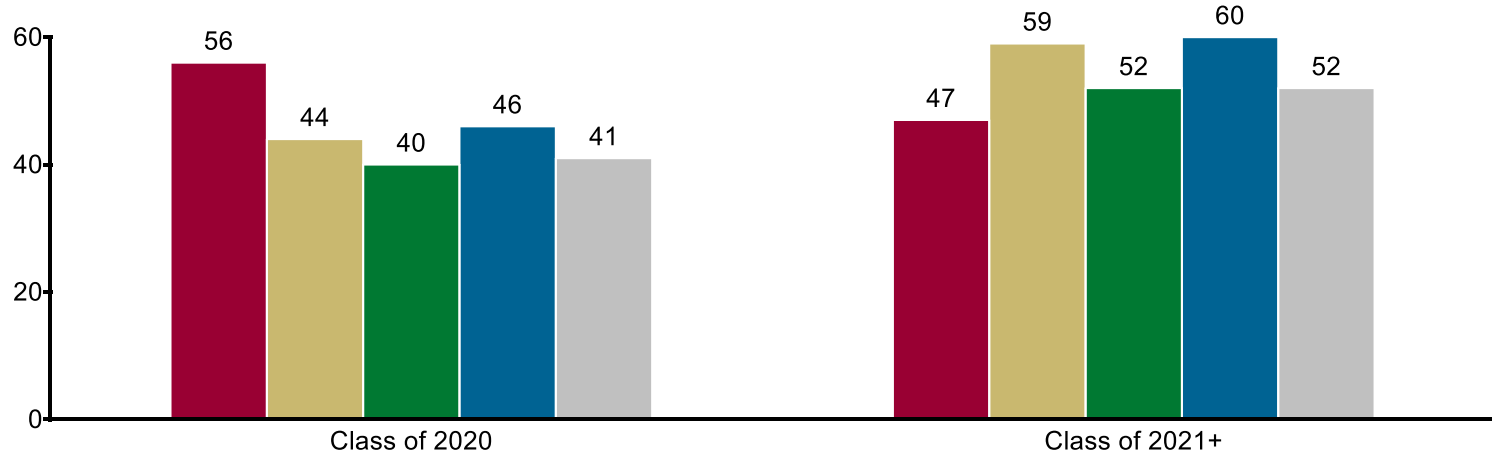
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Note: Left-hand graph excludes 51 respondents that did not specify program; Class of 2021+ includes the Class Years 2021, 2022, and “Other” class years; Excludes 17 test / spam responses

Source: April 2020 SOM Student COVID-19 Response Survey; Yale SOM Website (Class Profiles); Yale SOM CampusGroups student information

Within the MBA Program, all cohorts are also represented

“[For MBAs] Cohort Color?”

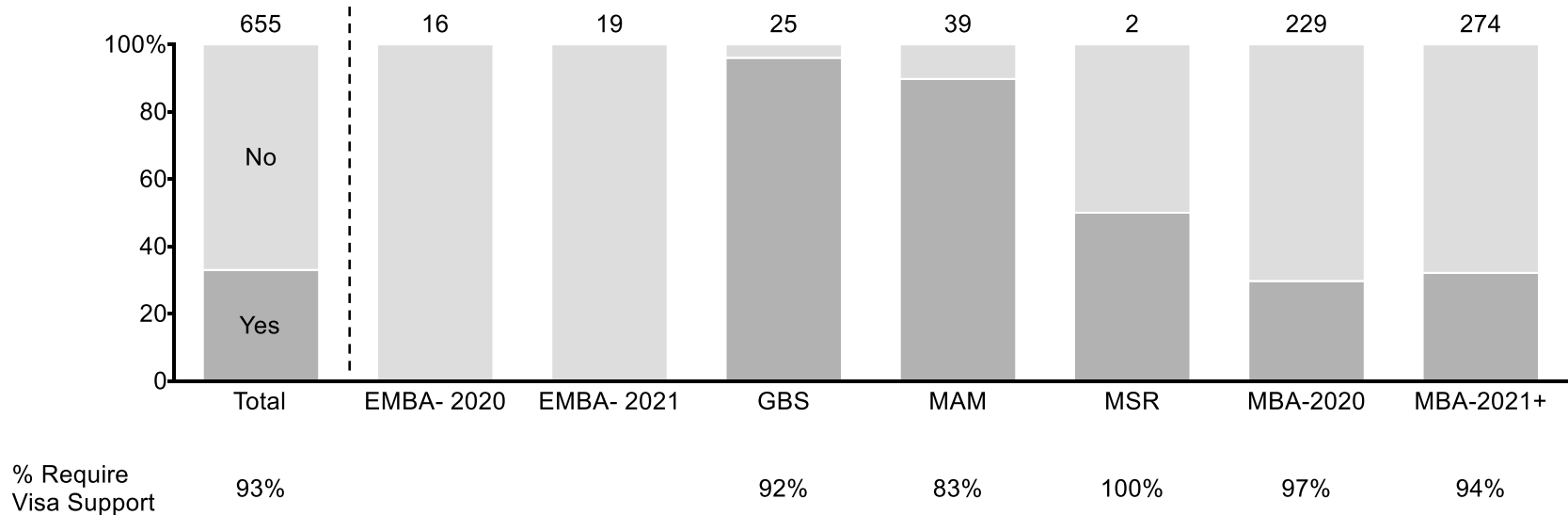


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Note: Class of 2021+ includes the Class Years 2021, 2022, and “Other” class years; Does not include MBA students that did not include cohort information (6 students)
Source: April 2020 SOM Student COVID-19 Response Survey

~30% of survey respondents are international students, with the vast majority requiring a visa to study or work in the US

***“Are you an international student?
Do you require a visa for studying and / or employment in the US?”***



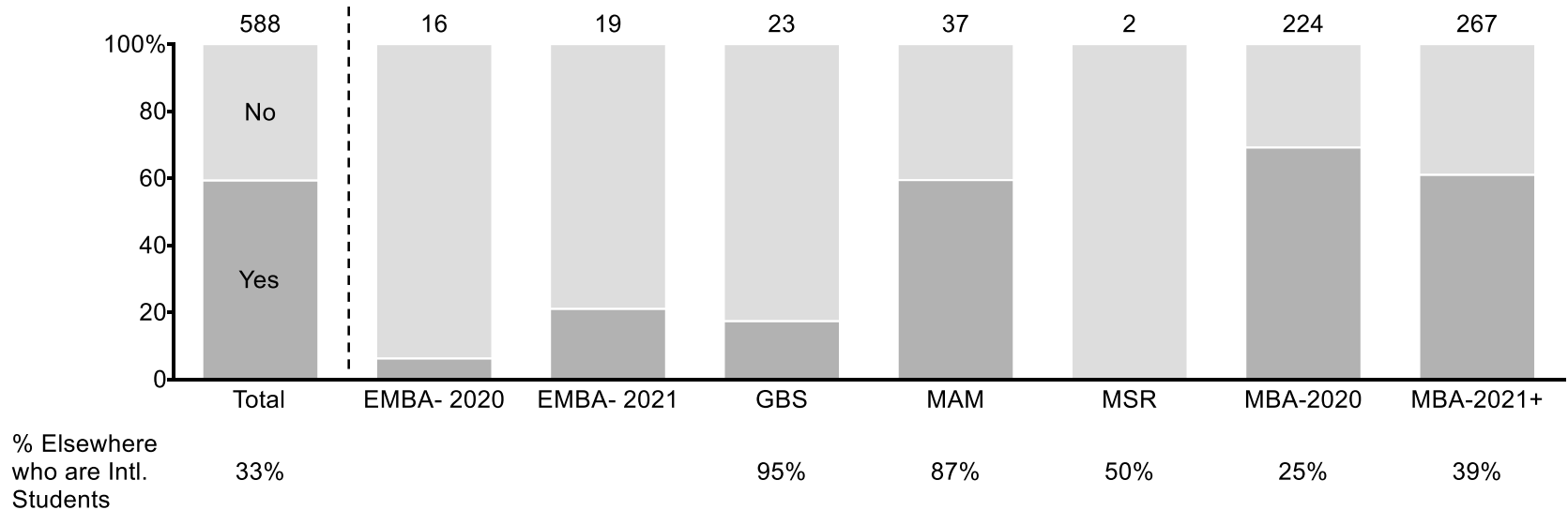
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Note: Class of 2021+ includes the Class Years 2021, 2022, and "Other" class years; Does not include MBA students that did not include program information (62 students); Students that do not report needing a visa include two students that skipped the question

Source: April 2020 SOM Student COVID-19 Response Survey

~60% of students report currently residing in New Haven (as of April 17th, 2020)

*“Are you in New Haven?
Are you an international student?”*



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Note: Class of 2021+ includes the Class Years 2021, 2022, and “Other” class years; Does not include MBA students that did not include program information (62 students); Students that selected “Prefer not to answer” or left the question blank are excluded (67 students); % of students that are not in New Haven that also reported they are international students

Source: April 2020 SOM Student COVID-19 Response Survey

A G E N D A

Demographics

Student Experience & Feedback on SOM Response in Spring 2

Student Academic, Financial and Health Needs Going Forward

Additional Student Needs Going Forward

Feedback on Communications



A G E N D A

Student Experience & Feedback on SOM Response in Spring 2

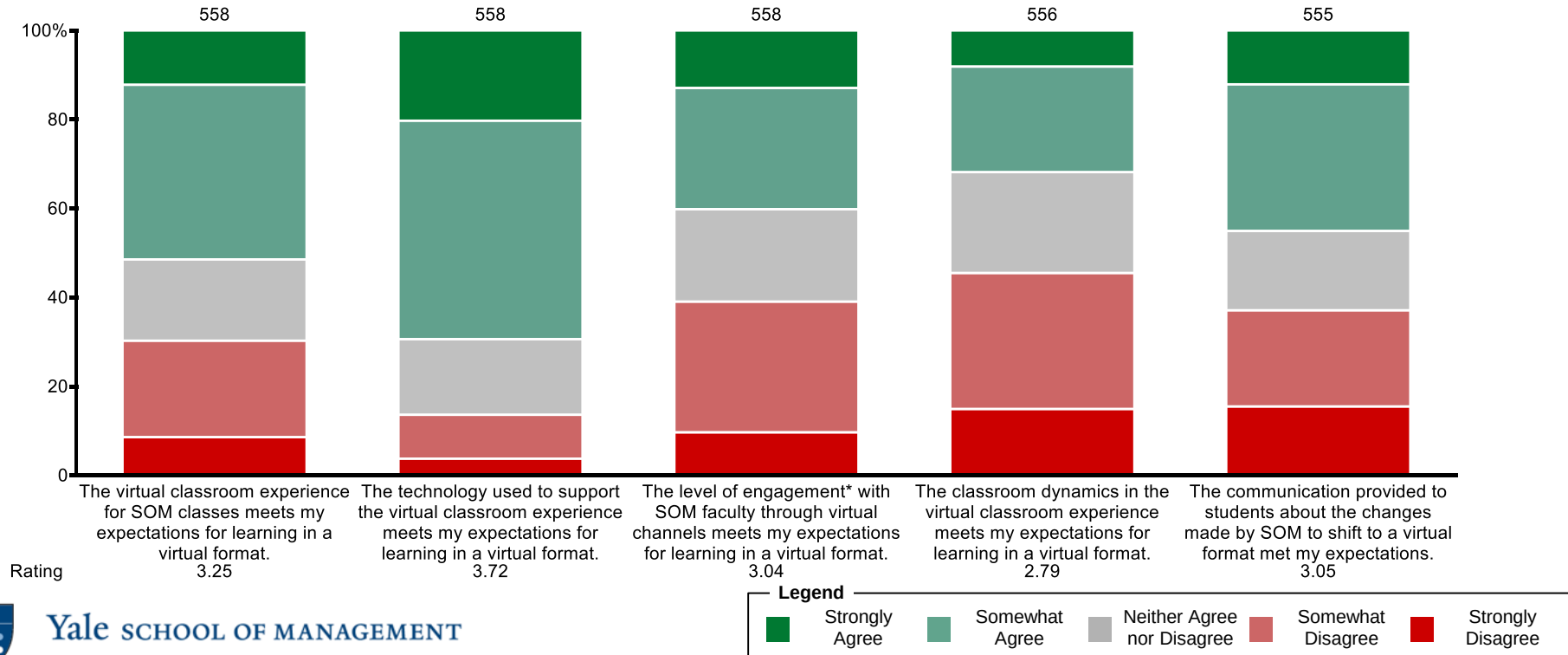
Academic Experience

Student Experience

Financial Response



~50% of students state that the virtual classroom experience meets their expectations for learning in this format



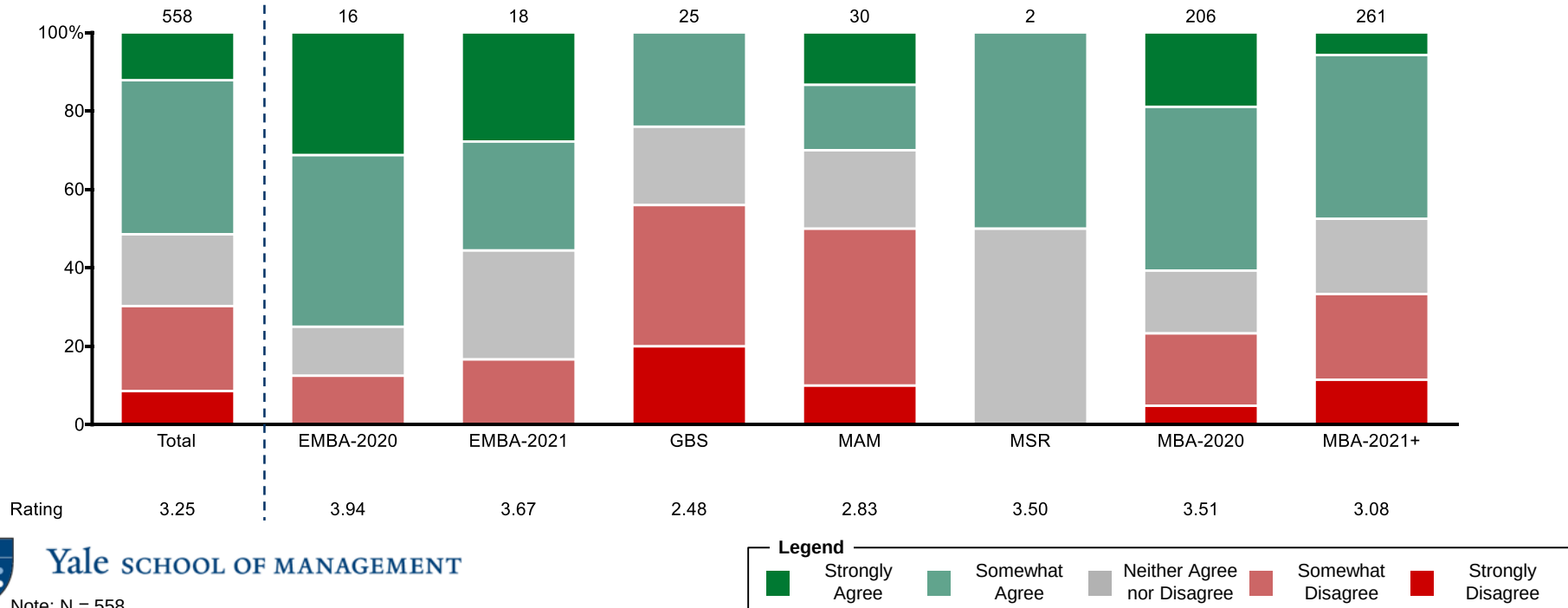
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Note: Students did not have to respond to question, so N varies by question; *full text of the question asked about engagement and interaction

Source: April 2020 SOM Student COVID-19 Response Survey

Satisfaction with the virtual classroom experience varies; most concern with GBS, MAM and first-year MBA students

"The virtual classroom experience for SOM classes meets my expectations for learning in a virtual format."



