



Board of Trustees

Academic and Student Affairs Committee

9:30 AM

October 13, 2020

Virtual Meeting via Zoom

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|---|---|
| 1) Call to Order | Trustee Martin |
| 2) Approval of Minutes
June 25, 2020 | Trustee Martin |
| 3) Items for Information: Academic Affairs | |
| a. Course Offerings | Robert Kersting |
| i. Modality Adaptation and Enrollment | |
| ii. Use of Technology | |
| b. Training for Faculty | Robert Kersting |
| i. Overview of Training Offered | Enrique Morales-Diaz |
| ii. Use of CARES Act Funding to Support Training | |
| c. Student Support Program Adaptations | Robert Kersting |
| i. TRIO, Urban Education, Advising, Banacos, Reading/Writing Center | |
| ii. CARES Act Funding | |
| d. Faculty Experience Preparing for Fall 2020 | Faculty Panel:
-Beverly Army Williams (English)
-Christopher Gullen (Communication)
-Jennifer DiGrazia (English) |

4) Items for Information: Student Affairs

- | | |
|---|--|
| a. COVID-Related Preparation and Support for Students: Testing, Student Expectations and Preparation, Contact Tracing | Gloria Lopez
Lisa Brosnan & Richard Lenfest |
| b. Student Engagement and Support | Chris McKenzie Willenbrock &
Junior Delgado
Gloria Lopez |
| c. Social Media | Gloria Lopez |
| i. Student Code of Conduct Review | |
| ii. Safety Committee and Counseling Center
Advisory Committee | |

Attachment(s)

- a) Draft Minutes of June 25, 2020
- b) Course Offering Data/ Information: Instructional Modalities and Enrollments
- c) Professional Development Opportunities for Faculty Summer 2020/Fall 2020
- d) CARES Act 2 Funding
- e) Supporting Students During COVID presentation
- f) Student Support Services



BOARD OF TRUSTEES

Academic and Student Affairs Committee

June 25, 2020

Minutes

Meeting held virtually via Zoom

In accordance with Massachusetts Gov. Charlie Baker’s Executive Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, § 20 dated March 12, 2020.

A live stream of the meeting for public viewing also took place on YouTube.

MEMBERS PARTICIPATING REMOTELY: Committee Chair Martin, Vice Chair Martinez-Alvarez, Secretary Magovern, Trustees Neves, Sullivan and Williams

TRUSTEE GUESTS PARTICIPATING REMOTELY: Trustees Alvarado and Queenin

Dr. Ramon S. Torrecilha, President of Westfield State University, was also participating remotely.

The meeting was called to order at 9:30 AM by Committee Chair Martin.

MOTION made by Trustee Magovern, seconded by Trustee Martinez-Alvarez, to approve the minutes of the April 30, 2020 meeting.

ROLL CALL VOTE taken:

Trustee Magovern	Yes	Trustee Neves	Yes
Trustee Martin	Yes	Trustee Sullivan	*Not audible
Trustee Martinez-Alvarez	Yes	Trustee Williams	Yes

Motion passed unanimously.

Committee Chair Martin welcomed Dr. Diane Prusank, Provost and Vice President for Academic Affairs, who shared that the Education Programs have been approved for a full seven-year accreditation by the Association for Advancing Quality in Educator Preparation (AAQEP). Thanks to the visionary leadership of Dr. Cheryl Stanley, Associate Dean of Education, Westfield State is the first of our sister institutions to apply for and receive accreditation from this progressive national accreditor. We were also the first institution accredited by AAQEP to receive a commendation, being commended on Standard 1 for Candidate and Completer Performance. Dr. Prusank praised the faculty and staff in the Department of Education for their commitment to extend expertise in antiracism to our P-12 partners through the Westfield State Professional Development Network.

Dr. Prusank continued that on behalf of the Music Department, she is bringing forward a Letter of Intent (LOI) for Music Therapy for Board approval to submit to the Board of Higher Education (BHE). The BHE has changed the process for approval to have a higher level of involvement, requesting information on how

programs align with the state’s priorities and the campus’s strategic plan and financial objectives. Once local approval for the LOI is obtained, it will be submitted to the BHE for review and vote to either fast track with authority to the Commissioner for final approval or to follow the standard approval.

