



**SVC presents**

# **Case Study:**

## **Academic and Inclusivity Experiences at UCR**

Composed by the 2020-2021 SVC Case Study Team

Under the guidance of Mark Hanin, Vice-Chair of Student Voice Committee

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# Purpose

**This case study's purpose was to analyze aspects of inclusivity and etiquette and their impact on UCR students' academic experiences.**



## Why is it important?

- First-ever student-led case study in UC Riverside's history.
- Allows for students with the platform to express themselves.
- Constructs a compelling representation of students' experiences at UCR.
- Builds a network of support with student body.



# Timeline

- Surveyed 139 students in Fall 2020.
- Performed a case study on 6 students in Winter 2021.
- Present case study in Spring 2021.
  - CNAS, SPP, GSOE and CHASS Executive Committee Meetings.
  - BCOE and School of Business Faculty Meetings.
  - ASUCR Senate, Diversity Council, GSA and UC Student Association.
  - Assistant Vice-Provost of Undergraduate Education.
    - Undergraduate Education Leadership Team.
  - Vice Chancellor of Student Affairs.
  - University Honors.



## Who did we interview?

### Dev

- Pronouns: he/him/his
- Bioengineering
- BCOE
- Second year

### Jose

- Pronouns: he/him/his
- Political Science
- CHASS
- Second Year

### Demetrius

- Pronouns: she/her/hers
- African American Studies - CHASS
- Transfer Student
- 59 year old



## Who did we interview?

### Madison

- Pronouns: she/her/hers
- Third year
- Environmental Sciences
- CNAS

### Alyssa

- Pronouns: she/her
- Fourth year
- Education and Liberal Studies
- CHASS

### Britney

- Pronouns: she/her/they
- Cellular Molecular and Developmental Biology
- CNAS

## How do you view your overall academic experience at UCR, at large and in the classroom?



All case study participants viewed their overall academic experience positively.

### Ability to learn

**Dev:** overall experience has been good. He mentioned UCR has provided him with new resources such as research labs and clubs.

**Demetrius:** overall experience has been very good. She was very enthusiastic and mentioned that she took advantage of all the resources UCR had to offer.

**Alyssa:** overall experience has been very good. She said she has learned a lot.

### Mixed Experiences

**Jose:** overall experience has been good. He has gotten a mix of good and bad classes, which balance each other out.

**Britney:** overall experience has been good. She mentioned that she has had her ups and downs.

**Madison:** overall experience has been very good. She feels welcome, but online learning has its downfalls.

**What are the perks, if any, of being a student in the UCR classroom and how can the university ensure that you continue enjoying these perks of being a student in the UCR classroom?**



### **Diversity**

**Dev:** There are no specific perks, but the most beneficial has been the **hands-on experience** in his bioengineering 10 class.

**Demetrius:** UCR offers **more classes** than her community college and there is a **lot of diversity** among the student and staff.

**Alyssa:** UCR is a very **diverse school** and as a Senator, she wants to make sure that UCR is **more transparent** with the students on where the money is going.

### **Accessibility**

**Jose:** During COVID-19, TA's and professors are **more accessible** and have **better communication**. In- person, the student community feels like a family.

**Madison:** There are **many resources** available on campus such as the library database, and professor's office hours. UCR facilitates a **place to study** and ensures their **students are safe**.

**Britney:** The environment with peers and the **outreach** from professors to ask **about mental health**. We can continue to enjoy these perks if the University listens to the iEvals.



**What are the downsides, if any, of being a student in the UCR classroom and how can the university ensure these downsides of being a student in the UCR classroom are addressed?**



### Academic

**Dev:** Large difference between lecture material and class material. Since classes such as Chemistry and Biology prioritize grades over learning, there are few opportunities to apply the material.

**Jose:** The large size of the lecture halls made it difficult to participate. He wants the university to reduce class size, hire more staff, and offer more classes. Online, technical issues are handled differently by professors and he wants all professors to be conscientious of those difficulties. He wants to see a systemic change from the University to accommodate for struggles caused by the pandemic.

**Demetrius:** In person classrooms had no downside, but online learning feels more disconnected and students should be required to show their faces and participate.

**Britney:** She mentioned the importance of being more flexible on deadlines, especially during a new learning environment and pandemic.

**What are the downsides, if any, of being a student in the UCR classroom and how can the university ensure these downsides of being a student in the UCR classroom are addressed?**



### Non-Academic

**Madison:** The housing process is tedious and the university should provide more support for students who are looking for housing.