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Note: N = 558

Source: April 2020 SOM Student COVID-19 Response Survey

Student feedback on the academic experience

Acknowledgement that the virtual environment is inherently diminished from the in-person class experience

- While there has been deep investment to shift format, students deeply miss the typical classroom experience and learning environment; the virtual format and the challenges faced across the board diminish the depth and breadth of learning that is possible

Students deeply appreciate the faculty who have invested in the shift to online learning; desire to see best practices in the pedagogy of virtual teaching shared across faculty to ensure more consistency in learning. Best practices include:

- Customized teaching to the format, including use of Zoom tools like breakout rooms, polls and the chat function
- Providing short breaks during the 80 minute class, and relying on ways to be more interactive in small groups
- Use feedback surveys and checkpoints to get input on teaching; some professors also are offering office hours to discuss further
- Consistent technical support and access by the staff person and Canvas; recordings are easily accessible to those that can't attend

Concern with class assignments and group projects; students are demotivated and sometimes have barriers to complete work

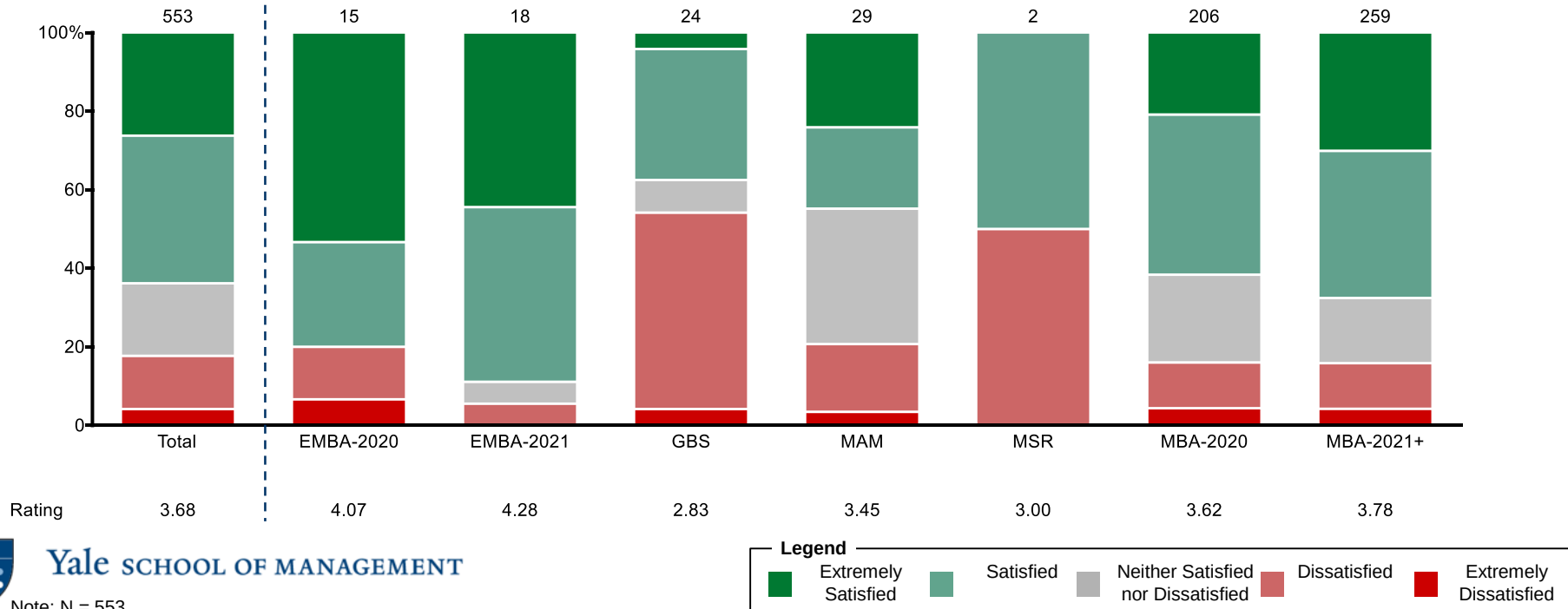
- Students are demotivated (due to a combination of the crisis and change in academic experience / grading policy)
- It is difficult to complete group work and assignments, and some classes have shifted to increased assignments to replace participation grade, which is onerous to students
- Particular concern with learning the MBA core courses; faculty-led case discussions have fallen flat in a virtual setting (specifically State & Society and Executive) and there is a lack of student engagement in discussions

Faculty and TAs are inconsistent on attendance policies, penalizing students who cannot attend live sessions



SOM shifted grading to a universal Credit / Fail system for Spring 2, and generally students appear satisfied with this decision

“Yale SOM moved to a Universal Credit / Fail grading policy for the Spring 2 term. How satisfied are you with this grading policy?”



Note: N = 553

Source: April 2020 SOM Student COVID-19 Response Survey

While students generally understand the change in grading policy, there are concerns that it reduces motivation and effort

"While a Universal Credit / Fail grading policy is not ideal under ordinary circumstances, I believe it is a compromise that needed to be made. There are students residing in different time zones, experiencing family situations, facing visa challenges, etc. That said, it takes away some of the incentives for putting in the extra effort."

"The new grading system demotivates students to put an effort into academics and hinders the chance of learning."

"Credit/fail is demotivating and has had a discernible impact on my motivation to complete assigned work and to provide the effort required for high quality submissions. I don't know that the standard grading scale would be appropriate, but I think something that would maintain the extrinsic motivation of external validation of effort and quality would've been preferred."

"The grading policy has still not been fully explained. From my perspective, it doesn't change much for most students (this is essentially universal proficient) but does change the level of effort that teammates have put in. That has made the learning experience less rewarding and honestly, more frustrating."

"I don't see how the move to a Credit/Fail system helps anyone. Classes are already essentially graded on a Credit/Fail system with the opportunity for students who perform well to achieve academic distinction - the only thing this move does is remove the potential for academic distinction. The Credit/Fail system seems to benefit a small minority of students at the expense of a large number of their peers. An opt-in system would have been better."

"While the grading policy changed, many assignments still are group assignments; it would be helpful if group assignments could be done individually given the varying commitments of team members (with valid reasons e.g. illness, family, or just because the grading change), and logistical nightmare of time differences."



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Note: Additional comments and suggestions from this section of the survey
Source: April 2020 SOM Student COVID-19 Response Survey

There was also concern about how this change was communicated, with ~30% of students saying SOM comms did not meet expectations

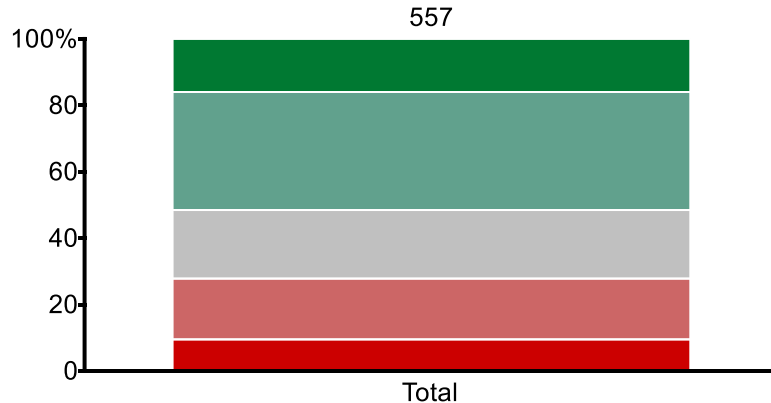
“The communication provided to students by SOM about the shift to a Universal Credit / Fail grading policy for Spring 2 met my expectations.”

“I feel there was barely any explanation as to why we shifted the grade system - it was merely declared out of the blue.”

“I felt that the communication on the grading change could have provided a lot more information on the administration's reasoning. It was not clear if students had any input.”

“Initial messaging about the shift to Credit / Fail was extremely confusing. I didn't even understand that the other grades above Fail were being merged with Credit, so that could have been improved. Also, perhaps it would have been helpful to explain more of the rationale for the change, because I think it is a good change.”

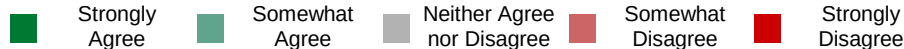
“While I originally wished there were more discussions and student input into the decision around credit/fail grading, I also realized, more so recently, that there will likely be majority support and it was probably more efficient for the administration to decide.”



Ratings

3.30

Legend



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Note: N = 557

Source: April 2020 SOM Student COVID-19 Response Survey

A G E N D A

Student Experience & Feedback on SOM Response in Spring 2

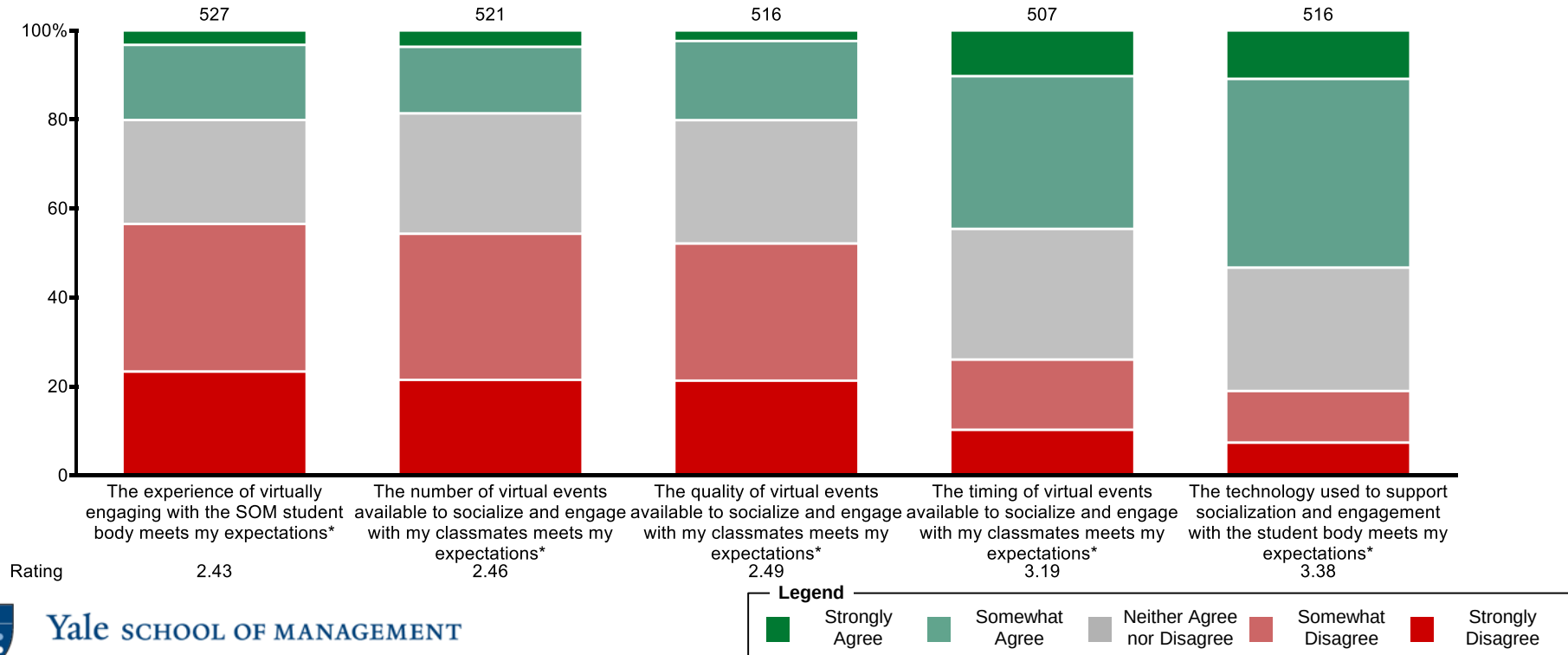
Academic Experience

Student Experience

Financial Response



Only ~20% of students are satisfied with the virtual social experience;
main concerns appear to be the number and quality of events

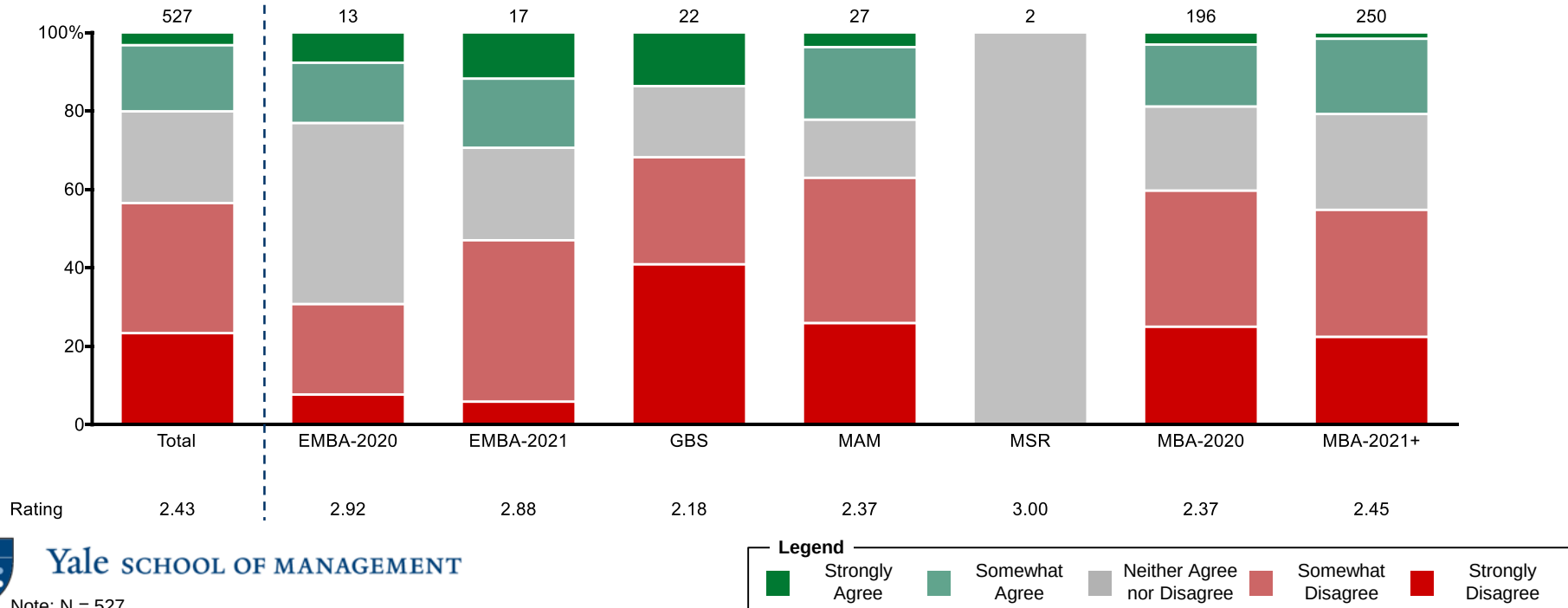


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Note: *All questions asked if expectations were met for the student experience while social distancing; Students did not have to respond to question, so N varies by question
Source: April 2020 SOM Student COVID-19 Response Survey

Level of satisfaction with the virtual student experience is consistently low with most full-time academic programs (GBS, MAM, and MBA)

"The experience of virtually engaging with the SOM student body meets my expectations for the student experience while social distancing."



