

Post-Pandemic Student Services Subcommittee
October 27, 2021

Attendees:

- Daria Graham, Associate Vice President and Dean of Students, Student Affairs
- Molly Springer, Associate Vice President, Student Equity, Student Affairs
- Mary Robles, Senior Budget Analyst, Student Affairs
- Jesse Felix, 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
- Marina Stone, Senior Program Coordinator
- Thomas Sekayan, Business Operations Manager, University Enterprises Corp.
- Claudia Enriquez, Interim Director, Student Financial Services
- Lesley Davison-Boyd, Interim Associate Vice President & Dean of Undergraduate Studies

Agenda:

- I. Introductions
- II. Overview and Purpose
- III. Process Charge
 - a. 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

Notes:

- Students are interested in virtual and hybrid and there is a small percentage that would like everything in-person.
- Orientations for new students - students didn't like 15 -20 min slots to have orientation, it didn't allow enough time for them to ask questions to areas, such as SORE, advising registration, or financial aid.
 - Students preferred Q and A sessions in person at orientation.
- Students' mindset might be different now. Might be worth launching an updated survey.
- Interesting to see hybrid preference was high. Maybe the hybrid piece appeals to campus population (commuters, working students, non-traditional students)
- 70% students are doing virtual one on one when meeting with advisors. Also seeing more virtual options being utilized now that they are being offered.
- Would be beneficial to separated data from SBC and PDC since they serve a different population and have a different cultural.
- If it was transactional virtual seems to be preferred however, social interaction and events are preferred in person.
- Data is already different than what we are currently seeing this semester
- Student population and WSUC accretion typically determine the amount of full online programs.
- Next steps will be to work in teams and remaining meetings will be used to work in teams to great 2-3 pages of what each other would look like.
 - Will things need to shift because next semester will not be similar to this semester?
 - Will include lessons we learned before to lessons we've learned this semester
 - Not thinking of all services in all the same baskets