**Alyssa:** She feels that the Administration is less accessible to students. She also feels that student parents have been discriminated against.

## Explain one positive experience, if any, you had in regards to academics?



### Communication

**Dev:** He appreciates that there are opportunities to speak to professors one-on-one. He feels that other UC campuses have less opportunities to approach faculty.

**Jose:** Online classes have made it easier to communicate with other students. He mentioned that he feels less social anxiety. However, he found it easier to learn in a physical classroom.

**Madison:** She had a young professor who was personable and relatable. Her honesty and appreciation towards students was reciprocated and created a good learning environment.

### Education

**Demetrius:** She said her whole academic experience has been positive. She got straight A's, she attended office hours, she took advantage of library resources, and went to tabling events.

**Alyssa:** She enjoyed her media/cultural studies, gender/sexuality, and GSOE professors. She felt that it brought real-life issues to life.

**Britney:** The ARC or SI sessions have been a positive aspect. She wants to encourage freshman and sophomores to make use of that tool.

## Explain one negative experience, if any, you had in regards to academics?



### In-course Instruction

**Dev:** He took a class that wasn't taught well and he felt that the classroom environment wasn't conducive to learning. He also said that not all professors are familiar with new technology and the University should provide technology training for professors.

**Demetrius:** One professor gave her a hard time. She doesn't know if the professor just wants to make students suffer for their grades. She felt discouraged and other students also considered dropping the class.

**Alyssa:** She received an A on an assignment and classmates told her it was because she was a student-parent. She also felt that her Computer Science TA would "mansplain" her.

### Outside of Course Instruction

**Jose:** Professional networking has become more difficult with online learning. He feels that online Office Hours are more superficial and feel "plastic," which discourages learning. He felt on-campus learning provided more fulfilling connections with professors.

**Madison:** Some professors are closed off to their students. They don't put in sufficient time or effort for their students. This leads to close mindedness and stubbornness, which deters students from participating.

**Britney:** She had negative experiences in which professors talked down on students, which undermines the student community and hurts the self-esteem of students. She suggests faculty undergo training to treat students like human beings.

## How do you view your overall inclusivity experience at UCR, at large and in the classroom?



### Generally Included

**Jose:** He has no issues with the inclusivity experience at UCR.

**Demetrius:** She feels included and believes that UCR is very inclusive.

**Madison:** She has had no issues with inclusivity. She is proud to be a UCR student because of the university's diversity and inclusivity. She mentioned that being a woman in STEM can make conversations on campus more difficult.

### Not as Included

**Dev:** His inclusivity experience has not been the best. He felt more valued in high school and he is unsure of his standing at the University. He is an ethnic minority making him underrepresented, but his ethnicity is the majority within his major, making him overrepresented. This creates confusion when applying to scholarships and other opportunities. He said other students feel the same way.

**Alyssa:** She feels it's been a balance of both good and bad. She has been included and discriminated against.

**Britney:** She has had a good experience and appreciates that ASPB has diverse and inclusive events. She feels that classrooms need more inclusivity. For example, there should be more clubs within majors that target women and underrepresented groups.

## Explain one positive experience, if any, you had in regards to inclusivity?



### Offices

**Madison:** She works at a UCR office location which has a diverse staff, which brings different perspectives and allows people to talk about different issues. She feels that she can express her ideas without being judged or labeled.

**Alyssa:** She feels included in CSP. She also feels like she can talk to the directors of the Costo Hall programs.

**Britney:** ASPB events and the R'Campus weekly newsletter help promote inclusivity and she feels that students are more interconnected.

### Other

**Dev:** He hasn't had an outstanding experience, but he appreciates that there are student clubs/orgs/associations for minority students, such as the Indian Student Association and Irani student association.

**Jose:** He feels that the University provides more inclusivity than his high school did. He appreciates that people ask for each others pronouns and feels that it shows respect and maturity.

**Demetrius:** She feels that UCR is inclusive and that she has been included into UCR. She was a mentor, UCR Academic Conduct Senator for ASUCR, and involved in other student organizations.

## Explain one negative experience, if any, you had in regards to inclusivity?



### Negative Experiences

**Dev:** He hasn't had any negative experiences, but he mentioned some students of color find it difficult to gauge where they lie on representation (referring to being an overrepresented minority within his major).

