COVID-19 has brought with it new challenges and pedagogical strategies in teaching. In spring 2020, our university moved instruction online. A survey was distributed to all instructors teaching in spring 2020. We share results of responses from the subset of survey respondents from mathematics and statistics instructors about this sudden shift and their experiences during this time. Mathematics instructors reported developing new modeling activities involving COVID-19 and created opportunities for mathematical discussion using various techniques and tools. Still instructors faced challenges with lack of technology available and slow or no internet access for students and themselves. New commitments and responsibilities arose, creating responsibilities beyond academics for students and teachers. One theme we identified in how instructors addressed these challenges was the practice of humanizing education, including connecting with students on a personal level, adjusting course requirements, placing value on students’ experiences, and promoting good mental health all around. This was particularly important as isolation created a new hurdle for everyone. In doing so, instructors bridged the gap between teacher and student, placing value on the experiences we all are going through. (Received September 15, 2020)