

Student Needs Survey Report

February 1, 2022

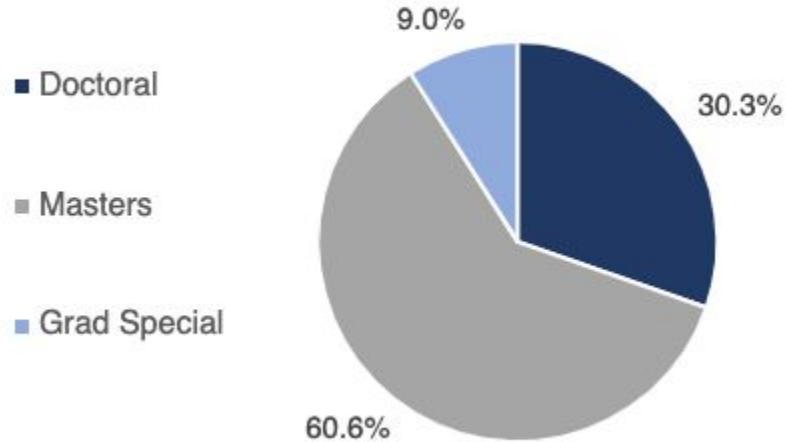


Overview

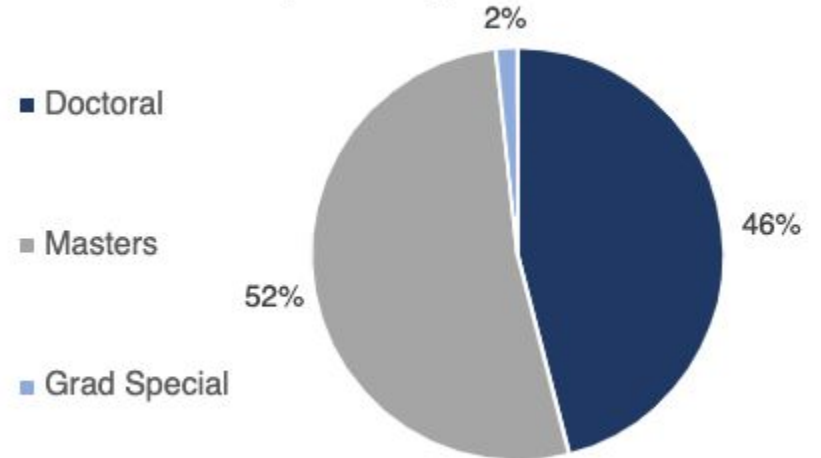
- Demographics
- GSA Services
- Housing
- Food Security
- International Student Experience
- On-Campus Housing
- Gaps
- Next Steps