**Demetrius:** Her only negative experience was in regards to an age restriction for an internship.

**Alyssa:** One program at campus made her feel uncomfortable and unwanted.

**Britney:** She references the negative experiences she had with professors talking down on students.

### No Negative Experiences

**Jose:** He reported no negative experiences in regards to inclusivity..

**Madison:** She can't recall any negative inclusivity experiences.

## What changes do you hope to see in regards to both your academic and inclusivity experiences at UCR?



### Engagement

**Dev:** He would like the University to emphasize student interests by funding more *niche* student clubs. For example, he has a Fish Club.

**Demetrius:** She would like students to show their faces during Zoom classes, as she feels it will be helpful for participation and her academic experience.

**Britney:** She wants the university to continue hosting inclusivity events. She would also like the iEvals to be taken seriously.

### Greater Inclusivity

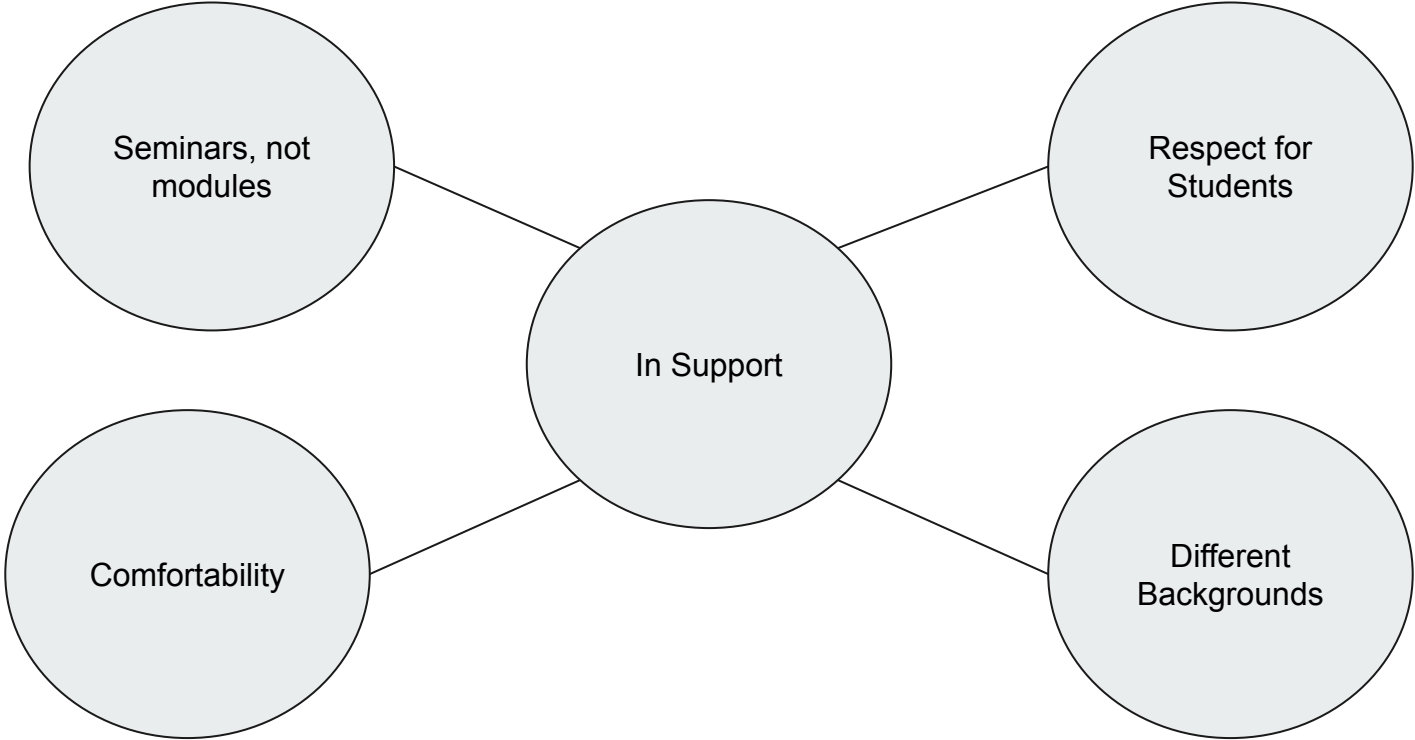
**Jose:** He would like the city of Riverside and the University to be respectful and acknowledge the indigenous peoples of Riverside. He would like textbooks to be more accessible, especially during COVID.

**Madison:** She is excited for the ASUCR resolution to be put into place. She is also excited for the impact of the case studies. She believes that the information published will bring issues to the attention of students.