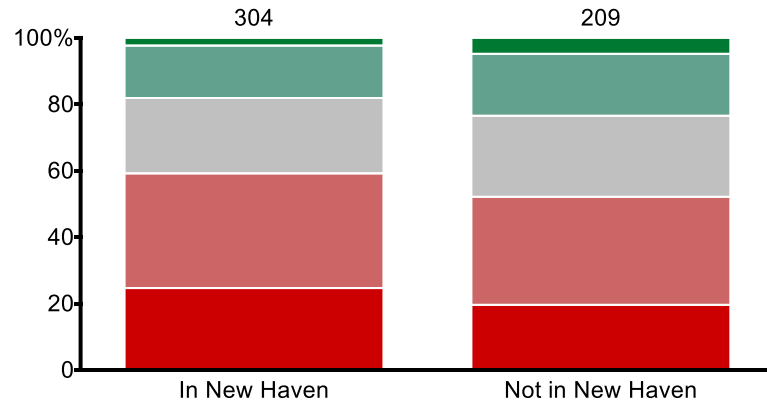
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Note: N = 527

Source: April 2020 SOM Student COVID-19 Response Survey

Students that are not currently in New Haven report more concerns with the timing of virtual events; opportunity to be more inclusive

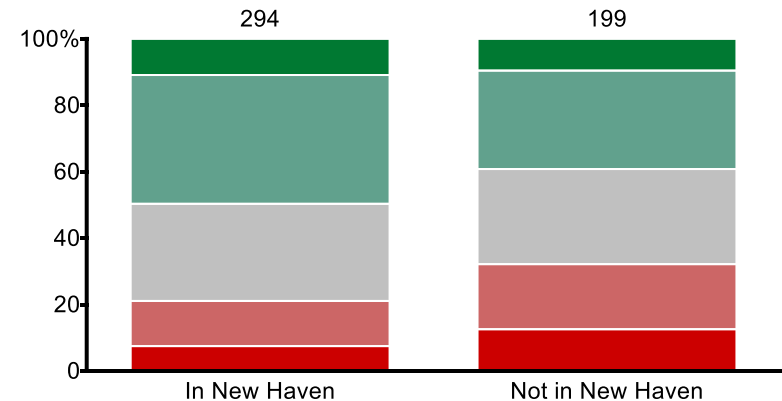
“The experience of virtually engaging with the SOM student body meets my expectations for the student experience while social distancing.” – By current location



Ratings 2.37

2.56

“The timing of virtual events available to socialize and engage with my classmates meets my expectations for the student experience while social distancing.” – By current location

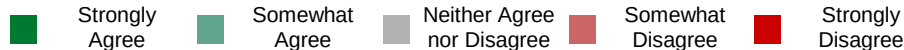


Ratings

3.32

3.04

Legend



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Note: Excludes students who did not answer question on whether they are currently in New Haven

Source: April 2020 SOM Student COVID-19 Response Survey

Student feedback on the student experience

Students are “Zoom-ed out” and are struggling to engage with virtual opportunities but still crave connection

- Overall, expectations are low for how the student social experience will be during this crisis
- Students use Zoom for classes and social events, and often report feeling tired of using Zoom for all communications
- However, students report desire to engage with others and with the outside world in both virtual and non-virtual ways (such as books, media, etc.)

Desire to see AASL coordinate more opportunities to connect, in addition to efforts made by individual students and clubs

- Students want to see more events and have many suggestions (including speaker events, panels, informal happy hours and small group dinners, etc.)
- Suggestion for AASL to help coordinate and ensure events can occur; reliance on student planning is difficult
- It would be helpful to clarify to clubs how funds can be used; currently they are not sure how to support / fund potential events

Need to be mindful of students in other time zones, especially for lunch events and happy hours

Student experience with Slack is mixed; concerns with tone and engagement



A G E N D A

Student Experience & Feedback on SOM Response in Spring 2

Academic Experience

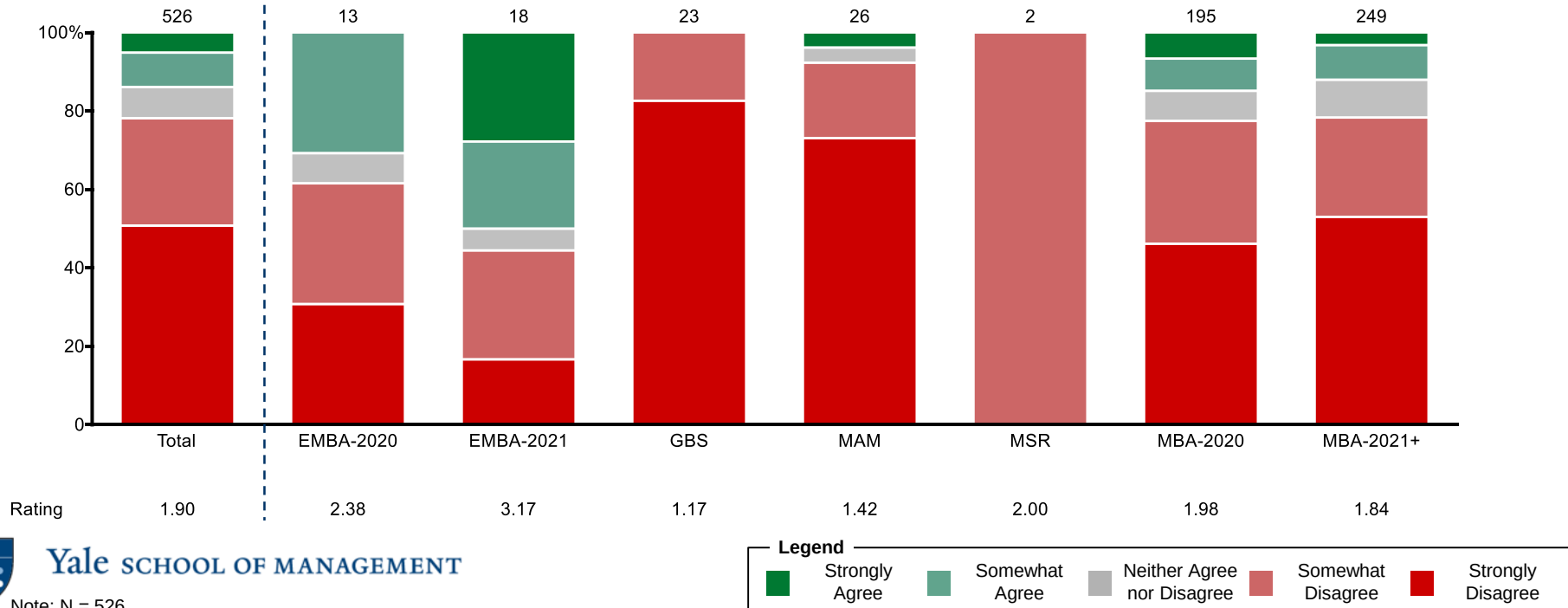
Student Experience

Financial Response



Students overwhelmingly do not agree that it is fair for tuition and fees to remain in the Spring 2 quarter given the impacts of COVID-19

"I feel that it is fair that my business school tuition and student fees are unchanged during this Spring 2 quarter, which is limited due to COVID-19."

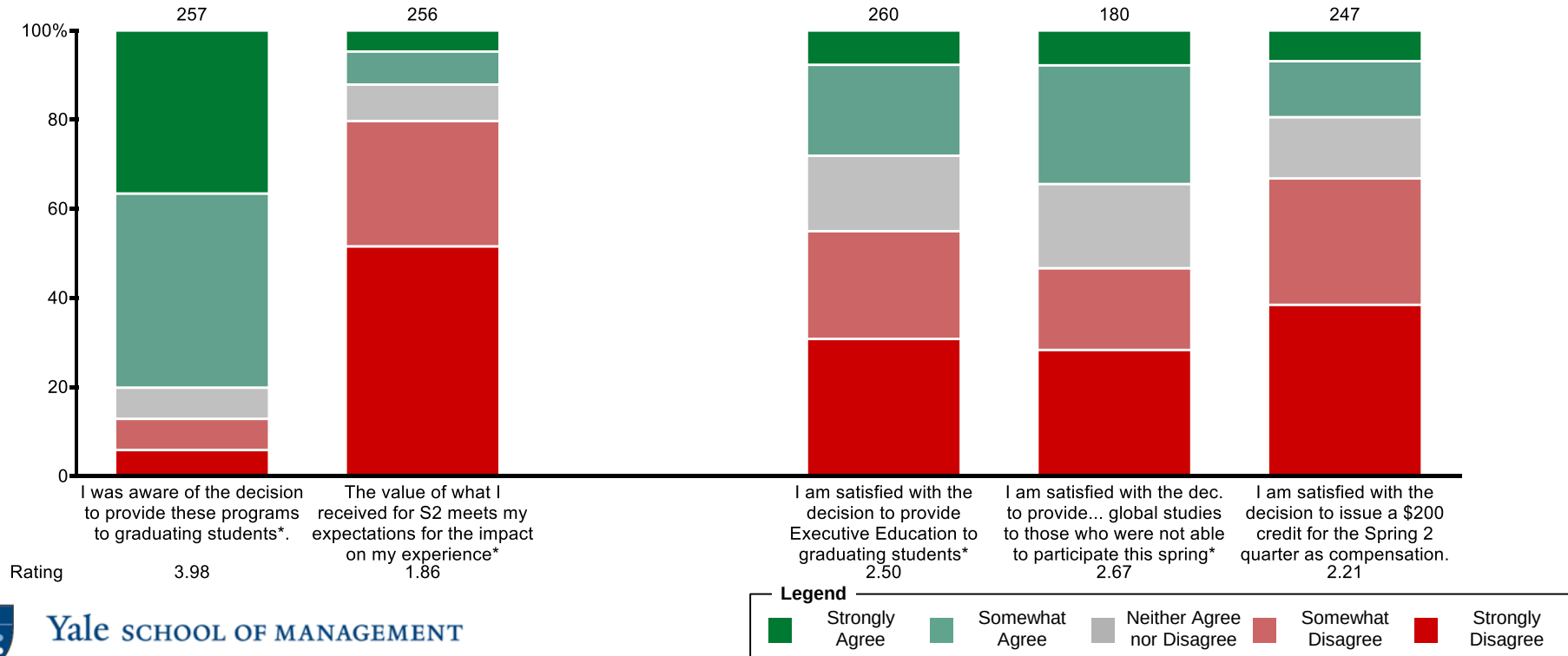


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Note: N = 526

Source: April 2020 SOM Student COVID-19 Response Survey

For the Class of 2020, students were highly aware of the benefits provided for COVID-19, but satisfaction with benefits is low

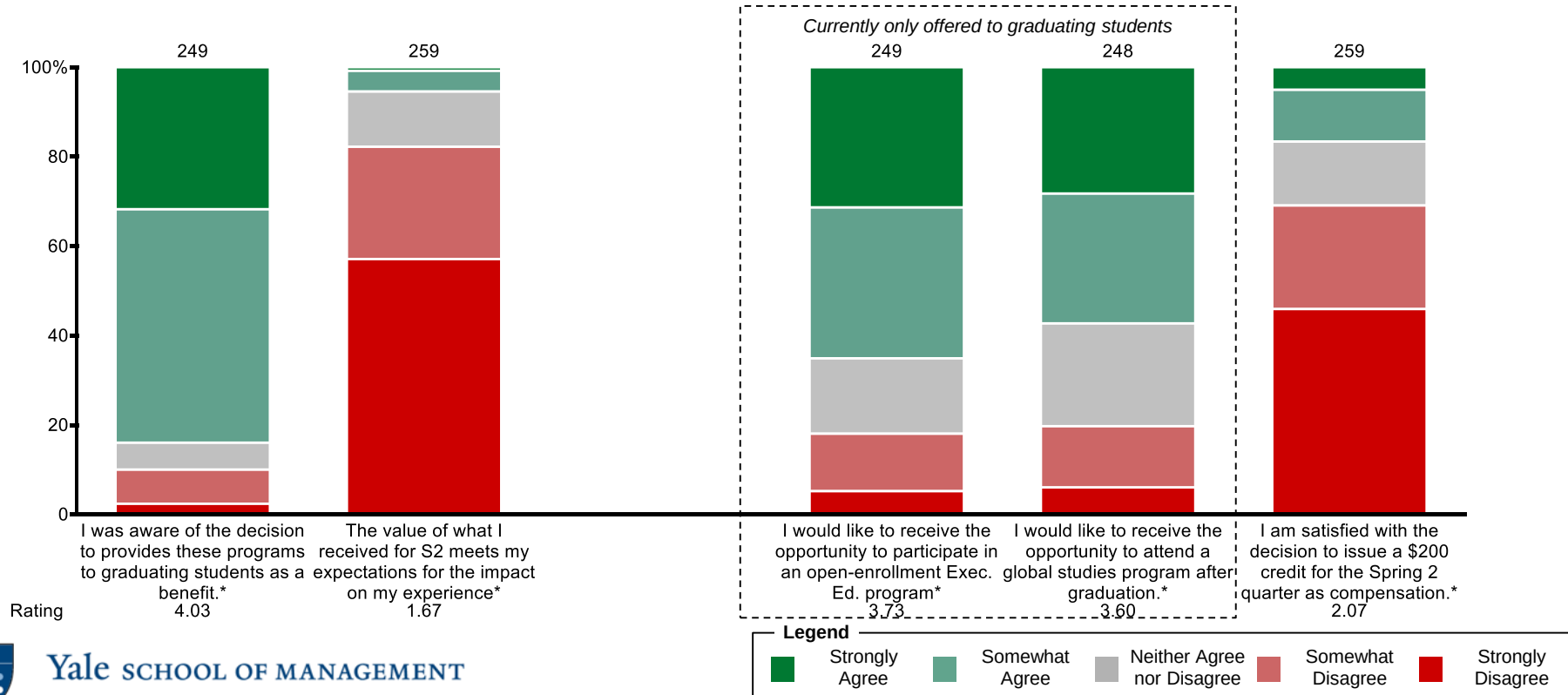


Note: Question asked just to Class of 2020 (317 respondents in survey); *Question shortened due to space; Students did not have to respond to question, so N varies by question
Source: April 2020 SOM Student COVID-19 Response Survey



