

Post-Pandemic Student Services Subcommittee
September 15, 2021

Attendees:

- Daria Graham, Associate Vice President and Dean of Students, Student Affairs
- Molly Springer, Associate Vice President, Student Equity, Student Affairs
- Beth Jaworski, Executive Director, Health, Counseling and Wellness, Student Health Center
- 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, Student Representative
- Thomas Sekayan, Business Operations Manager, University Enterprises Corp.
- Claudia Enriquez, Interim Director, Student Financial Services
- Barbara Herrera, Coordinator, Student Mentoring Program

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:

- Point of contact is Paz the chair of the committee
- Question continues to be aren't we doing this charge? Is this really pop pandemic
- We are in repopulation which is different between post pandemic
- Committee is to think about what do we recommend in march around SA and services that are elongated and not just a response to repopulations.
 - There are some things we must do by virtually even though we are back in person. And the recommendations
- It is a disservice to students when staff have to quarantine and are not able to telecommute.
 - Offices have been down to one person and unable to assist students and all other responsibilities
- There was the ability to work from home before the pandemic, and there needs a way to continue working from home that is different from telecommuting.
 - Different language would need to be used for telecommuting, which currently is a contract.
 - Does the recommendation need to have details on how to execute?
 - When an office is short staffed or offline how is that communicated to the campus
- Referring to student assessment during the pandemic, need to take into account the preferred method of delivery and using that to support our recommendations. Use this unique timeframe to assess employees and what working style works for them.
- There has to be some other measure then 'I can do my work from home.' It is not a consistence measure for what we are doing and why are we doing it. Students changes, we want to make sure our programs are malleable.
- Some data maybe qualitative which may be hard to measure.
 - Running into students at lunch. Informal connections. How would this data be collected and measured?
 - This is also dependent on how many classes are offered in-person vs. online
 - In-person classes that switched to online, impacted students in housing.
- Services we are suggesting doesn't mean jobs are being reclassified.
- 5-D Cycle of Appreciative Inquiry – what you are charged to do then looking at the problem. First two meetings covered define and discover.
 - Science of subtraction, it's ok to stop doing something we don't need or can't do anymore.
- How much were classes influenced by students or by faculty? Is the return in Fall 2021 a good gage of what the students excepted?
 - Every area has been impacted so maybe this semester isn't the best to measure.
- Relationships we were able to developed with PDC, students with disabilities, and students that weren't on campus that often. However, virtual made it hard for some students to connect.
- Balancing the learning and performance cultures with our respective teams. Working more in the learning culture right now due to the current circumstances, so the expectations are not overwhelming
- Students were able to participate in activities that still allowed them antimony.
 - Even some resources can be reached by more people, through zoom.
- Training with staff/faculty when engaging with students virtually. Make sure that we are still being inclusive. Solution ordinated; we are looking father into the future for students.
 - Sensitive to students so they are better informed and seeing it from their prospective.
- How do we give wrap around services and meet students where they are?