Survey Demographics

Fall 2021 Graduate Student Enrolled by Type

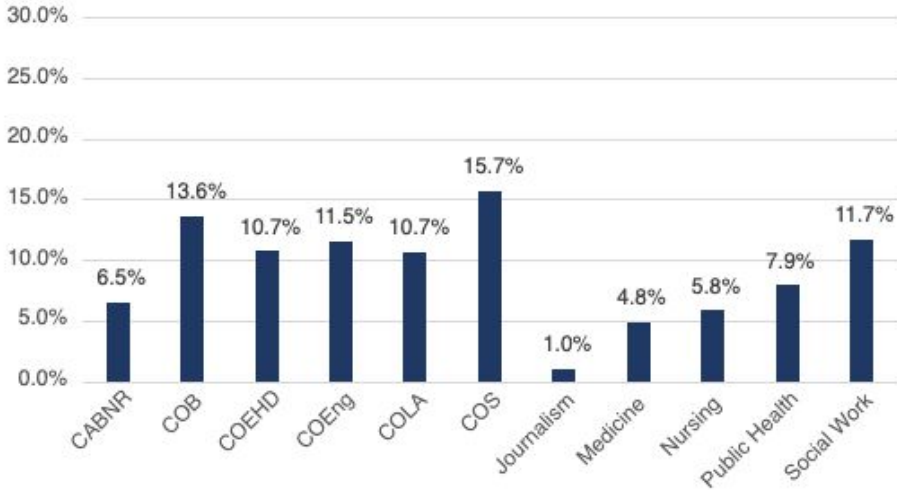


GSA Survey Results by Type of Graduate Student

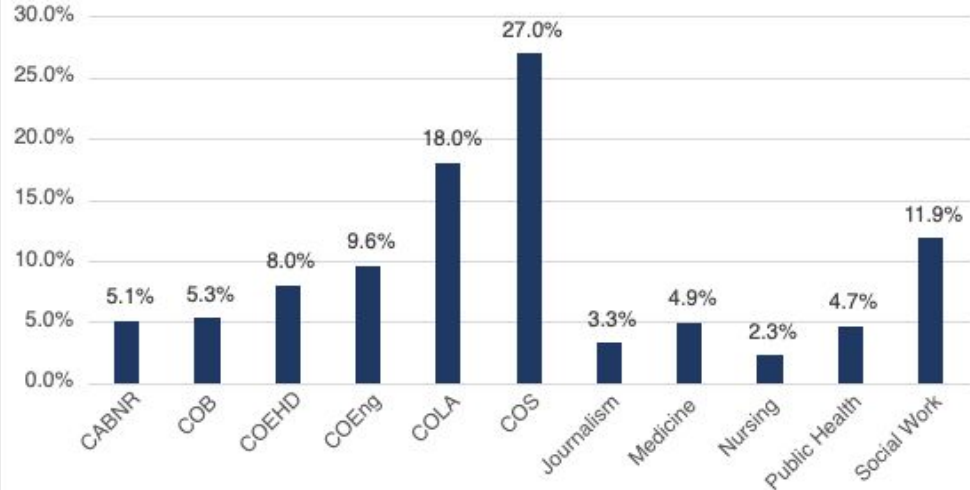


Demographics Continued

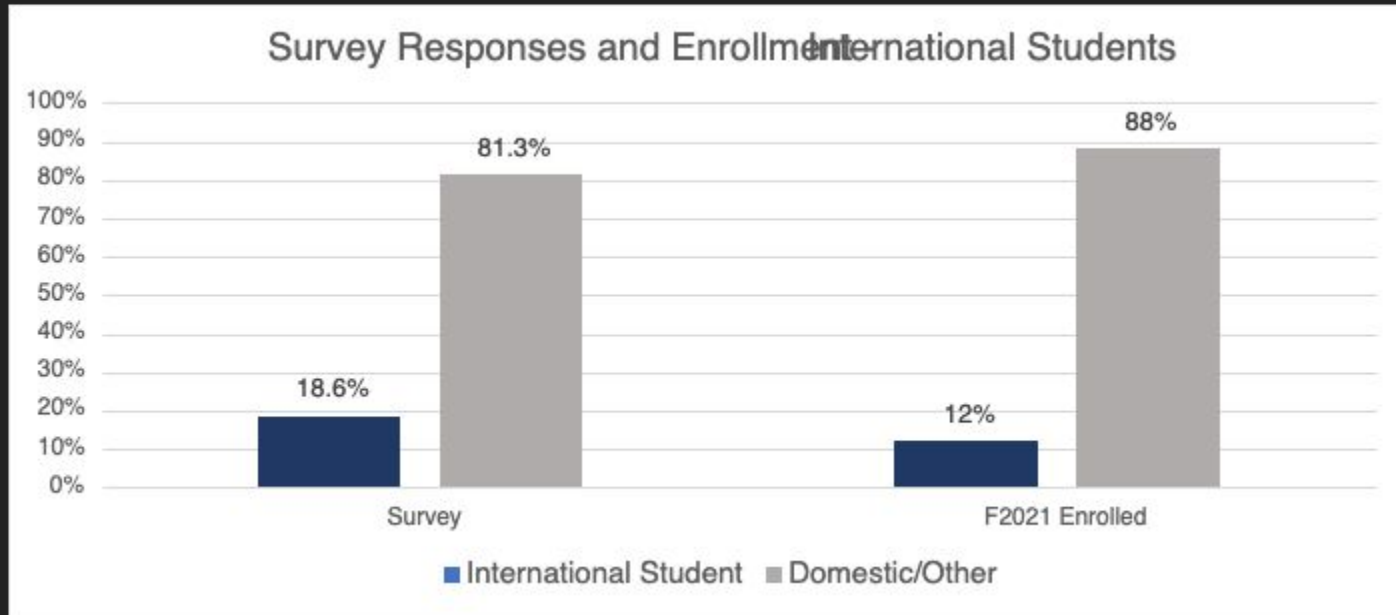
Fall 2021 Enrollment by College



Survey Responses by College/School

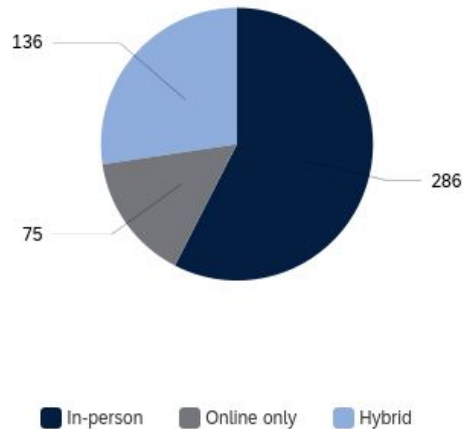


Demographics Continued

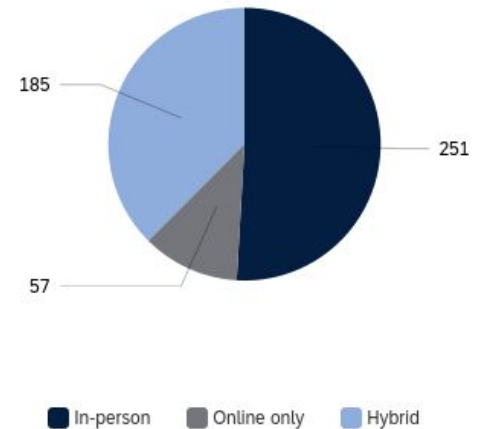


Demographics Continued

What modality is your program coursework offered in?

