

Resident Covid-19 Policy Awareness

Executive Summary

Overview

In response to COVID-19, Housing & Residence Life at UNCG has adjusted departmental policies to minimize viral spread. For policy change to be effective, students must know and understand updated policies. HRL's Operations Committee has created and distributed a policy awareness survey for all on-campus residents. This survey was created with three primary goals in mind:

- To remind participants of our institutional commitment to fighting the spread of COVID-19,
- To evaluate the collective on-campus awareness around policies / policy changes, and
- To highlight any areas of concern surrounding policy awareness that need greater focus and attention.

As participants responded to each question, they were provided with immediate feedback indicating either a) a correct response and direct links for additional information or b) an incorrect response, where to find the correct information, and justification for the correct response. The survey was originally sent to all on-campus residents on Wednesday, September 9th via email, including 3,954 on-campus residential students. Upon closing the survey, we had accumulated 1,306 responses, producing a 33% response rate.

Highlights

Shield Our Spartans - Wear | Wait | Wash

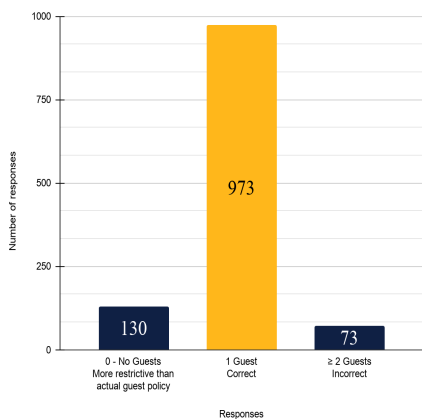
When students were asked to identify the three “W’s” that help us Shield Our Spartans, 95.99% of students answered correctly with “Wear | Wait | Wash.” This question served to reinforce our campus initiative to Shield Our Spartans by **1) Wearing** a face covering, **2) Waiting** six feet apart from others, and **3) Washing** hands regularly. Students who responded incorrectly were immediately prompted with the correct response, reasoning, and where they could find more information on our website. The overwhelmingly high number of correct responses reflects the success of campus promotional material (pictured to the right).



Guest Policy Changes

This survey included three questions related to Housing & Residence Life’s Guest Policy. When asked how many guests a UNCG resident can bring into their own residence hall, 93.64% of responses reflected either an accurate awareness of the guest policy (82.43% correctly answered with “one” guest) or a more restrictive perception of the updated guest policy (11.21% selected “None”).

Guest Policy Changes: How many guests can you have?
Total Responses: 1,176



When asked who is allowed to visit inside any residence hall, 81.94% answered correctly with “Other UNCG residential students.” If answered incorrectly with either “Parents, family, and friends,” “UNCG Alumni,” or “Commuter students,” the survey was designed to explain the updated policy and where to find that information.

Finally, when asked if residents were allowed to have overnight guests, 86.74% correctly selected “No.” Any incorrect responses of “Yes,” or “Yes, but only in Suite- and Apartment-style housing” were immediately prompted with the correct response as well as where to find more information on that policy change.

COVID-19 Self-Reporting Form

Residents were asked to select from a list which circumstance would NOT require them to complete UNCG’s COVID-19 Self-Reporting Form. 72.66% of responses correctly selected “I want to know how many COVID-19 cases UNCG has” as the only circumstance a student should not complete the form. Each incorrect response immediately populated the student’s screen with both a reasoning for why the response was incorrect as well as where the student could find the COVID-19 Self-Reporting Form.

Future Implications

This survey was created with three primary goals in mind: a) to remind participants of our institutional commitment to fighting the spread of COVID-19, b) to evaluate the collective on-campus awareness around policies / policy changes, and c) to highlight any areas of concern surrounding policy awareness that need greater focus and attention. With a 33% response rate based on our total number of on-campus residents, there was a sufficient sample size to both obtain statistically reliable data and feel confident that efforts to make residents aware of policy changes were proving successful.

HRL at UNCG is using the collected data by maintaining current effective strategies for communicating policy changes and updates (i.e., signage in every building; updated [HRL Policies & Procedures](#)

webpage; reiterating with student, graduate, and professional staff the most current information related to COVID-19 policy changes). We will also use this data to develop strategies that target new spring residents, including previous commuter students, transfer students, and new first-year students.