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For the Class of 2021+, students are dissatisfied and would also like the opportunity to receive the benefits provided to graduating students



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Note: Question asked just to Class of 2021+ (345 respondents in survey); *Questions shortened due to space; Students did not have to respond to question, so N varies by question
Source: April 2020 SOM Student COVID-19 Response Survey

Student feedback on the financial response provided by SOM

Feedback on tuition refunds is strongly negative; most students have strong opinions in favor of refunds but others are mindful of fixed cost nature of academic programs and are more concerned about next year's tuition structure

- There is strong sentiment from a portion of students that virtual education is not the same as the full-time MBA experience and that commensurate refunds are the right thing to do and in line with the SOM mission
- A smaller group of students are mindful that tuition refunds aren't likely, since education is virtual and faculty/staff wages are still being paid
- Students highlight that a small refund would acknowledge the overall impact that this crisis has had on their overall experience

Students strongly disagree with the \$200 fee refund and lack of transparency around student programs and activities budget

- There is overwhelming agreement that the \$200 refund for socializing was not sufficient and was framed as the “only” refund since tuition remained unchanged
- Communication of this refund was confusing, lacked detail on how to access money, and lacked empathy from the Dean
- Students do not understand this portion of the budget and would like more transparency; particular concerns that unused money will be rolled over to next year rather than refunded, and question whether this includes budget for commencement or if that money is being held for an in-person event (which has not been communicated to students)

Graduating students highlight that GNW / Exec Ed benefits are too limited; would like expanded access and benefits after graduation to supplement their experience

- Students would prefer refund for unused benefits (i.e., GSA days) rather than benefits that may be difficult to utilize while in a full-time job
- Request for benefits to have longer expiration date (5 years), and opportunity to coordinate Class of 2020 reunions for classes and trips
- Additional resources would be useful, such as ability to audit a virtual class, use Yale news subscriptions, etc.

Overwhelming agreement that SOM communications were lackluster; need transparent, frequent and empathetic communications



A G E N D A

Demographics

Student Experience & Feedback on SOM Response in Spring 2

Student Academic, Financial and Health Needs Going Forward

Additional Student Needs Going Forward

Feedback on Communications



A G E N D A

Student Academic, Financial and Health Needs Going Forward

2020 – 2021 Academic Year

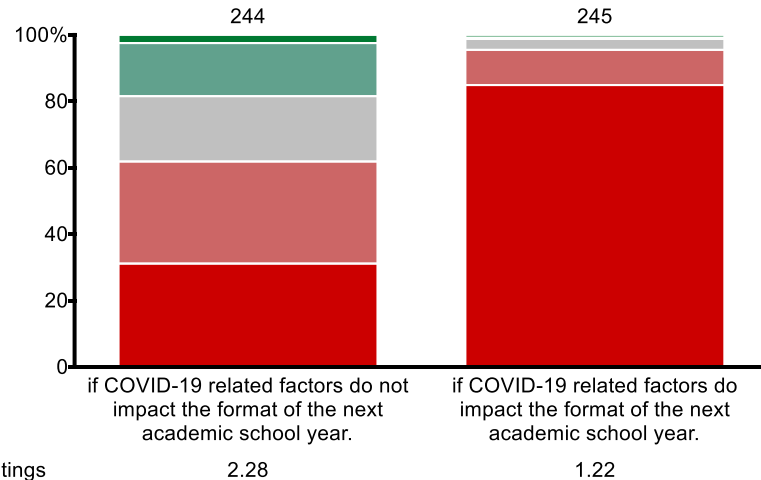
Student Needs for Financial Support

Student Health and Wellness Needs

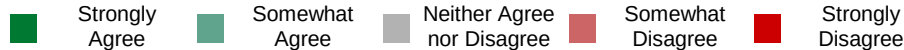


Within the MBA Class of 2021, there is overwhelming disagreement with a tuition increase if COVID-19 impacts the format of next year

“The 3.25% tuition increase for next year meets my expectations for the business school experience....”



Legend



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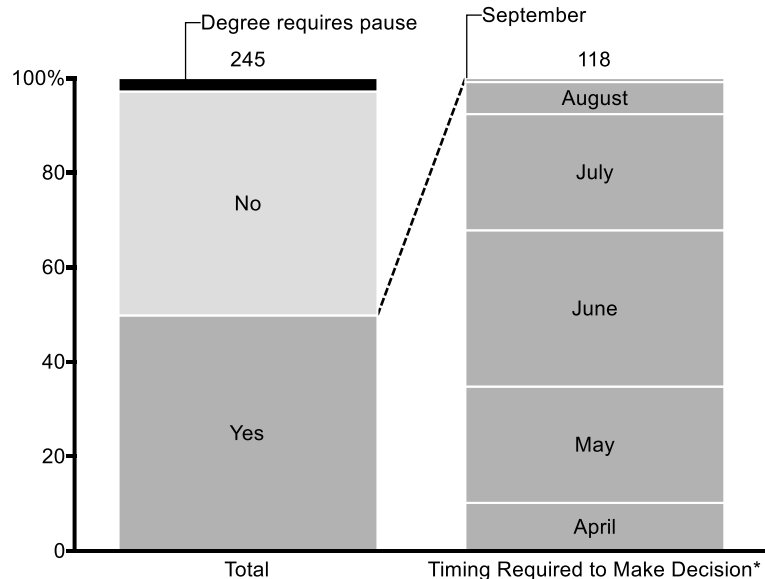
Students cite concerned with an increased tuition bill in light of the economic and health crisis caused by COVID-19

- Increased tuition bill only furthers the current financial hardships experienced by students, and is difficult when navigating challenge employment environment
- Students are especially unhappy with the idea of a tuition increase given the possibility of a virtual education environment
- Some students request a tuition decrease to match concerns about virtual education experience

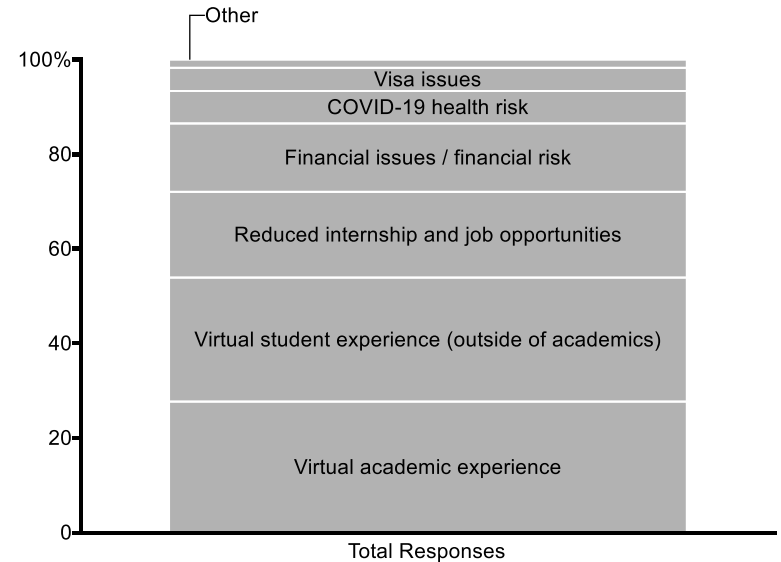
Some students are concerned that a change in the planned tuition increase may impact scholarships and other line items

~50% of the MBA Class of 2021 reported that they are considering a Leave of Absence next year, primarily because of the virtual experience

“Are you considering a Leave of Absence from SOM for the 2020-2021 academic year?”



“What factors are being used to guide your decision to use a Leave of Absence? Please select all that apply.”



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Note: Question just for MBA Class of 2021+ (274 respondents in survey); Students did not have to respond; LHS *Original question asked “If you are considering a LoA, when would you need info. on the format of the 20-21 AY in order to make a decision?”; LHS 4 students that reported yes did not provide timing; RHS allowed students to select multiple answers
Source: April 2020 SOM Student COVID-19 Response Survey

Student feedback on the next academic year focused on request for in-person format and the need for format information to make decisions

General sentiment that students would prefer a variety of alternative in-person options for next year's format instead of a virtual environment to ensure that they get the complete full-time MBA experience

- Specific ideas cited include a delayed start date until September or October, virtual fall semester with an in-person spring semester, classes going into the summer or other breaks, etc.
- However, few students are interested in a virtual format for a complete academic year
- Students request more transparency on how these decisions are made and ensure student opinion is considered

Overwhelming desire to get information on the format for next year as soon as possible; this decision is highly individualized with students citing many different criteria

- Students cite many different decision criteria, including the format of next year, student experience outside academics, proportion of the student body that defers, coordination with joint degree programs, opportunities outside of school that they could pursue instead (such as employment, internships or research), and financial considerations
- Request for transparent and frequent communication on this topic; individual timing for decisions vary but overall students want to make the decision over the summer to inform their financial, housing and work plans

Concern from international students about how the potential format for next year impacts their legal status

- International students have specific legal concerns (including visa status and ability to arrive in the US with international travel restrictions) and want to ensure they can make decisions for next year quickly



A G E N D A

Student Academic, Financial and Health Needs Going Forward

2020 – 2021 Academic Year

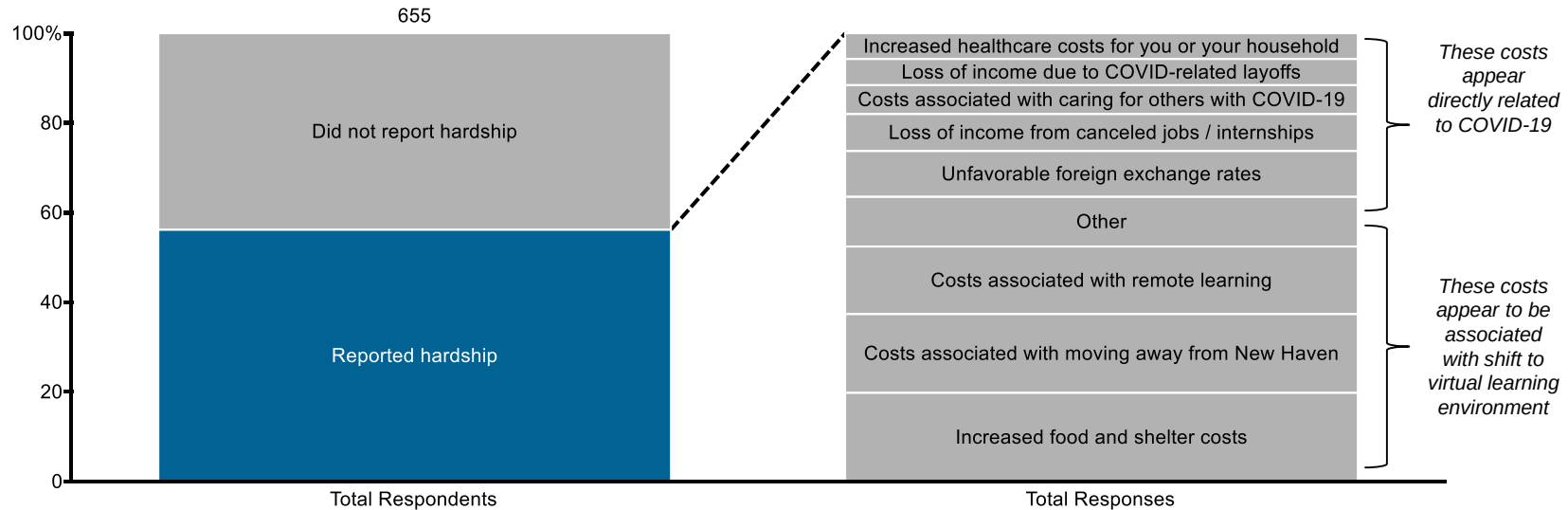
Student Needs for Financial Support

Student Health and Wellness Needs



~55% of respondents reported a financial hardship as a result of the COVID-19 crisis; most are related to shift to virtual environment

“We understand that due to the COVID-19 crisis, students may be experiencing financial hardship. What changes, if any, are you experiencing at this time? Please select all that apply.”



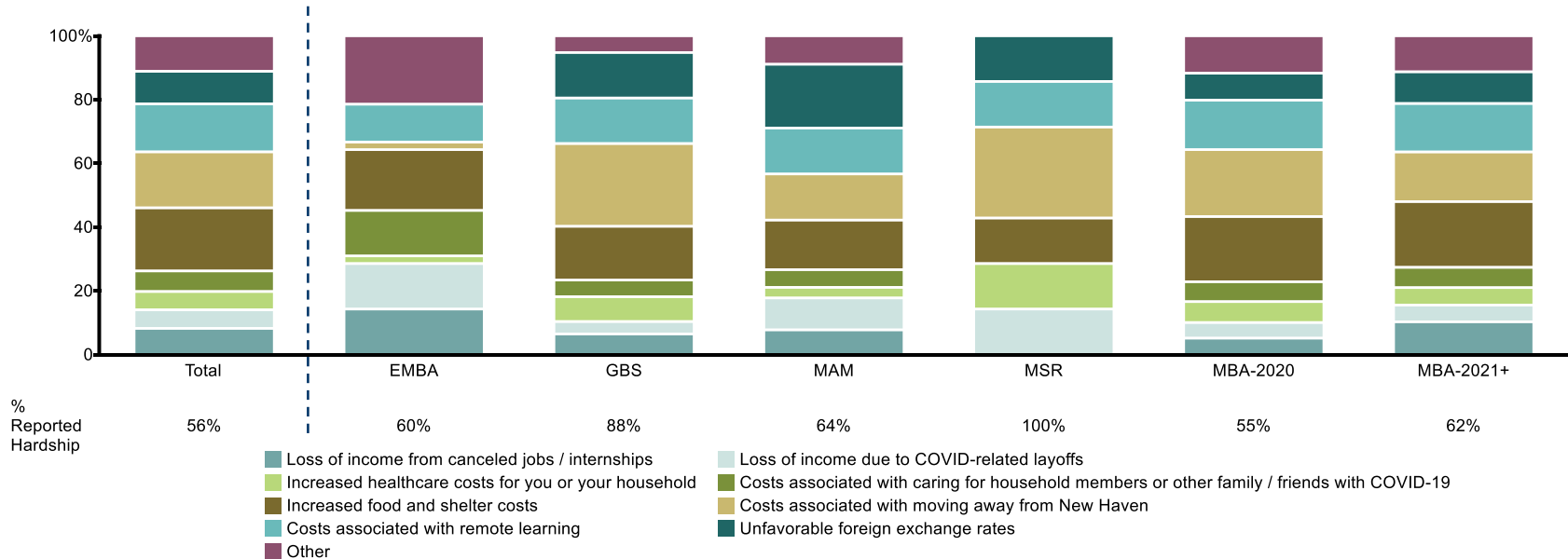
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Note: Left-hand side question did not require students to respond (158 respondents did not respond and are recorded as “did not report hardship”); Right-hand side question allowed students to select all hardships that apply

Source: April 2020 SOM Student COVID-19 Response Survey

Types of financial hardships vary by academic program, but consistently 50%+ of students responded that they have hardships due to COVID-19

“We understand that due to the COVID-19 crisis, students may be experiencing financial hardship. What changes, if any, are you experiencing at this time? Please select all that apply.”