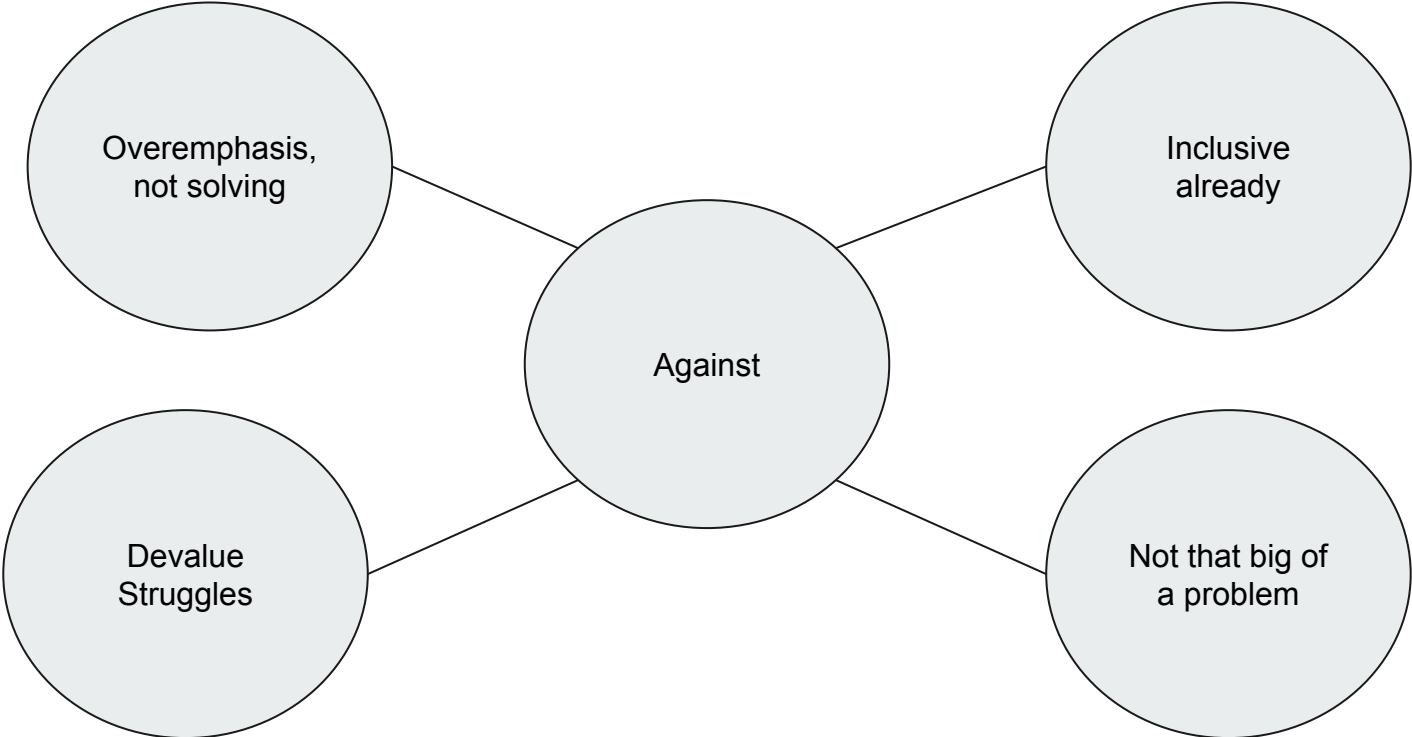
**Alyssa:** She wants the inclusivity training to be acted on. She also wants administrators to show genuine concern for students.



**The ASUCR Senate unanimously passed a resolution to mandate inclusive language training for faculty, staff and student employees. What are your thoughts on that?**



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## General Consensus



### Inclusivity Foci

The consensus was that UCR is very inclusive.



### Academic Foci

Students observed mutual appreciation of their professors. There's an interconnectedness of students and faculty.



### Overall Institution Enjoyment

In general, students are satisfied by their experience at UCR.



## Final Note

- The Highlander News Article Link

<https://www.highlandernews.org/82115/asucrs-student-voice-committee-completes-case-study-to-look-into-students-academic-experiences-and-what-changes-they-hope-to-see-at-the-academic-level/>



## Growth

First Case Study	Second Case Study
139 Survey Responses	405 Survey Responses
6 Case Study participants	12 Case Study participants and counting
Academic and Inclusivity Experiences of UCR Students	Students' Experiences with Group Chat Services and the Impact of Cheating on Students

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# Questions?

Contact Mark Hanin, Vice-Chair of Student  
Voice Committee, at [mhani003@ucr.edu](mailto:mhani003@ucr.edu).

# 2020-2021 SVC Case Study Team

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