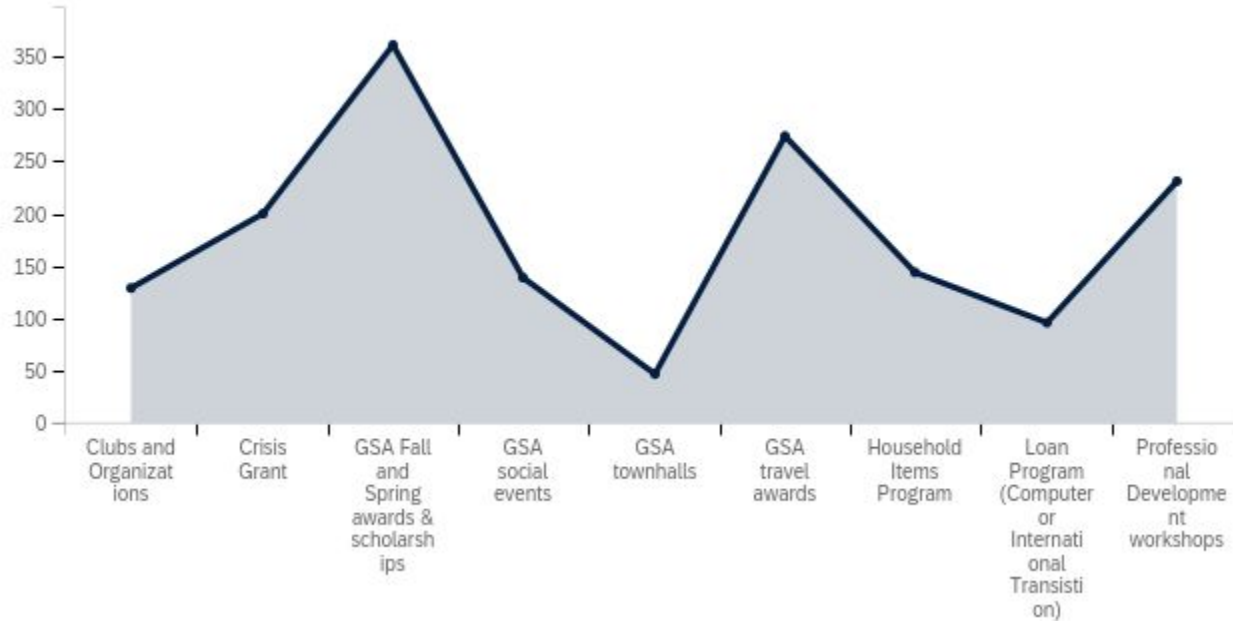


What style of program coursework do you prefer?



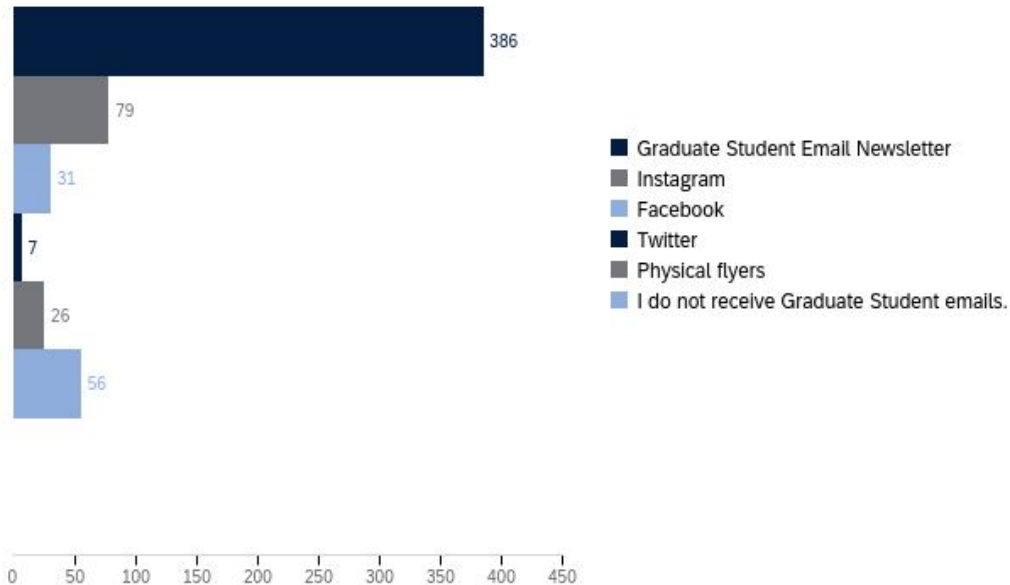
GSA Services

Please select the GSA programs and services that are most important to you.



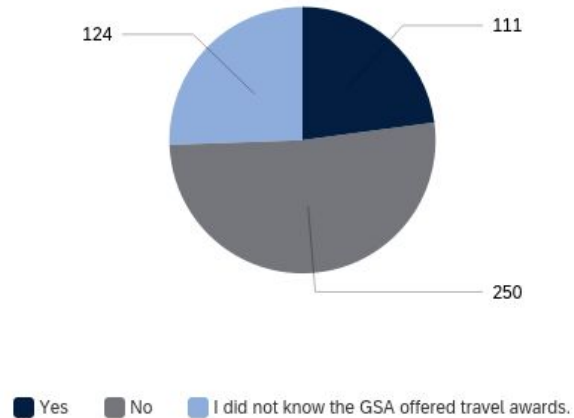
Services Continued

How do you hear about GSA related events and news?

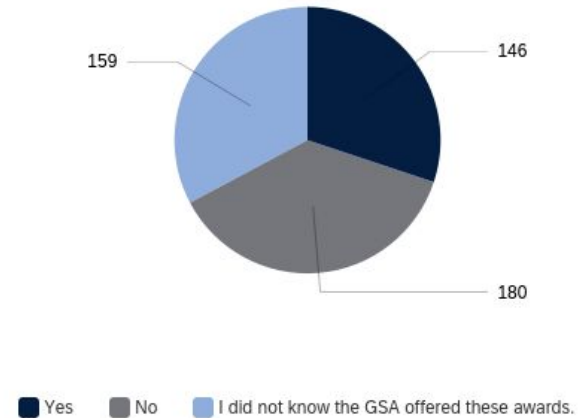


Services Continued

Have you ever applied for a GSA Travel Award?

