

Post-Pandemic Student Services Subcommittee
May 17, 2021

Attendees:

- **Daria Graham**, Associate Vice President and Dean of Students, Student Affairs
- **Molly Springer**, Associate Vice President, Student Equity, Student Affairs
- **Shawn Farrell**, Director, Athletics
- **Beth Jaworski**, Executive Director, Health, Counseling and Wellness, Student Health Center
- **Lesley Davidson-Boyd**, Interim Associate Vice President, Undergraduate Studies
- **Mary Robles**, Senior Budget Analyst, Student Affairs
- **Jesse Felix**, Executive Director, Associated Student Inc. (ASI)
- **Aaron Burgess**, Executive Director, Santos Manuel Student Union
- **Vilayat Del Rossi**, Director, Recreation & Wellness
- **Jon Merchant**, Interim Director, Housing & Residential Education
- **Deanna Herndon**, Director, Early Childhood Education Programs, Children's Center
- **Marci Daniels**, Director, Services to Students with Disabilities
- **Agustin Ramirez**, Director, Veteran's Center
- **Stacy Magedanz**, Faculty Representative, John M. Pfau Library
- **Diana Quijano**, Staff Representative, College of Education
- **Marina Stone**, Student Representative
- **Thomas Sekayan**, Business Operations Manager, University Enterprises Corp.
- **Claudia Enriquez**, Interim Director, Student Financial Services
- **Rodrigo Mercado**, Student Employment Specialist, Human Resources
- **Brian Willes**, Director, Orientation and Transition Programs
- **Barbara Herrera**, Coordinator, Student Mentoring Program

Agenda

- I. Introductions
- II. Overview and Purpose
- III. Process Charge
 - The Student Affairs & Student Services Post-Pandemic Planning Committee, will be charged with the following responsibility:
 - I. Develop a multi-phased process for implementation of possible hybrid (virtual and on-campus) delivery of student services.
 - II. Identify the pros and cons of virtual vs. on-campus delivery of different student services and make recommendations.
 - III. Determine the staffing that will be needed to ensure effective and accessible delivery of student services to all students, regardless of the modality. Offer recommendations for ensuring that students experience seamless access and engagement with student programs and services, regardless of the modality.
 - IV. Identify the health and safety considerations that will need to be addressed in order to return to any form of on-campus program and service delivery.
 - V. Identify the facilities and maintenance considerations that will need to be addressed in order to return to any form of on-campus program and service delivery.
- IV. Considerations and Next Steps/Future Meetings

V. Meeting adjourned

Notes

- The Post-Pandemic Committee/Sub-Committees are asked to consider sustained change. Repopulation will be discussed via a different campus committee
- Members of the subcommittee highly suggest and encourage adding students to the subcommittee
- Directors of departments/programs has been given the discretion for portions of the charge
- The subcommittee agreed that student needs and wants regarding support should be at the center of the committee's recommendations, including:
 - Operational hours
 - Continuing a virtual modality
- Challenges of using hybrid structures were brainstormed:
 - Taxation of staff and students
 - Change in capacity
 - A framework for deliberations versus rigid guidelines
- Timely and transparent communication is necessary throughout and about the post-pandemic process, including:
 - Ongoing "temperature check" how things are going
 - What do layers/phases look like
- The sub-committee should be prepared to propose a clear understanding of constraints
- Staff from IT for this sub-committee is highly recommended
- Optimal staffing is necessary and must be included in the recommendation
- A "culture of evidence" would be essential to enable informed discussions
 - Does "evidence" need to change?
- Technology and access continue to be concerns
- Connections across campus and campus partners as essential
- The final recommendation should include an incorporation and appreciation for time spent that is not just task-oriented and time with individuals (briefer and more frequently)
- Student space must be seen as a priority
- The shift to the virtual modality was swift and abrupt. The post-pandemic structure and expectations must be intentional with a slowed the pace
- The Science of Subtraction was a suggested framework
- Lean into the mission to keep us focused on how to do our work
 - Maintaining core values
 - Use resources
 - Focus on development
- The importance of family and lives outside of the University must continue to be recognized and provided space for during the transition
- Mental health wellness continues to be a challenge as students are more engaged and aware of the challenges and atrocities associated with COVID-19 Mindfulness and resiliency - extending grace