

Remote Student Experience Task Force Formal Recommendations

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STUDENT AFFAIRS

Spring 2020 - Remote Student Experience Task Force Charge

WG 1. What does **Student-Centeredness** look like in the remote learning environment?

WG 2. What are the essential services and programs needed to address **Student Health and Well-Being** in the remote learning environment?

WG 3. How can UC San Diego build and maintain a **Sense of Belonging** in the remote learning environment?

WG 4. What programs, resources and organizational processes are needed to reduce or eliminate **Opportunity Gaps** in the remote learning environment?

Student-Centeredness – Recommendations: Melina Reynoso

- **Implement a feedback form/mechanism for students to submit concerns.** Submissions should receive a timely, non-automated response with follow up support and a plan for next steps (think: “Customer Service” paradigm across units).
- Transparent Expectations and **Non-Email, Streamlined Communication:** Videos and Social
- **Create a sub task force or direct our attention to other campus initiatives working on CORE VALUES** that can be shared between students and faculty that inform and are the foundation of any recommendations.
- **Develop resources that include ways to identify and understand the perspective of Black, ChicanX/LatinX, and other historically marginalized communities.**

Reduce & Eliminate Opportunity Gaps – Recommendations: Kimberly Giangtran and Quynh Nguyen

- Provide Loaner **Hot Spots and Lap Tops** (Loaner Program or through Financial Aid Model)
- Develop optional La Raza, APIMEDA and Black Resource Center **Orientations for Faculty and Staff.**
- **Create a Communications Plan** to encourage Faculty and Staff to engage in on-going anti-racism education, practices and behaviors.
- **Reduce Barriers to Case Managers** for International Students, Students with Disabilities, and Students of Color (include Community Center Directors in efforts).
- International Students studying abroad face **unique challenges re: government surveillance** that might limit re: participation via Zoom.
- **Do not drop students** from classes who are waiting for Financial Aid, Emergency Relief and Family Support.

Student Health and Well-Being - Short Term Recommendations: Alicia Yancey

- **Create a Remote and In-Person College Recovery Program** – Alcohol, Tobacco and Other Drugs (ATOD)
- **CAPS professional development on the topic of trauma-informed practices**
- **Recruit and Retain Practitioners of Color** in Student Health to break down barriers of access for our students.
- Increase the **Marketing and Communication** of Resources available for mental health resources and all areas of health and well-being.
- **BASIC Needs:** Increase availability of funds, food, etc.
- **Celebrate our Students**

Sense-of-Belonging – Short-Term Recommendations: Rachel Flanagan

- Create **One-Stop Virtual Shop for Student Services** – UC San Diego App, VAC and Website
- Implement **Proactive Advising Check-Ins**
- Update **Virtual Campus Map**
- **Implement Small Acts of Kindness and Care Campaign**
- **Create Virtual Community Hours** –that reflect the flexibility that students needs and invite remote community development
- **Community of Care** - Invite interested Staff members or Alumni Volunteers and assign them four students to check-in with over the quarter (provide training).
- Create **Personal Welcome Message** in Canvas and VAC for first day of courses

Student-Centeredness - Recommendations for Senate Consideration: Hannah Kreitman

- **Establish long term and continuing professional development opportunities for faculty** to understand and pedagogically relate to the unique experiences of UC San Diego students learning in a remote environment.
- **Incorporate lessons** learned from our experience with remote teaching into any future iteration of remote or hybrid learning environments, such as expected in Fall.
- **Reassess Assessments:** Encourage instructors to take a compassionate and learning-focused approach when assessing students' mastery of course concepts and skills in the context of remote learning.
- Work with faculty to address **limitations due to home learning environments.**