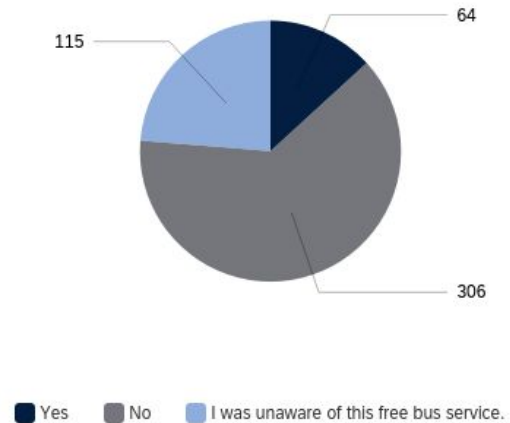


Have you ever applied for a GSA Spring or Fall scholarship/award?

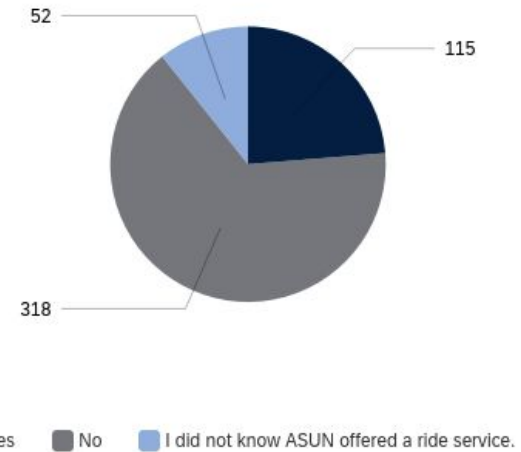


Services Continued

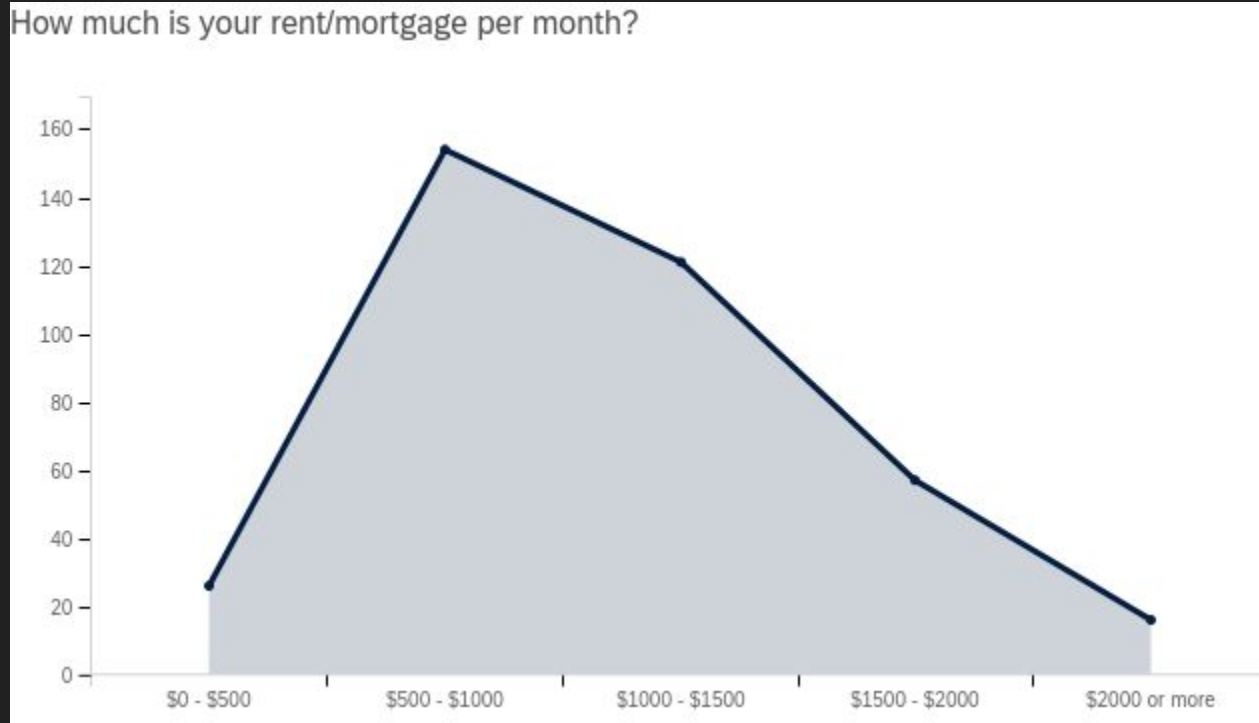
Have you used UNR's Ed-Pass in partnership with Washoe County RTC to use your WolfCard to ride city buses for free?



