

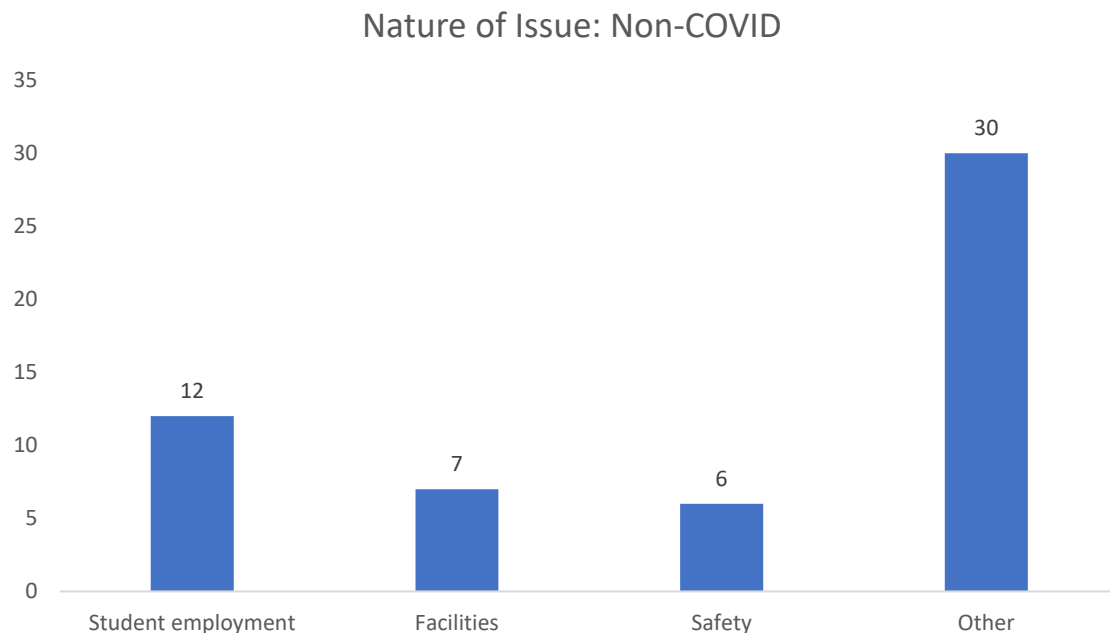
Student Issue Log Report for 2020

Introduction

- Student complaints and questions were assessed from a variety of student responses
- Several of these complaints were specific to Kenyon’s COVID-19 response plan for Spring 2020 and the 2020-21 academic year
- In order to isolate issues that were mainly unrelated to the COVID-19 response, student submitted issues were classified as being mainly related or unrelated to COVID-19, and the data presented in this report highlights the issues only of non-COVID responses
 - It was felt that issues that were solely related to the COVID-19 response plan that was announced in July 2020 overshadowed more important issues that students wished to address

Nature of Issue

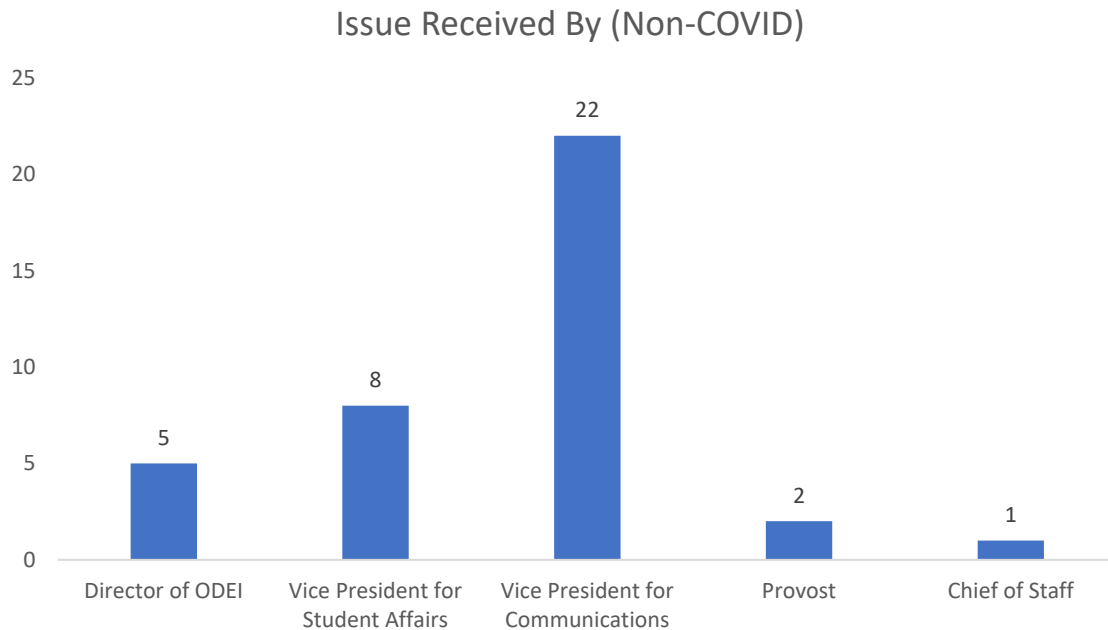
- Student issues were categorized mainly under four categories: other (79%), student employment (32%), facilities (18%), and safety (16%)
 - The category of “other” was used to classify issues that were somewhat related to the COVID-19 response plan in addition to the main category with which they were identified
- Common themes under these non-COVID related issues were about work-study and employment conditions, capacity of mental health resources, and the safety of non-white students



Data Source: Student Issue Log (Fall 2020). N=38.