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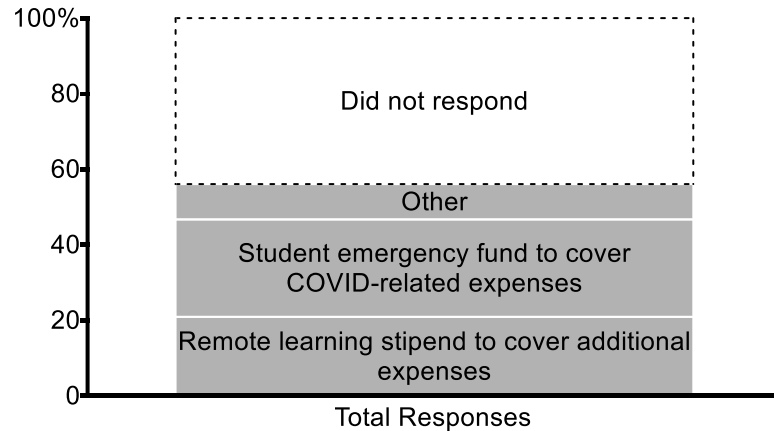
Note: Question did not require students to respond (158 respondents did not respond and are recorded as “did not report hardship”); Question allowed students to select all hardships that apply

Source: April 2020 SOM Student COVID-19 Response Survey

Approximately half of respondents would use financial support / remote learning stipend; ~80% of these students estimate <\$5000 in support

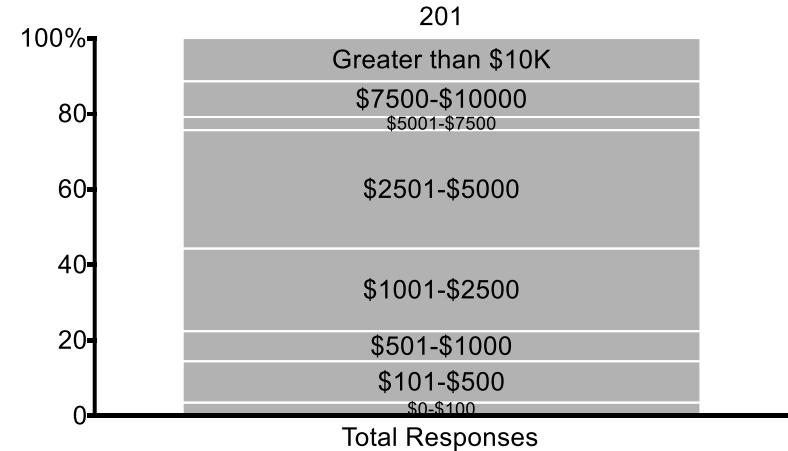
“What resources, if any, do you personally need to mitigate these changes?” Assume that all expenses would need to directly relate to financial hardships related to COVID-19 and would require application / approval of expenses.

“Please estimate the amount of money you would need to mitigate your financial hardship until end of SY 2019-2020.” Assume that all expenses would need to directly relate to financial hardships related to COVID-19 and would require application / approval of expenses.



%
Students

53%*



Avg. \$
Needed

\$2,667



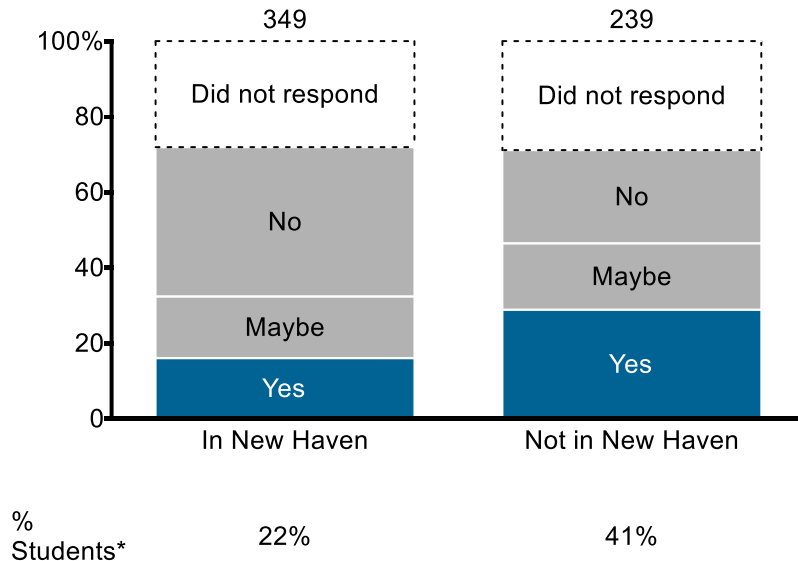
Yale SCHOOL OF MANAGEMENT

Note: Question did not require students to respond (454 respondents either did not respond or did not disclose a dollar amount); *Question allowed students to select all resources that apply but this percentage shows % of respondents that would like one or more resources; when range was provided took the median amount

Source: April 2020 SOM Student COVID-19 Response Survey

Additionally, ~30% of students report the need for assistance with moving out of their housing due to the COVID-19 crisis

"I had to leave or will need to leave my housing in New Haven and need help to pack / move my belongings by end of S2."



Yale SCHOOL OF MANAGEMENT

Note: Question did not require students to respond (234 respondents did not respond); *Percentage of students that reported
Source: April 2020 SOM Student COVID-19 Response Survey

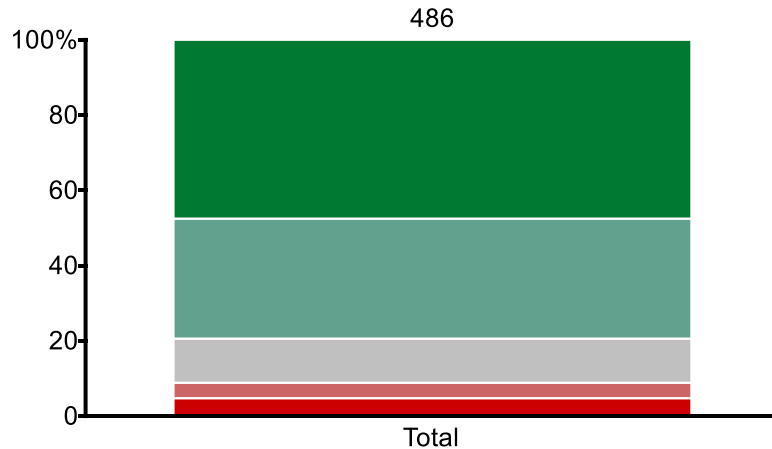
Regardless of need, over 80% of students believe that SOM should provide an emergency fund for students with financial hardship

“Regardless of my personal need, I believe that Yale and/or SOM should create a student emergency fund that provides grants and loans to students with COVID-19... expenses.”

“Help the students who need help covering medical costs. I am not one of them but am in full support of Yale helping those who need it.”

“I said Yes, but I would like to qualify that answer by saying there would need to be a very impartial way to determine “emergency”/“need” vs. “want”. Some of my classmates seem to “want” an arbitrary amount of money for their compromised experience which is certainly not what I am advocating for here. I would hope this fund would only be for those in true financial duress.”

“I do think there is a tension here between creating an emergency fund and just doing the tuition reimbursement I believe students are owed--the latter would also help cover emergency needs and do so in a more equitable way.”



Ratings

4.13



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Note: Question did not require students to respond (169 respondents did not respond)
Source: April 2020 SOM Student COVID-19 Response Survey

A G E N D A

Student Academic, Financial and Health Needs Going Forward

2020 – 2021 Academic Year

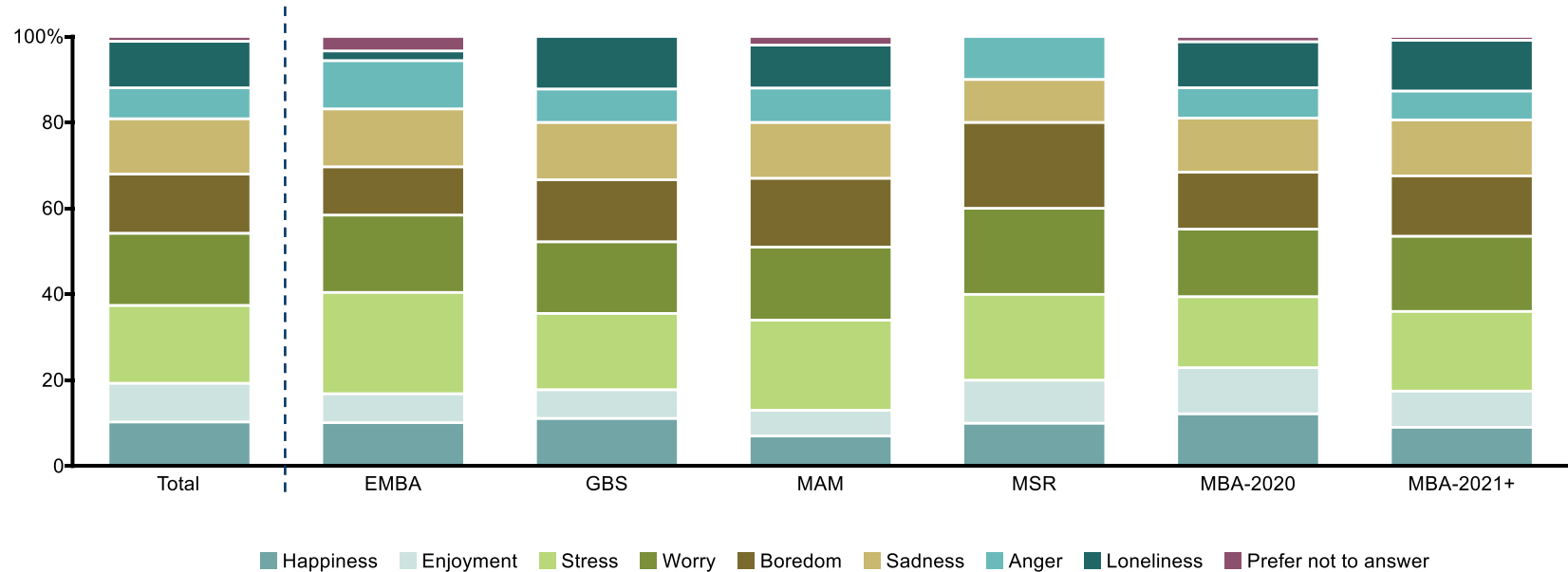
Student Needs for Financial Support

Student Health and Wellness Needs



Students report primarily feeling stress, worry, and boredom

“Did you experience the following feelings during a lot of the day yesterday? Select all that apply.”

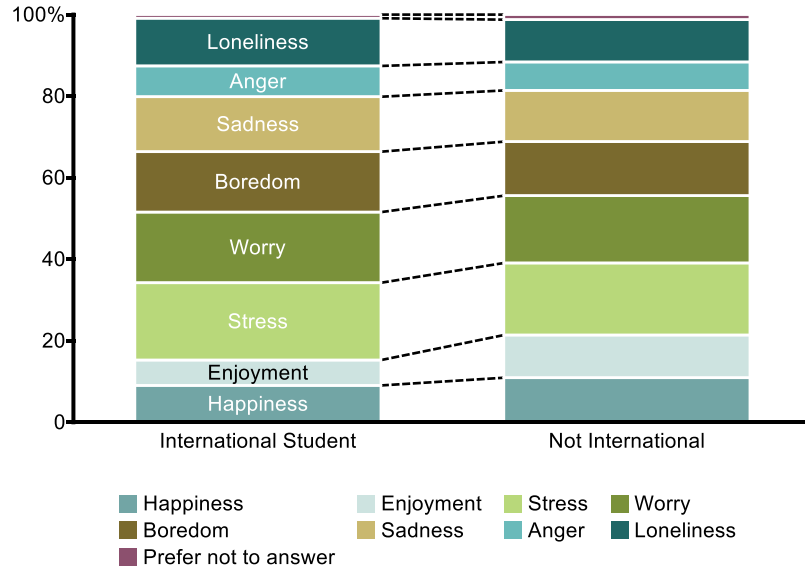


Yale SCHOOL OF MANAGEMENT

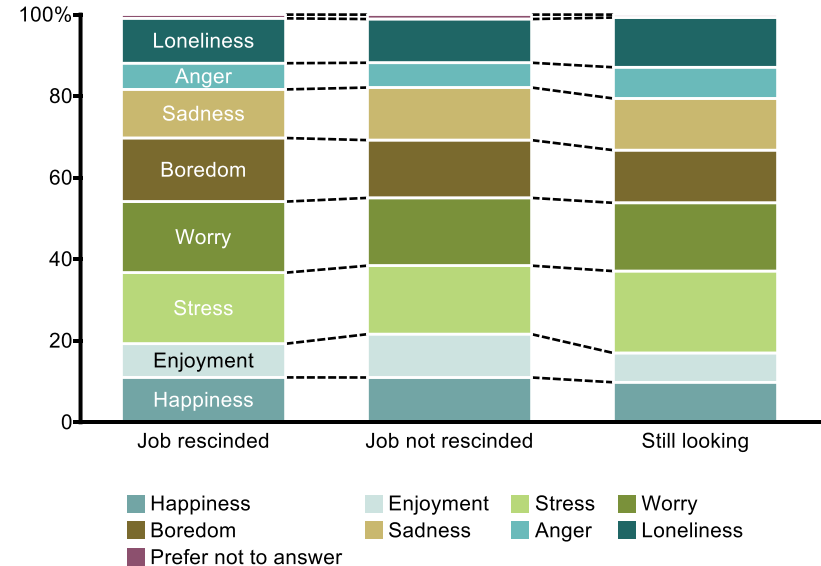
Note: Question did not require students to respond- 156 respondents did not respond and are excluded; Question allowed students to select all emotions that apply
Source: April 2020 SOM Student COVID-19 Response Survey

Student emotions can vary; in particular, students who are still looking for a job or internship report more stress and worry

“Did you experience the following feelings during a lot of the day yesterday? Select all that apply.” – Int. Student Status



“Did you experience the following feelings during a lot of the day yesterday? Select all that apply.” – Job / Internship Status



