Remote Student Experience Task Force
Formal Recommendations

COG Presentation – 7.17.2020

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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 ongoing 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 need 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.