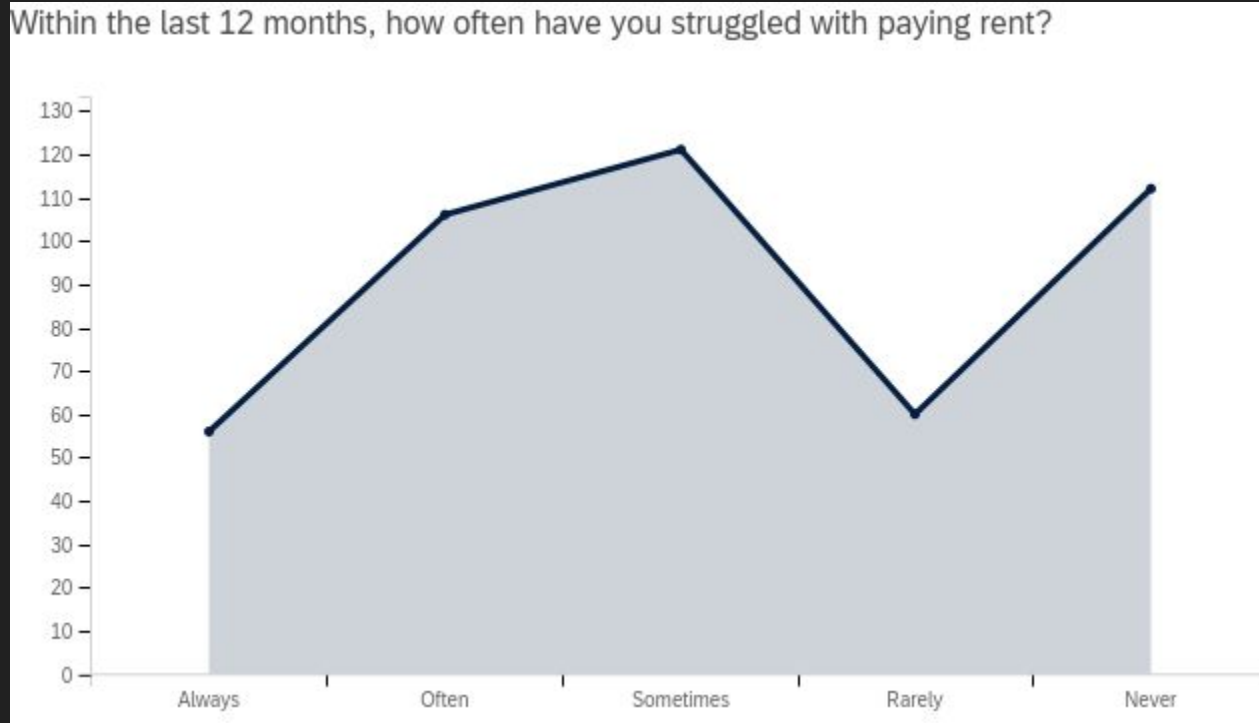
Have you ever used the campus escort ride service offered through ASUN?