Yale SCHOOL OF MANAGEMENT

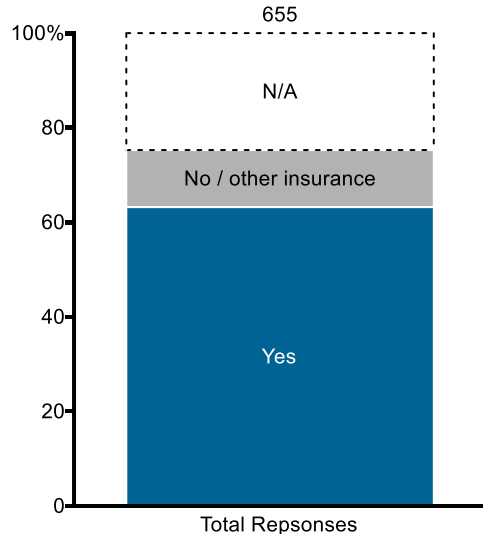
Note: Question did not require students to respond- 156 respondents did not respond and are excluded and students that did not report job / internship status are excluded; Question allowed students to select all emotions that apply

Source: April 2020 SOM Student COVID-19 Response Survey

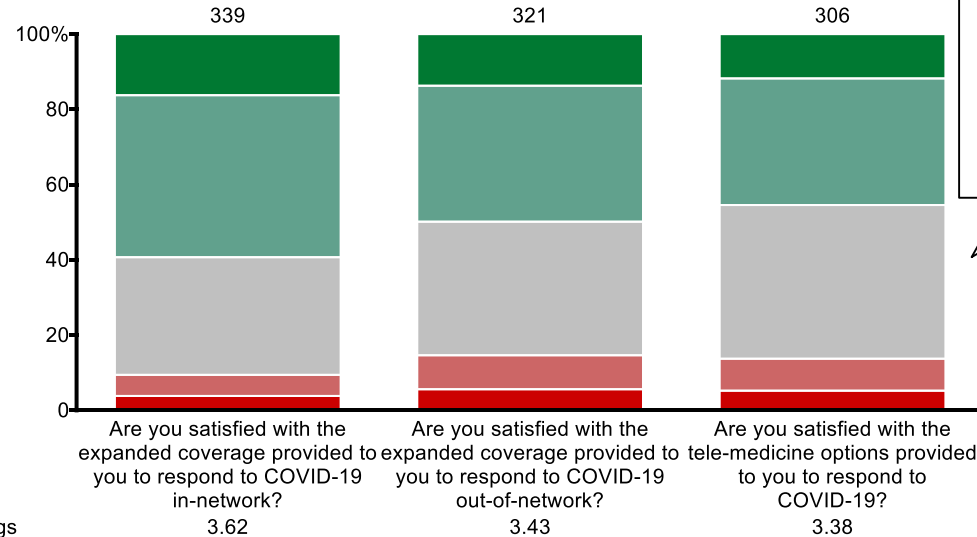
~60% of students responded that they are enrolled in Yale health insurance, with most students satisfied or neutral with expanded care

“Are you currently enrolled in the Yale health insurance plan?”

“The Yale Health insurance plan has temporarily expanded the standard health coverage for non-emergency, medically-necessary care to non-Yale Health providers via exceptions. All urgent and emergency care is covered worldwide. Please rate the following statements.”



Ratings



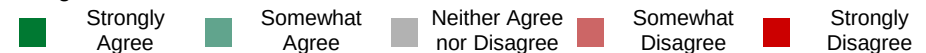
Specific feedback on access issues with prescription and out-of-network coverage for routine care / procedures



Yale SCHOOL OF MANAGEMENT

Note: N varies by question because students did not have to respond to question; satisfaction just for 414 students that responded that they are enrolled in Yale health insurance
Source: April 2020 SOM Student COVID-19 Response Survey

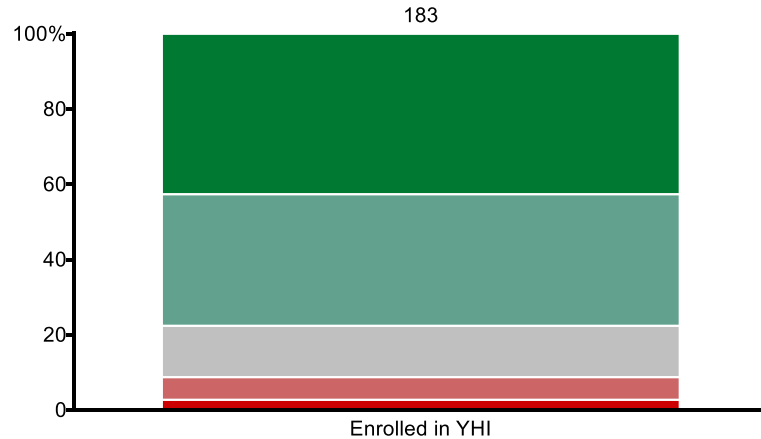
Legend



Graduating students on Yale health insurance are very interested in extended coverage after graduation

"I would be interested in using an expanded healthcare insurance plan through Yale Health after graduation."

Class of 2020 only



"An extension of the deadline to be covered under Yale Health would be extremely helpful. Unemployed graduates or students with delayed start dates will have to forgo health insurance or will be forced to buy extremely expensive policies that are likely unaffordable given their lack of income. Unemployment may be for an extended period of time so having medical coverage would be extremely helpful."

"I am incredibly worried about health insurance between the end of Yale Health and the beginning of starting work which has been pushed back due to COVID. I would greatly appreciate Yale expanding its emergency coverage (including COVID-related expenses) for an additional 1-3 months for students in this position."

"I would like to request an extension of the health insurance plan because I may need to change my travel plan and stay in New Haven (instead of going back to my home country) due to fear of border controls."

Ratings

4.09

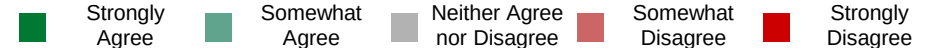


Yale SCHOOL OF MANAGEMENT

Note: Left-hand question was asked to the Class of 2020 only, and 94 students did not respond

Source: April 2020 SOM Student COVID-19 Response Survey

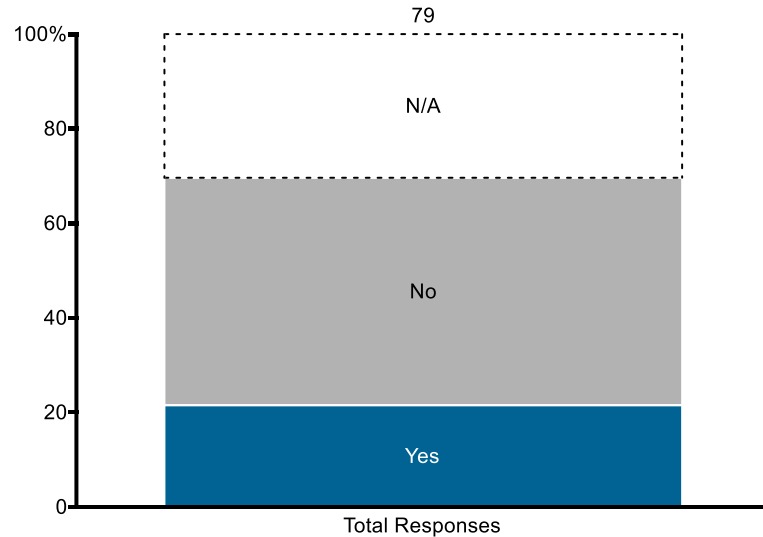
Legend



Additional resources and enrollment information may be helpful for students not currently on Yale health insurance

“Would you like support from Yale SOM (e.g., info/resources) on how to acquire additional healthcare coverage?”

Just for students that do not currently have Yale health insurance

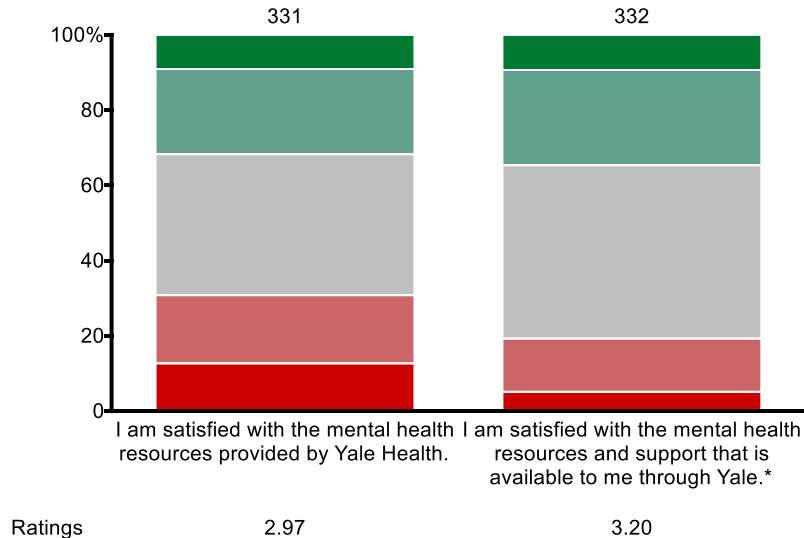


Yale SCHOOL OF MANAGEMENT

Note: Question was asked to the 79 students that reported no health insurance or other health insurance coverage
Source: April 2020 SOM Student COVID-19 Response Survey

Students appear neutral on their satisfaction with mental health resources at Yale

"I am satisfied with the mental health resources provided by Yale Health."



Particular student concerns

- Mental Health resources are overloaded in general, and it is not clear how they are providing further support and coverage during this crisis
- It is taking a very long time to get an appointment – multiple weeks; it appears that grad students are being deprioritized
- Limited availability for support (therapy, prescriptions, etc.) outside of Connecticut even virtually
- When Yale Health resources aren't available, students are having to go to private therapy options or forgoing support due to financial barriers

"Now more than ever, students are struggling with anxiety and feelings of depression. As a student body, we should think of more initiatives to come together and support each other especially as Yale Mental Health is overwhelmed and difficult to access virtually."



Yale SCHOOL OF MANAGEMENT

Note: Students did not have to respond to question, so N varies by question; *This question gave examples of resources, including the Yale Good Life Center, wellness events, and meditation

Source: April 2020 SOM Student COVID-19 Response Survey

A G E N D A

Demographics

Student Experience & Feedback on SOM Response in Spring 2

Student Academic, Financial and Health Needs Going Forward

Additional Student Needs Going Forward

Feedback on Communications



A G E N D A

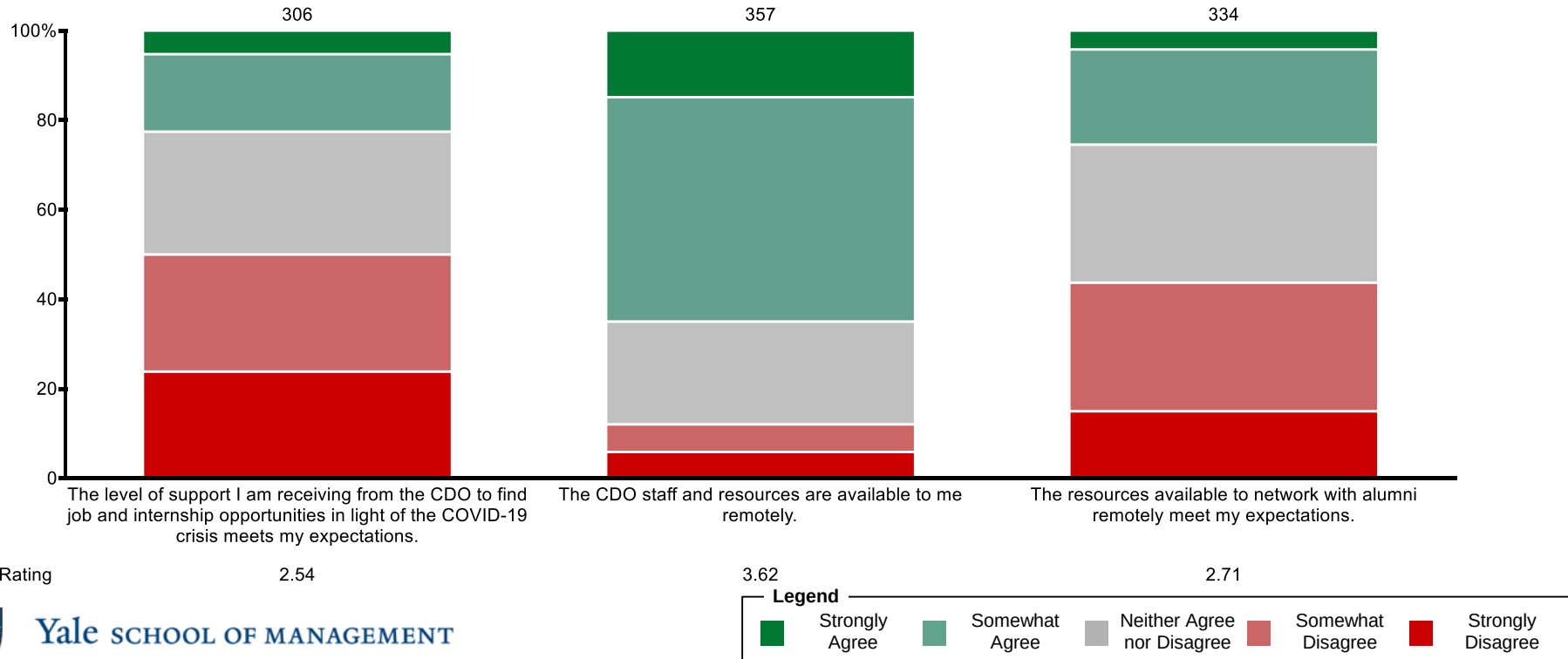
Additional Student Needs Going Forward

Student Career Needs

International Student Needs



Students report that CDO staff and resources are available remotely, but there are concerns that CDO support overall doesn't meet expectations

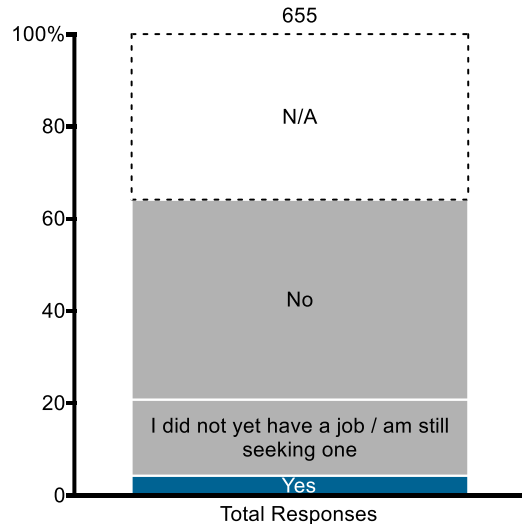


Yale SCHOOL OF MANAGEMENT

Note: Students did not have to respond to question, so N varies by question
Source: April 2020 SOM Student COVID-19 Response Survey

Some students report that their internship / job offer was rescinded due to COVID-19; more students are concerned that they are at risk

"I have had my internship / job offer rescinded due to the COVID-19 crisis."



In addition to those that reported offers being rescinded, offers are also being frozen or delayed, causing financial and logistics challenges

"My internship may get rescinded; they have said if it's still remote, they will rescind but I have not gotten more information on when this would be decided on."