Issue Received By

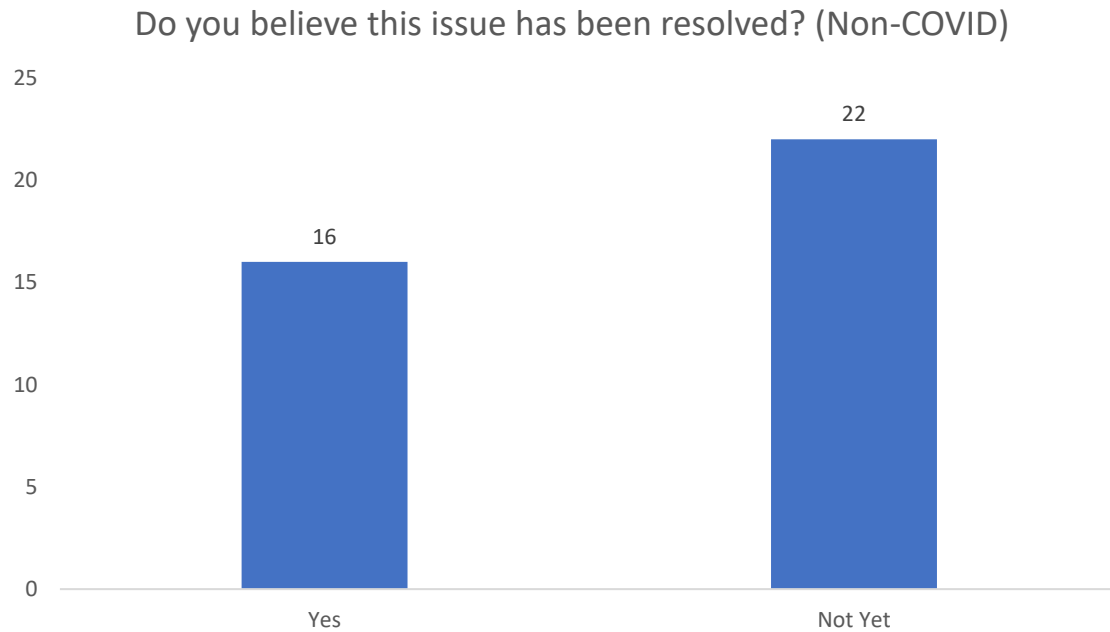
- It was also noted as to which staff and senior staff members received the student issue
 - That is, the Vice President for Communications (58%), Vice President for Student Affairs (21%), Director of ODEI (13%), Provost (5%), and Chief of Staff (3%)



Data Source: Student Issue Log (Fall 2020). N=38.

Resolved Status of Issue

- The issue log also noted as to whether the student issue had been resolved at the time it was inputted
 - For instance, 42% of students indicated that it had been resolved and 58% indicated it had not

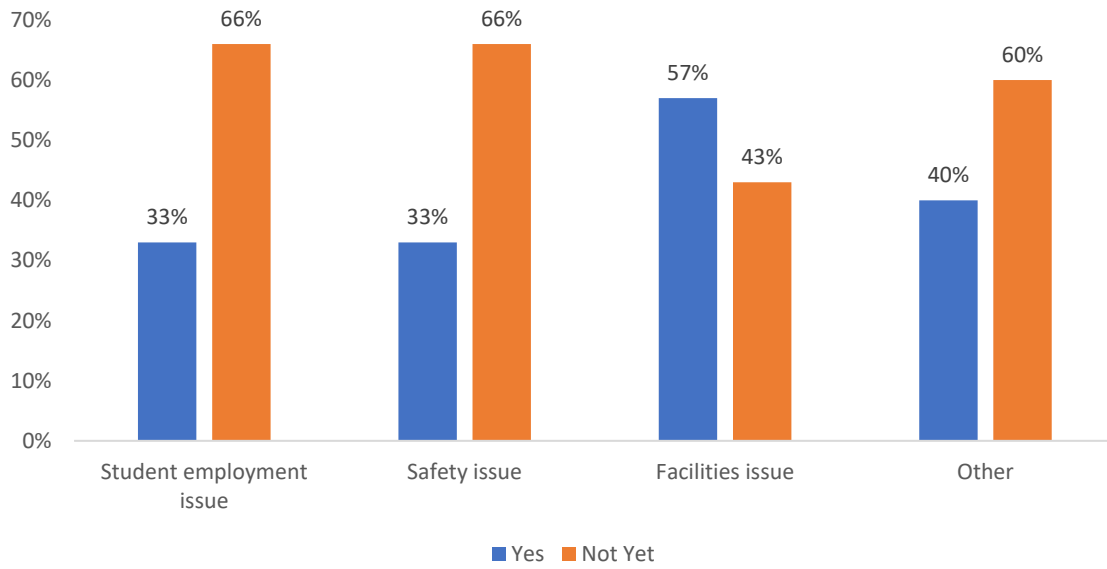


Data Source: Student Issue Log (Fall 2020). N=38.

Crosstab Analysis

- Additionally, a crosstab analysis was conducted for the nature of the issue and if the issue has been resolved
 - Most issue categories had more unresolved issues than resolved, with the exception of facilities issues
 - The two issue categories with the biggest difference between resolved and unresolved status were student employment and safety issues (both having 33% of issues resolved and 66% unresolved)
- Nevertheless, the percentages of unresolved issues could have changed since the time these issues were inputted in the student issue log
 - The majority of the issues were recorded in mid- to late-July of 2020, therefore the unresolved status of some of these issues may have changed

Nature of Issue v. Resolved Status (Non-COVID)



Data Source: Student Issue Log (Fall 2020). Student employment N = 12. Safety N = 6. Facilities N = 7. Other N = 30.