Housing

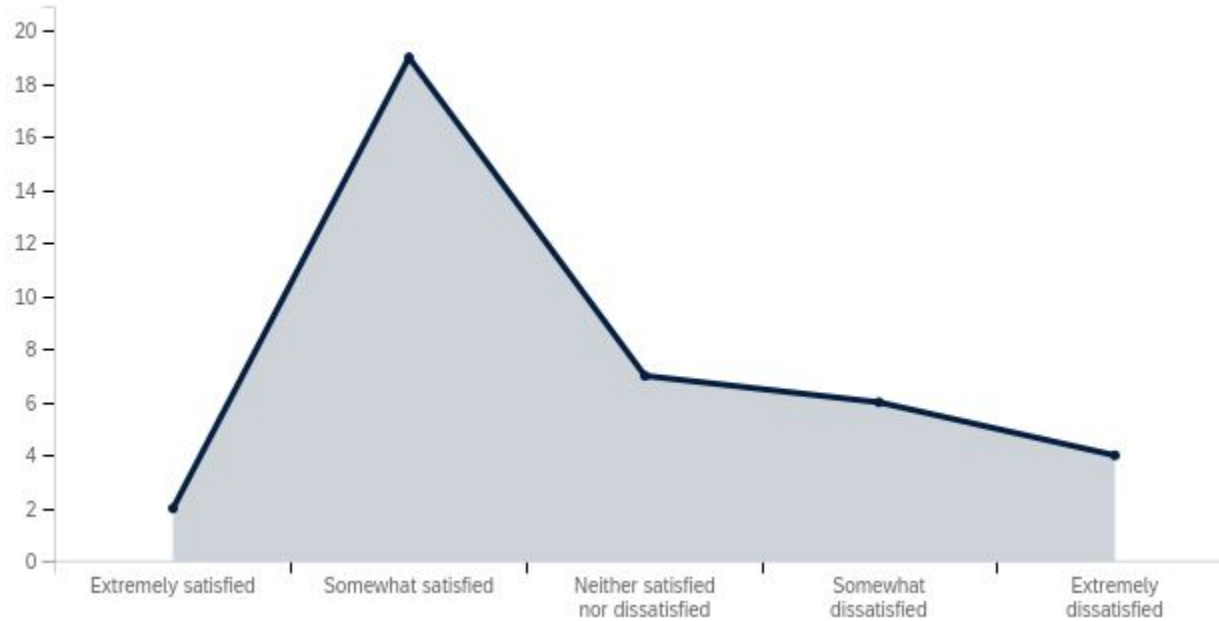


Housing Continued



On-Campus Housing

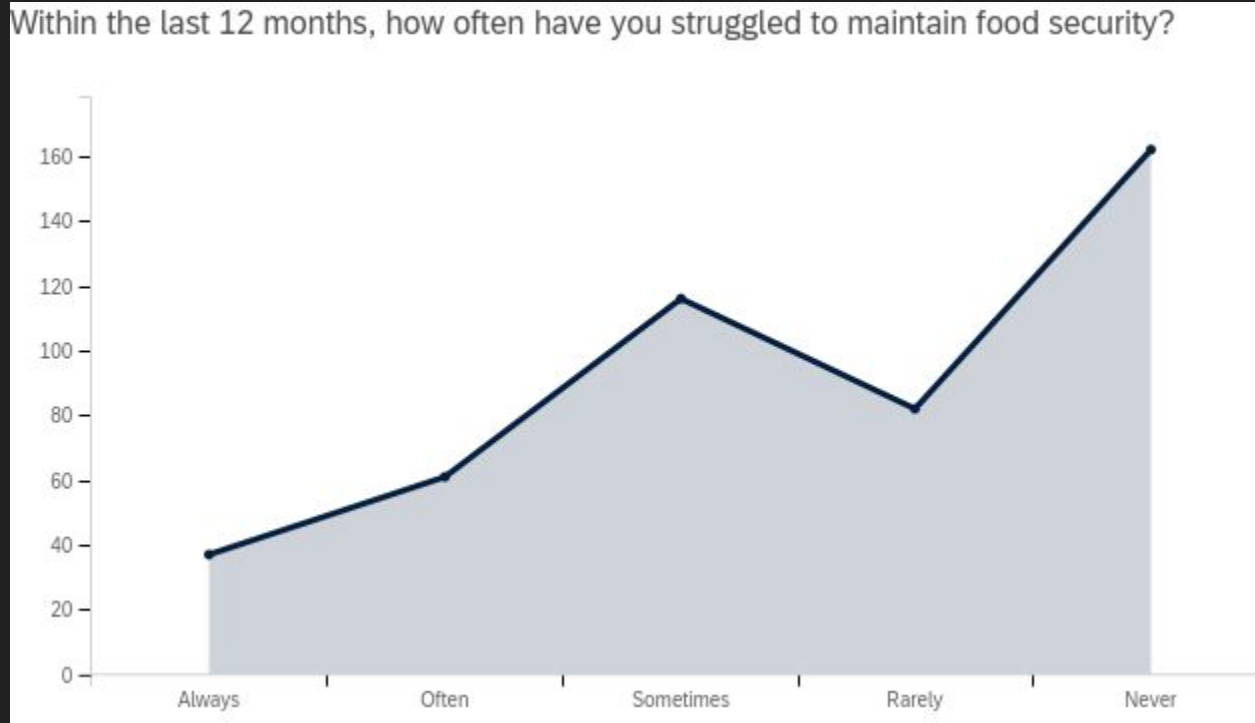
How satisfied are you with your experience living on campus?



Housing Continued

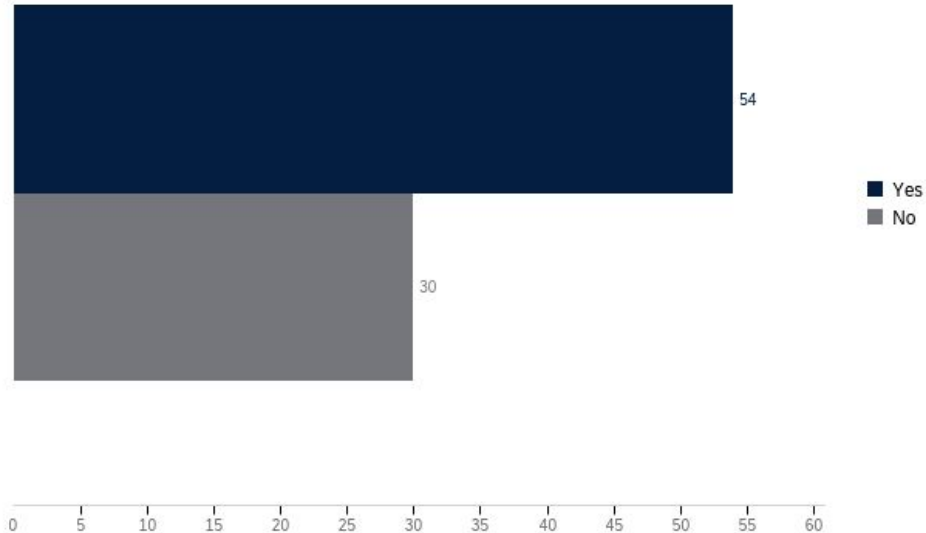
- Increasing rent, backlogged maintenance, refusal to fulfill work orders
- The buildings are great and apartments are spacious for the rent paid. However there has been a lot of issues with management of the facility, the grounds are not taken care of well (trash, bird poop, lights out) and the recent mail situation was really just poorly handled.
- A lot of negatives. I'm grateful for shelter and at first the rent seemed reasonable, but the appliances, furniture, carpets, etc. are in a sorry state when I moved in; check in was handled incompetently and I had no chance to repair/amend/protest conditions before settling in.

Food Insecurity



International Student Experience

Have you experienced challenges in adjusting to graduate student life as an international student at UNR?



International Students Continued



International Students Continued

- Finding a room for rent with suitable price. Graduate Assistantship stipend is very low compared to the local room rents and other life in Reno.
- I tried to get extra support in student centers, but it was not suitable for graduate students.
- Racism and rudeness in people, is widespread in the UNR. I don't get equal treatment like other white students by my colleagues.
- The OISS or even the GSA have not been very reachable.

Further results

- More details of international student experience, Graduate insurance, Graduate alumni chapter

Discussion

- Present gaps
- Next steps
- Moving forward

Demographic Questions

Are you a graduate student? What type of graduate student are you? (masters, phd, grad special)

Which program do you belong to? (*masters, phd, grad special, other- specify*)

Modality of coursework (in-person, online, hybrid)

How do you receive graduate student updates and information? (email, social media, friends, other: please specify)

How do you receive updates and information relevant to graduate studies?

What is your preferred method of communication?

I am well informed about the following services: Pack Provisions (yes/no/unsure), free printing (yes/no/unsure), graduate student scholarships (yes/no/unsure).

How/what is the best way to provide you with information on what is available to you?

I am comfortable navigating the MyNevada platform. (yes/no/unsure)

I understand how to read my program handbook and understand what is needed for graduation. (yes/no/unsure)

My graduate student handbook is up to date and explains everything I need to know. (yes/no/unsure)

Please indicate the extent to which you agree or disagree with the following statements using the seven point scale presented below.