"My start date [in an industry directly impacted by the crisis] was delayed 3 months until September. Fingers crossed that does not change."

"So far, my job offer has not been rescinded. However, my start date may be pushed back, which has financial and visa implications for me."

Students still in the midst of recruiting are reporting interview processes being paused – this is especially challenging for international students

"All my current interview processes were cancelled or the company stopped replying."

"All my interview processes and internship offers have been frozen."

"I was in the interview process with four firms and they all got cancelled/postponed. I'm worried of when will I be able to interview again."

"Although I haven't had a job offer rescinded, a lot of companies have cited the COVID-19 crisis as the reason they cannot offer a position at the moment. One company specifically told me that they had to rely on a 'more traditional candidate' so virtual onboarding would be easier. How can we reassure companies that Yale candidates can adapt quickly to this format?"

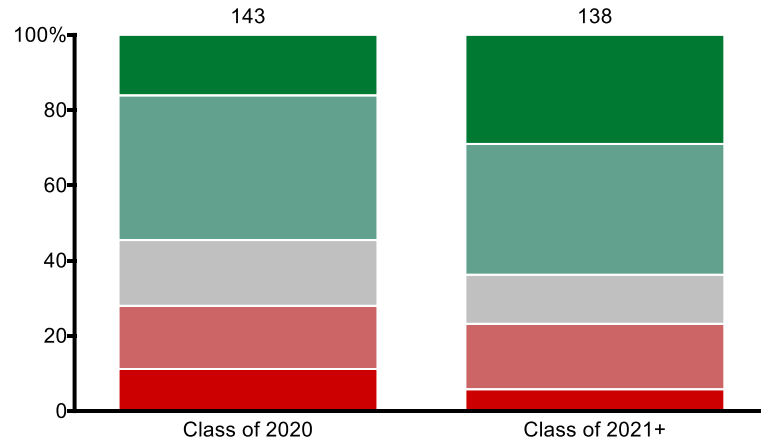


Yale SCHOOL OF MANAGEMENT

Note: Left-hand side question did not require students to respond
Source: April 2020 SOM Student COVID-19 Response Survey

Students are interested in additional resources and opportunities through Yale for jobs and internships

Interest in alternative job opportunities* - Class of 2020
Interest in alternative internship opportunities* - Class of 2021+



Ratings 3.31

3.64

Students are interested in alternative job or internship opportunities, either with Yale, alumni, or employers

- Create opportunities to work with Yale faculty and departments
- Request to better leverage alumni; other schools have had Dean reach out to alumni to source opportunities
- Work with students to reach into their networks; the student Slack channel is very active with postings that students have sourced
- Develop communication strategy based on student employment status; i.e., push updates to students when their employer provides information to the CDO, make newsletter for students still looking

Class of 2020 also cites the need for career resources after graduation, such as:

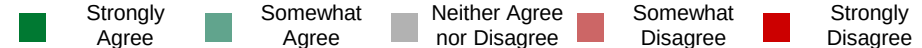
- CMS and SOM library resources
- Specific connections with employers for full-time jobs and the ability for Class of 2020 to apply next cycle
- Seed funding/other support for those that pursue entrepreneurship
- Short-term job opportunities or internships (with funding support) for students that have full-time jobs delayed
- Loan deferments or support paying loans



Yale SCHOOL OF MANAGEMENT

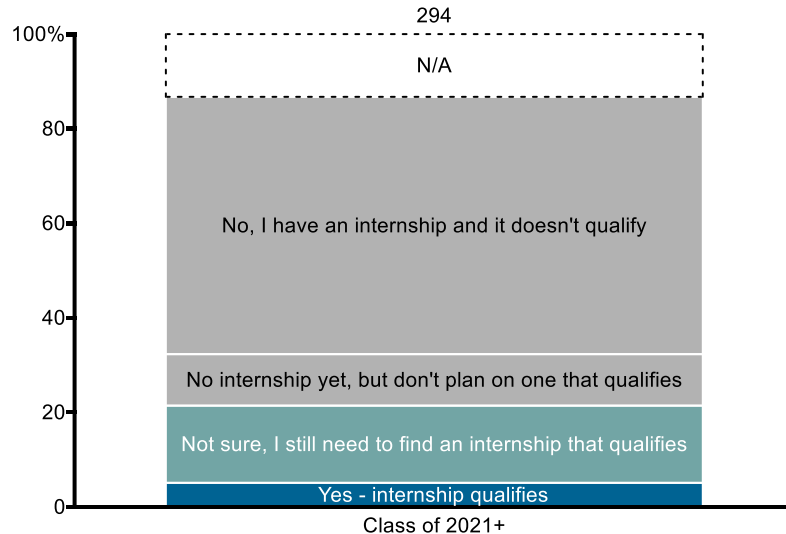
Note: *Alternative opportunities defined as Yale-related jobs/internships, research opportunities, etc.; Survey launched prior to SOM announcement for other internship opportunities
Source: April 2020 SOM Student COVID-19 Response Survey

Legend



While 5% of students currently have internships that qualify for IF funding, an additional ~15% students report interest in IF funding

"I am planning to use Internship Fund resources to support my internship this summer."



Particular student concerns

- Increased demand for IF students who lack alternative internship opportunities might drain available IF support
- Need for support in finding international, IF-qualifying internships
- Need for students to receive funding for low- or unpaid internships, even if the internship doesn't fully align to the Internship Fund requirements
- Transparency on how SOM administration funds Internship Fund support for students from tuition



Yale SCHOOL OF MANAGEMENT

Note: Includes EMBA, MAM and MBA students in the Class of 2021 or beyond; Survey launched prior to SOM announcement for other internship opportunities
Source: April 2020 SOM Student COVID-19 Response Survey

A G E N D A

Additional Student Needs Going Forward

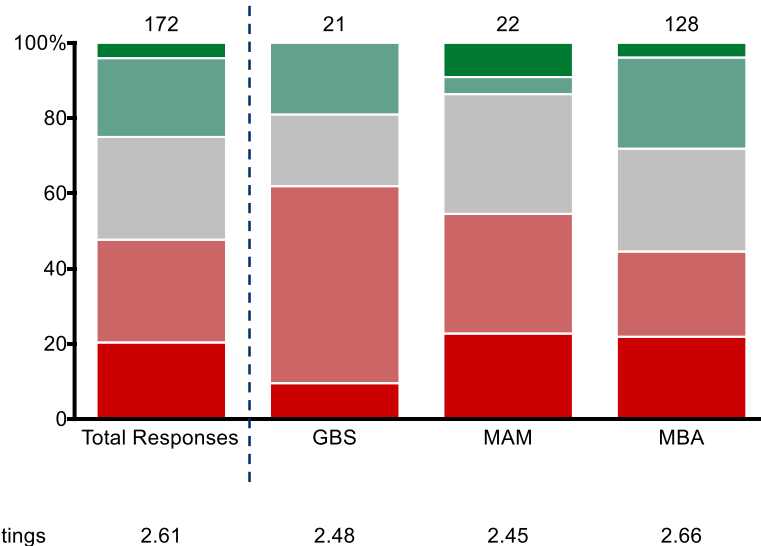
Student Career Needs

International Student Needs



~50% of students report that they do not feel confident that they will be able to resolve COVID-related challenges that impact int. student status

“Overall, I feel confident that I will be able to resolve any challenges unique to my status as an international student that are associated with the COVID-19 crisis.”



Particular student concerns

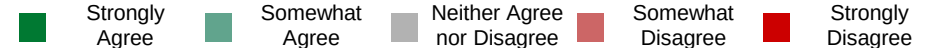
- Travel restrictions make it unclear when international students can leave the US (to return home) and re-enter the country later for school or work
- Unclear on legal implications of current crisis on educational and work visas (such as OPT, F-1, etc.)
- Lack of information to make decisions for next year (such as academic deferments)
- Difficult to navigate paperwork requirements while out of the country
- Students out-of-the-country are not sure of the tax implications of having to start US-based work remotely



Yale SCHOOL OF MANAGEMENT

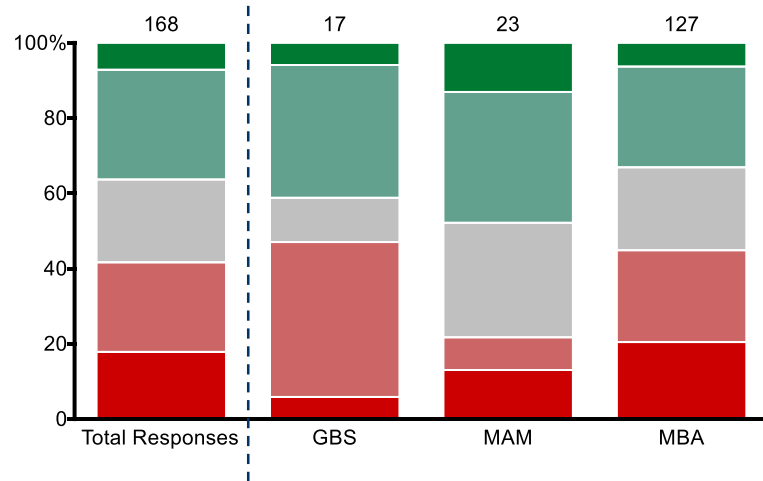
Note: Only international students; Students did not have to respond to question, so N varies by question; MSR excluded because N = 1
Source: April 2020 SOM Student COVID-19 Response Survey

Legend



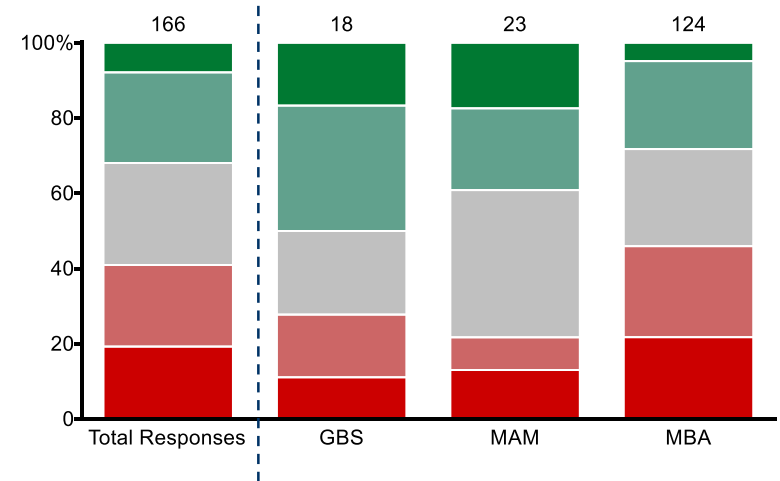
Opinion on whether the support provided by OISS meets expectations is mixed amongst international students

"The level of support I am receiving from OISS to navigate my status as an international student in light of the COVID-19 crisis meets my expectations."*



Ratings 2.84 2.94 3.26 2.74

"The resources provided by OISS to support me as I navigate my status as an international student during the COVID-19 crisis meets my expectations."



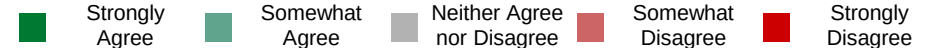
Ratings 2.80 3.28 3.22 2.65



Yale SCHOOL OF MANAGEMENT

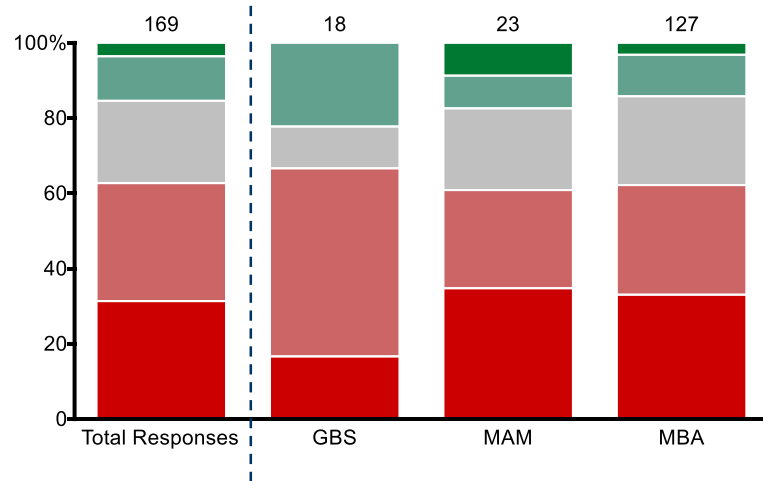
Note: Only int. students; Students didn't have to respond, so N varies by question; *OISS resources (e.g., visas, access to legal advice, career support, etc.); MSR as N = 1
Source: April 2020 SOM Student COVID-19 Response Survey

Legend



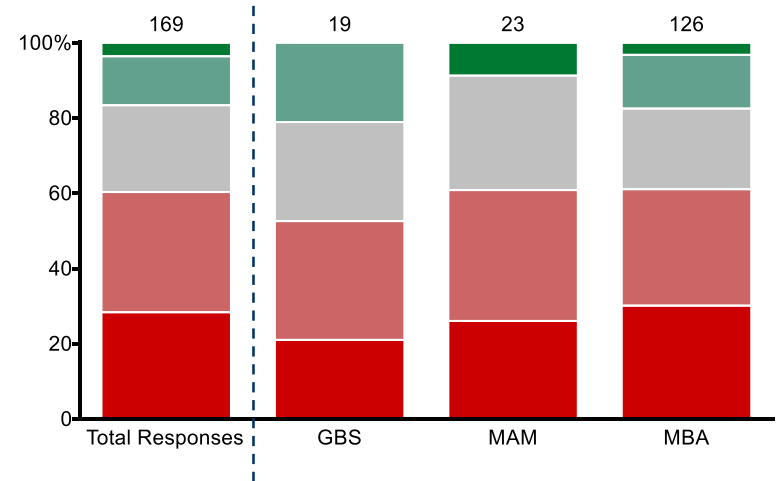
However, international students overwhelmingly feel that support provided by SOM does not meet their expectations

"The level of support I am receiving from SOM to navigate my status as an international student in light of the COVID-19 crisis meets my expectations."*



Ratings 2.25 2.39 2.30 2.22

"The resources provided by SOM to support me as I navigate my status as an international student during the COVID-19 crisis meets my expectations."



