![Campus Labs - Data Driven Innovation]

Supporting Student Success in the Midst of COVID-19

In a recent virtual Member Campus Meet-up, campuses shared how they are approaching supporting student success during the COVID-19 pandemic. Below are a few of the themes and tangible ideas that campuses shared as part of the discussion:

Taking the Pulse of Students

→ Conduct a student survey to help identify at-risk students as well as identify new student needs during this time. (See our example Campus Labs COVID-19 Climate Survey)

→ Use quick (2 – 5 question) pulse surveys as an alternative to a full-length Campus Climate Survey to cut-down on survey fatigue while still identifying needs and even offering the opportunity to survey more often as a way to keep a tab on student needs as the term progresses.

→ Consider adding questions to end-of-term course evaluations.

→ Promote any surveys developed in familiar campus online spaces such as course pages and/or ask faculty to promote them in their courses.

→ Prepare a second-level of outreach by phone and/or text for students who do not respond to surveys in order to identify their needs.

→ When students proactively outreach with needs, capture those needs in a centralized place for future follow-up.

→ Share aggregate results with faculty and staff to continue to keep the community informed about challenges students may be facing both inside and outside the classroom so they may adjust practices as necessary.

Address Emerging Needs

→ Wellness: Develop supplemental curriculum around general wellness (and leverage partners in athletics to help).

→ Increased home and family demands: Introduce some measures of academic leniency, such as:

     o Being more understanding about attendance policies

     o Reducing scope of assignments.

     o Freezing academic probation status,

     o Moving to pass fail grading

Taking Student Support Virtual

→ Develop new resources as necessary to respond to new needs that are being identified, such as:

→ Create a centralized website of "who to talk to" or "where to go" (See these great examples from Elms College and Macalester.)

→ Consider new resources in already familiar student resource spaces such as the LMS, student portal, or campus website.

→ Create "Hot Topic" discussion board posts or Q&A to keep students engaged and connected.

→ Transition in-person services to a virtual environment using tele-counseling for Academic Advising, Tutoring, and Medical and Counseling appointments.

→ Continue to use telephone to reach students, rather than relying only on email.

Cultivating Student Engagement and Connection

→ Continue to support student organization and club meetings (here's some advice on this topic).

→ Partner with your Student Government Association.

→ Host virtual meetings and events using video conferencing software.

→ Post daily social media prompts to cultivate student engagement opportunities for connection and support around navigating the daily challenges of living and pursuing a degree in the midst of a pandemic.

Identifying and Responding to Student Needs Using the Campus Network

→ Create a response team to steer the various interventions and responses to the diverse student needs that are being identified.

→ Get "all hands on deck" – engage your academic leadership or full student affairs division to help conduct outreach to students.

→ Ask faculty and advisors to continue to share student concerns using the alert system.

→ Guide faculty on any new types of student behaviors to look out for and share using the alert system, such as missing two consecutive virtual class meetings or assignments.

→ Ask Resident Assistants to keep in touch with their residents and report any concerns or needs.

→ Tap into peer groups by class year or Student Governments to assist with fielding emerging issues.

Tracking Interventions:

→ Document calls, meetings, appointments, and emails in a centralized student success platform.

→ Track engagement in the online teaching environment, such as LMS usage, assignment submission, discussion forum participation or class attendance. Look for key indicators of disengagement (e.g., missing two classes in a row, missing an assignment) and reach out to students.

→ Track email click data (ex. Bitly, google analytics).

For more ways to support student success, visit the Campus Labs COVID-19 Resource Center.