- 1) Strongly disagree, 2) slightly disagree, 3) disagree, 4) neutral, 5) agree, 6) slightly agree, 7) strongly agree**

Student Health Services

1. Which services are you aware of that are free to you at the SHC
 - a. Annual check ups
 - b. Gynecological services
 - c. Dermatology services
 - d. Psychiatry services
 - e. Vaccines
 - f. Testing (Covid, flu, STDs etc.)
 - g. Other (please specify)
2. What services do you use the SHC for?
 - a. Annual check ups
 - b. Gynecological services
 - c. Dermatology services
 - d. Psychiatry services
 - e. Vaccines

- f. Testing (Covid, flu, STDs etc.)
- g. Other (please specify)

(The following would be like “on a scale of 1-7, “highly agree/disagree” type questions. These should also have an option to respond “does not apply to me”)

- 2. It is easy to make appointments to visit the Student Health Center.
- 3. I feel like the providers at the SHC care about my health.
- 4. I trust the providers at the SHC
- 5. The providers at the SHC take the time to listen to my concerns and consider them seriously.
- 6. Test results are provided to me in a timely manner and are easy to access.
- 7. Test results are explained to me in a way I can understand.
- 8. I am able to request and receive medication refills in a timely manner that does not interrupt my treatment.
- 9. The receptionists at the SHC are kind and compassionate
- 10. I am able to access psychiatric services at the SHC in a timely manner
- 11. Psychiatric providers are kind and compassionate.
- 12. I feel like the SHC is a welcoming and compassionate space for LGBTQ+ students, neurodivergent students, and individuals of different personal, religious, or cultural beliefs.
- 13. *A space for additional comments or explanations*

Counseling Services

- 1. Have you used the Counseling Services (yes/no)
- 2. How did you find out about the Counseling Center? (social media, UNR website, orientation, friend, colleague, other: please specify)
- 3. For what reason did you use the Counseling Center? (Check as many as apply)- *(we can see if we want to include it or not as it might be a sensitive info. For some to share)*
 - Personal Counseling
 - Group Therapy
 - Academic Counseling
 - Information
 - Other (please specify)
- 4. I was able to get an appointment within a reasonable amount of time. *(we can use the same scale 7 point scale)*
- 5. The staff at the reception was friendly and helpful.
- 6. The counselor seemed well-trained and skilled in helping me with my problems. (again we can use any scale)
 - 1
 - 2
 - 3
 - 4
 - 5

- 6
 - 7
 - N/A
7. I feel confident that my counselor protected my privacy.
8. I was treated respectfully by my counselor.
9. I felt safe and comfortable talking about my issues in counseling.
10. I have learned skills to help me manage future problems.
11. I was able to have access to a counselor for as long as I needed.
12. My concerns/student experiences that brought me to the Counseling Center have improved as a result of the services provided.
13. What I have learned from coming to the Counseling Center has led to positive changes in my life.
14. If the need to speak to someone arises again, I would return to the University Counseling Center.
- 1
 - 2
 - 3
 - 4
 - 5
 - N/A
15. I would recommend the University Counseling Center to others.
- 1
 - 2
 - 3
 - 4
 - 5
 - N/A
16. Please rate your overall experience with the Counseling Center. (1-7)
17. Suggestions/Comments: Please feel free to provide any suggestions or comments you have for the Counseling services

Parking Services

QUESTION FOR OPENING SECTION: I would like to provide input on campus transportation and parking (yes/no)

Overall

(1-7 scale)

How important is parking access to you?

Overall, what is your level of satisfaction with UNR value of parking?
Overall, what is your level of satisfaction with UNR parking facilities?
Overall, what is your level of satisfaction with UNR parking violations and appeals?
Overall, what is your level of satisfaction with UNR transportation options?

WOULD YOU LIKE TO PROVIDE MORE INSIGHT BY FILLING OUT MORE QUESTIONS ON PARKING TO AID IN OUR DATA COLLECTION?

General

What is your primary mode of transportation to/from UNR?*

When parking on campus, what type of parking space do you use (parking pass, disabled parking, metered parking, residential parking, parking on surrounding public streets)?*
(7 pt scale)

I currently use a parking pass.*

I can always find parking easily when I need it.*

I feel that the parking availability and options at UNR add to my stress as a graduate student.(n/a)*

How much time do you spend on campus per week?

Parking Issues

On average, how much time do you allot just for parking (not walking) before work/class?*

How long do you typically walk from your parking spot to your destination?*

(7 pt scale)

I have looked for a parking spot longer than 15 minutes.

I have experienced stress due to lack of parking and transportation options on campus.

I have been late to class/work due to parking availability.

Lighting availability to parking areas is appropriate for safety and perception.*

I have had a safety issue with parking on the side streets near campus or on campus.*

I have had to work late (7 PM +) or overnight and was concerned about safety due to parking.*

I have experienced an unsafe or uncomfortable environment due to lack of parking availability.*

Any other issues you would like to address? (open section)

Pack Rides/Shuttle

Pack Rides (formerly Campus Escort) time availability works for my schedule.*

When I used Pack Rides (formerly Campus Escort) the wait times were above 15+ minutes.

Pack Rides (formerly Campus Escort) is a useful and consistent form of transportation.*

The current shuttle hours work well for my schedule.*

Comment Section

Alternate Transportation

I find that walking/biking conditions are not always suitable for getting to and from campus.*

Public transportation is enough to get me to campus consistently and on time, if needed.*

Biking through campus is functional and easy.*

I would be interested in UNR employing more car sharing/carpooling lots and spaces.*

If UNR had car sharing/carpooling areas, I would be interested in a discounted parking permit.*

I feel there are enough metered parking spaces for my needs.*

Comment Section

Parking Pass Pricing and Availability

(7pt system)

I feel the prices for parking passes are reasonably priced.*

Parking availability has influenced my decision to purchase or drive a car.