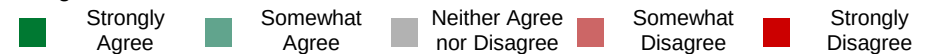
Ratings 2.31 2.47 2.30 2.29



Yale SCHOOL OF MANAGEMENT

Note: Only int. students; Students didn't have to respond, so N varies by question; *SOM resources (e.g., access to legal advice, career support, etc.); Excluded MSR as N = 1
Source: April 2020 SOM Student COVID-19 Response Survey

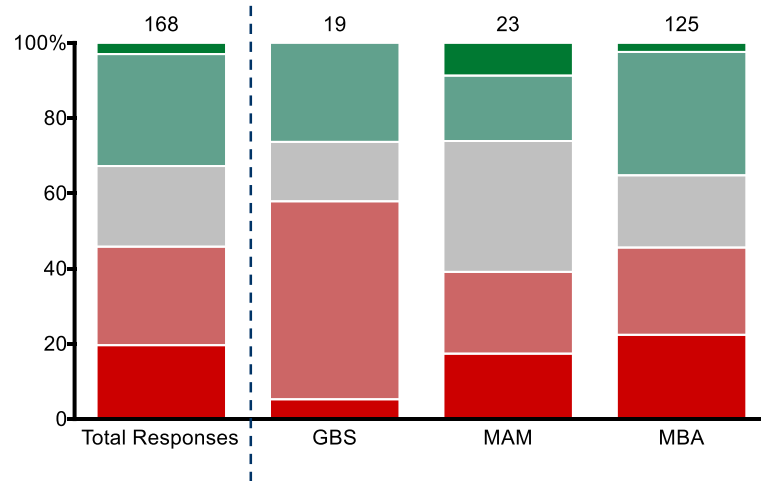
Legend



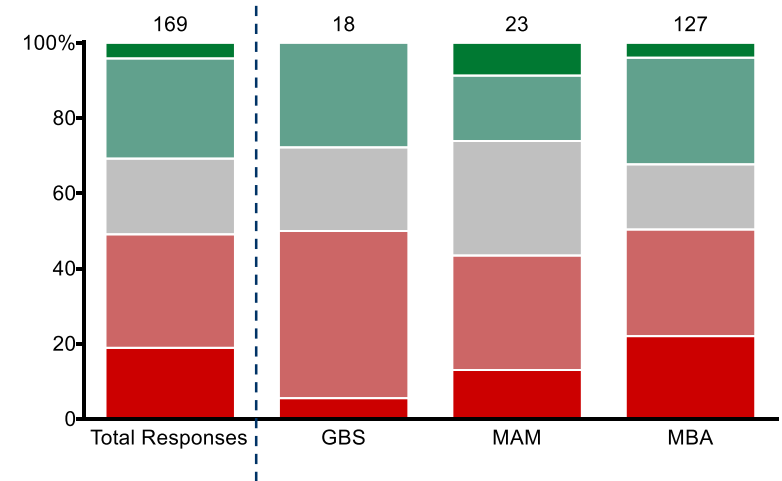
International students have mixed opinions on whether comms from OISS and SOM meets expectations; opportunity to improve comms

“The frequency of communications from OISS and SOM with info. and resources to support my status as an international student during the COVID-19 crisis meets my expectations.”

“The depth of information and resources provided by OISS and SOM to support my status as an international student during the COVID-19 crisis meets my expectations.”



Ratings: 2.70 (Total Responses), 2.63 (GBS), 2.78 (MAM), 2.70 (MBA)

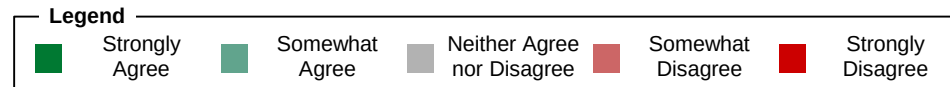


Ratings: 2.67 (Total Responses), 2.72 (GBS), 2.78 (MAM), 2.64 (MBA)



Yale SCHOOL OF MANAGEMENT

Note: Only int. students; Students did not have to respond, so N varies by question; *SOM resources (e.g., access to legal advice, career support, etc.); Excludes MSR as N=1
Source: April 2020 SOM Student COVID-19 Response Survey



Going forward, opportunity for OISS and SOM to collaborate to provide additional resources and communications to international students

Request for more resources and support from SOM and OISS

- More flexibility in classes and other virtual events; time zone differences are often challenging for students that had to leave the country due to the crisis
- Need additional CDO support to find internships / jobs; the crisis has exacerbated the already-tough career environment challenges for international students looking for work in the US
- More flexibility to fill out paperwork and navigate visas (virtual appointments, increased hours, etc.)
- Appreciate legal advice; would like to see expansion of access to immigration lawyers and tax advisors

Communications could be more frequent and specific to student questions

- Request for more transparency; international students understand that many aspects of their challenges are outside of Yale's control, but it would be helpful to understand what is known vs. unknown to better navigate their individual situations
- OISS has been very helpful in providing communication and support; would like more guidance from SOM on how to use OISS and more frequently push updates to the entire international student community



A G E N D A

Demographics

Student Experience & Feedback on SOM Response in Spring 2

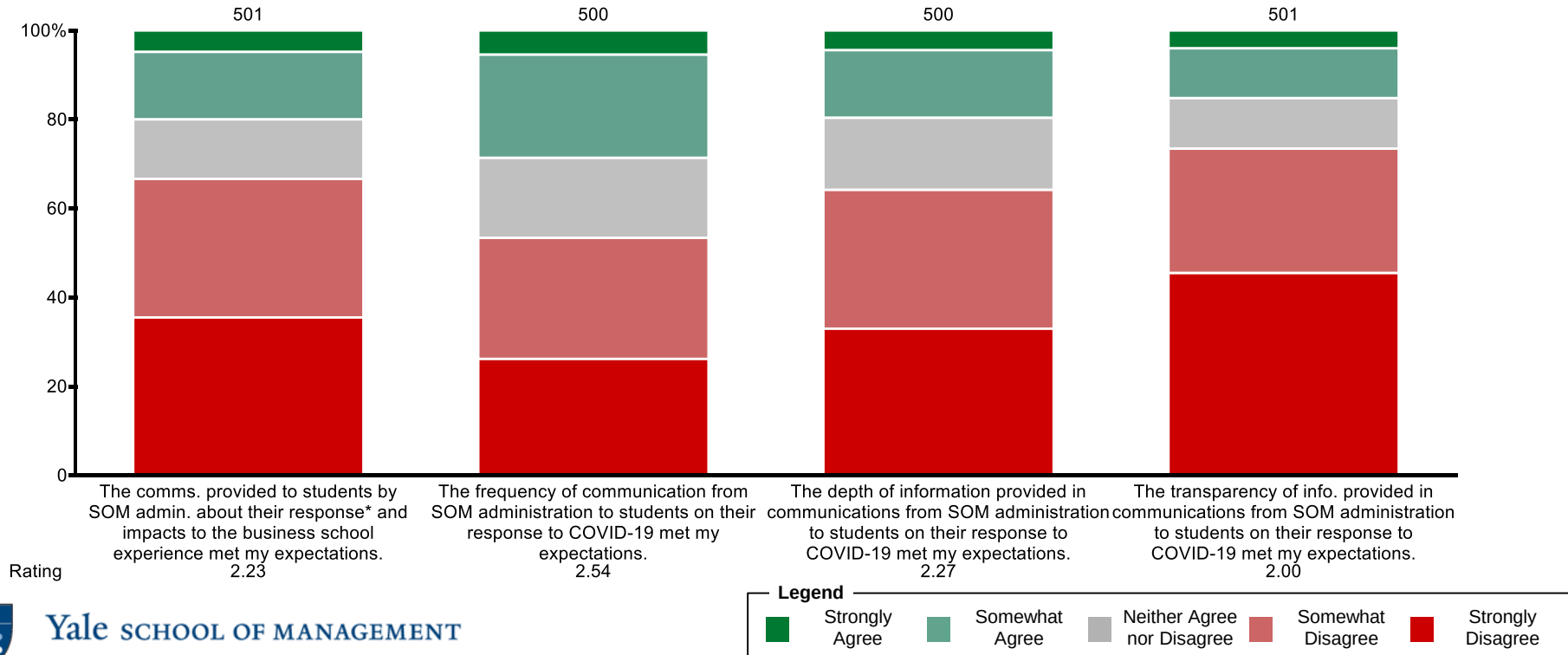
Student Academic, Financial and Health Needs Going Forward

Additional Student Needs Going Forward

Feedback on Communications



Students responded that they feel SOM administration communications have not met their expectations; particular concerns about transparency



Yale SCHOOL OF MANAGEMENT

Note: Students did not have to respond to question, so N varies by question; *Question shortened: original question included "...their response to the COVID-19 crisis"

Source: April 2020 SOM Student COVID-19 Response Survey

General findings from student feedback on SOM communications related to the COVID-19 crisis

Students have been disappointed in the communications provided to date

- Initial communications canceling spring break travel and shifting to a virtual format were decisive and well-communicated
- Subsequent communications have been infrequent, confusing and lacked transparency on the factors that were considered and how decisions were made. In particular, emails are often long and not geared towards the student perspective.
- Students are also concerned about the tone; they feel that communications lack empathy towards students, who are experiencing financial and health hardships and are currently feeling a lot of uncertainty
- Lastly, EMBA's feel left out of school-wide communications to students; program-specific communications help fill the gap but this should be addressed going forward

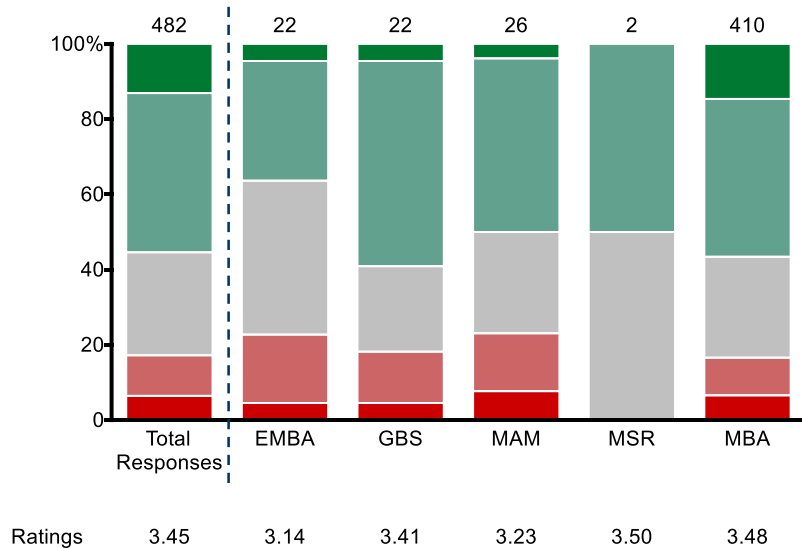
Desire to see crisis management strategy going forward to provide empathetic, frequent, detailed and transparent communications

- Several students highlighted that this is what we have learned as best practice from faculty, and there is an opportunity to leverage the expertise of faculty to create a proactive go-forward strategy
- A student highlighted that admitted student communications appear to be a great example, and would like to see that type of communication used as an internal best practice to learn from



Students generally agree that Student Government has adequately communicated their concerns, but opportunity to further improve

"I feel that Student Government has adequately communicated my concerns and feedback to the SOM administration."



Appreciate student leaders' efforts but not sure how much power SG has or what impact has been made

- Students appreciate their SG peers advocating on their behalf, but do not understand what authority / power SG has to influence administrative decisions
- View that SG advocacy and communications have been slow, and not very transparent on what conversations have been had with the administration

Opportunity for SG to better communicate with whole student body and ensure all student opinion is represented, not just the "loudest voices"

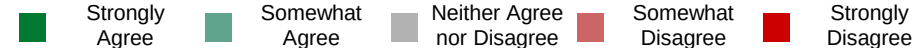
- Request to ensure more proactive discussions with administration on student issues and concerns
- Advocacy should represent comprehensive student opinion, not just the loudest voices
- Efforts should be regularly shared with student body



Yale SCHOOL OF MANAGEMENT

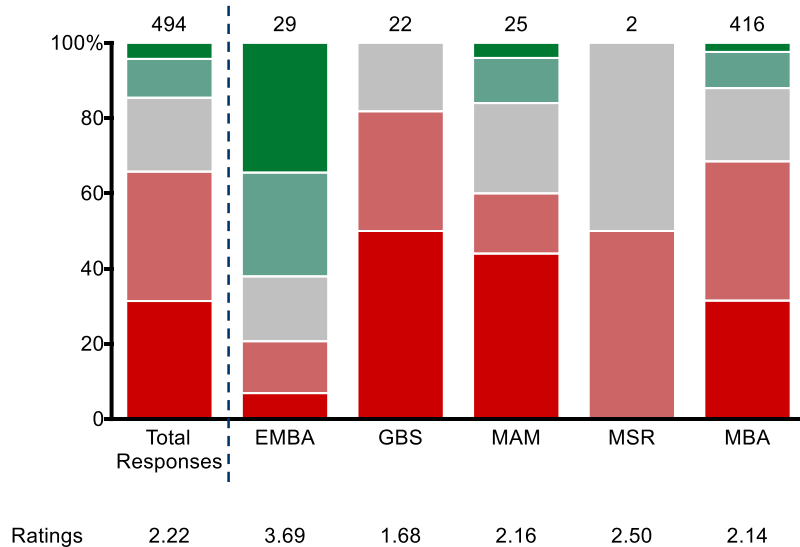
Note: Students did not have to respond to question, so N varies by question
Source: April 2020 SOM Student COVID-19 Response Survey

Legend

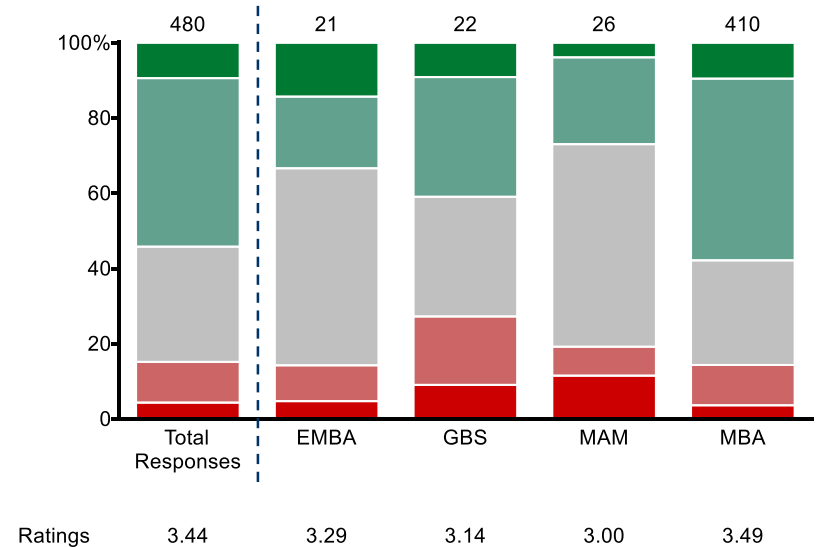


With the exception of the EMBA program, students report that they aren't satisfied with SOM's response; generally satisfied with SG's response

“Overall, what is your satisfaction with the SOM administration's response to the COVID-19 crisis and impacts to the business school experience?”



“Overall, what is your satisfaction with Student Government's response to the COVID-19 crisis and impacts to the business school experience?”



Yale SCHOOL OF MANAGEMENT

Note: Students did not have to respond to question, so N varies by question; Excludes MSR = 1 for RHS

Source: April 2020 SOM Student COVID-19 Response Survey

Legend