I am frustrated by the lack of parking pass availability.*

I park/have parked on the side streets near campus.*

I feel that graduate students should have access to parking near their buildings.

I feel that graduate students with disabilities should have automatic access to park near their buildings.

I believe that anyone with a DMV-determined disability should not have to pay for an ADA parking permit.*

I feel that graduate students should have free or discounted access to parking in local lots during summer, after 5:30 PM, and during breaks.*

I believe that parking permits should be based on percentage of salary, not based on a flat rate to allow for purchasing fairness (IE .04% of a Masters Student Salary or a PhD student Salary).*

I would like to see a parking location for graduate student workers (TA, RA).

I think there should be a graduate student parking permit that aids graduate student specific parking.

I feel it is better to have access to parking further away that is cheaper than parking that is closer and more expensive.

I believe that parking enforcement should be able to waive parking tickets for graduate students dealing with short-term lab related business (Eg. carrying in supplies, dropping off experiments, etc).

Comment Section

Parking Enforcement

I feel that parking enforcement ticketing prices and procedures are fair and reasonable.*

My interactions with parking staff have been pleasant and useful. (n/a)*

The appeals process for parking tickets is easy to understand and complete. (n/a)*

Comment Section

Ponderosa Parking

Parking at Ponderosa is a challenge.*

I do not drive due to parking pricing and availability at Ponderosa.

It is difficult to have friends and family at Ponderosa due to parking.*

The Ponderosa parking structure feels like a punishment for receiving low wages.

The Ponderosa parking permits are too expensive.*

The Ponderosa parking structure adds to my stress as a graduate student.

I would benefit from having loading area time increased to 30 minutes since many students have things delivered (IE groceries).*

I believe that parking permits at Ponderosa should be based on percentage of salary, not based on a flat rate to allow for purchasing fairness (IE .04% of a Masters Student Salary or a PhD student Salary).*

The shuttle needs to continue to stop at student housing, as this is the main transportation for many students.*

Bike racks and biking paths are functional for what I need.*

Comment Section

International Student Issues

Q1. In what year did you join the UNR (drop down)

Q2. I am aware of the scholarships and awards that international students at the UNR are eligible for.

Q3. I am aware of what OPT is.

Q4. I am aware of the timelines to make an OPT application.

Q5. I am aware of what CPT is.

Q6. I am aware of the process to apply for CPT.

Q7. I am aware of the requirements for maintaining my VISA status in the USA.

Q8. I am aware of the requirements I need to fulfill if I wish to travel outside the USA and then come back to the country.

Q9. I think the OISS has done a good job at explaining all the international student requirements and procedures to me or has directed me to the appropriate resources for acquiring this information.

Q10. I have struggled with being able to afford rent.

Q11. I have struggled with being able to afford groceries and other basic necessities.

Q12. Open comment box.

How satisfied are you with the support you received from OISS regarding documentation and travel arrangements from your home country to the United States?

Questions on knowing how to access assistance (tutoring, speaking, first-gen etc)?

I am a first-generation college student.

I am a native English speaker.

I have received tutoring from one of the many tutoring services on campus.

I know how to find assistance as a college student for any questions I have.

I know what perks are available to me as a graduate student.

I am comfortable navigating the University's many amazing resources.

When accessing any assistance for international students I felt that my issue was fully resolved.

My interactions with the staff was pleasant and helpful.

Professor student interactions?

I have experienced an uncomfortable or unprofessional experience with either a professor or a Principle Investigator (PI).

I know what to do if I have a bad experience with an instructor or someone of authority

I have reported an incident which was resolved appropriately.

I was afraid to report an incident between a professor/advisor/PI and myself.

I believe that UNR is invested in resolving issues between staff and students fairly and without repercussions.

Graduation

I am confident that I will be able to graduate within the number of years that I am being funded for.
I am confident that my advisor will help me graduate within the number of years that I am being funded for.

Childcare questions?

Are you currently a UNR student and a parent at the same time?

I have experienced discrimination due to being a parent.

I have experienced difficulties attending work/class due to lack of childcare or consideration by the university.

Are you a single parent?

Are you or your partner pregnant or have experienced pregnancy while being a part-time or full time student at UNR? Please specify.

(space for comments)

Did you feel supported by the university during the pregnancy? If not, why?

(space for comments)

Did you feel supported by the university after the birth of your child? If not, why?

(space for comments)

Do you currently receive childcare services on campus or outside of campus? Please, specify.

(space for comments)

Are you satisfied with the service provided? If not, why?

What are the challenges you experienced as a parent and graduate student?

Are you aware of any other childcare services available on campus? Please specify

Are you familiar with the procedures and services provided by the Child and Family Research Center (CFRC)?

If you take evening classes, do you feel supported by childcare services available on campus?

Do you find the fees involved in childcare on campus reasonable in comparison to the services available in the areas outside of campus?

Are you aware of programs and discounts available for childcare services on campus through the Children's Cabinet?

Are you aware of employment opportunities at CFRC?

Do you think childcare services on campus need improvements? If so, please explain.
(space for comments)

Housing

Do you live on campus or off campus?

Does alternative housing pricing influence your decision?

Questions on grad events?

I find that graduate events occur at times and places that are accessible to me.

I would like more graduate events that are on weekends/weeknights.

I would like more graduate meet and greets with peers.

I would like more graduate meet and greets with members of the board or council.