MOTION made by Trustee Martinez-Alvarez, seconded by Trustee Magovern, to approve the attached Letter of Intent for the Bachelor of Music in Music Therapy.

Discussion: The letter is to be submitted by September 15, 2020.

ROLL CALL VOTE taken:

Trustee Magovern	Yes	Trustee Neves	Yes
Trustee Martin	*	Trustee Sullivan	Yes
Trustee Martinez-Alvarez	Yes	Trustee Williams	Yes

Motion passed unanimously.

*Trustee Martin was not audible at the time of the vote at 9:48 AM, but voted yes at 10:04 AM after being reconnected.

Vice Chair Martinez-Alvarez took over the meeting at 9:48 AM due to Trustee Martin’s technical difficulty in connecting.

Dr. Gloria Lopez, Vice President for Student Affairs, and Shannon Broderick, Director of Student Affairs/Student Conduct, followed up on the April 30 meeting presentation on commuter students.

- Students come to Westfield State primarily as residents for their first year, with 18% being commuters. Upperclassmen leave campus at greater numbers, with 66% of seniors being commuters. Resident students fare better and Student Affairs is collecting and analyzing data to better support, retain and recruit commuter students.
- Trustee Martin was reconnected to the meeting at 9:50 AM.
- With student access to residence halls being limited due to COVID, it creates a greater need to engage with commuter students so their experience is not completely virtual or coming to campus only for classes.
- Students do want to stay connected with the campus. Part of the challenge is affording commuter students a space where they can congregate within the different pockets of the commuter population. We haven’t been able to provide that for them.
- A significant population of commuters are non-traditional and they have full-time jobs and families. We need to be conscious of reaching a broader range of students.
- The gap between residential and commuter students is decreasing in terms of retention and graduation, attributable to an increase of commuter students and a small decline of success rates for residential students. There is an overall decline in retention graduation rates.
- Chair Queenin stated it is important to track this as a Board and asked that they be challenged to help with this. Dr. Lopez commented that they continue to work on students having an exceptional experience whether on-campus or off.
- In response to a question, Dr. Erica Broman, Vice President for Institutional Advancement, stated that as a general rule, the more time a student spends on campus and interacting with others, the more involvement and support they give as alumni, but if commuters feel their experience has been transformational, they can also be very generous.
- The commuter council works very closely with Ms. Broderick to engage commuters, looking at new opportunities for engagement and support.

At 10:04 AM, Trustee Martin stated the LOI for the Music Therapy Program was very well-written and thanked everyone for their work on it. He asked that his vote for the program be recorded as a yes.

Committee Chair Martin continued that for the last two years, updates have been received on the implementation of the Westfield State Experience (WSE), and the following update will be from Mr. Junior Delgado, Director of the Career Center, Dr. Kelly Hart, Executive Director of Admissions, and Dr. Enrique Morales-Diaz, Interim Dean of Faculty.

- Dr. Morales-Diaz gave an overview of the highlights since April, 2019. Restructuring of the WSE took place when Dean Susan LaMontagne left. Mr. Delgado took over and Dr. Hart was added to the team. The working group met weekly during the fall and biweekly through the spring, focusing on the implementation of years one and two and restructuring years three and four. Faculty were formally incorporated into the working group through the governance process.
- Dr. Hart shared a video of Corey, a Westfield State student, highlighting his Westfield State Experience. Students will continue to be featured at future meetings.
- Highlights include the Emerging Leaders Conference, ASPIRE Career Exploration Conference, Applied Learning Projects, CURCA Lunch and Learn, and a goal of meeting with each academic department to receive input from faculty.
- This year the WSE shifted from a program to an institutional fixture to include everything that is done on campus. Initiatives and goals for each year of WSE were shared as follows:
 - Year 1: Students engage with people to support their exploration of opportunities during times of transition and growth. New this year is an end of year milestone – a certificate of completion.
 - Year 2: Students explore decisions by evaluating and aligning their curricular and extracurricular activities with their goals and aspirations.
 - Year 3: Students maximize opportunities through intensive experiential, applied, and high-impact learning opportunities.
 - Year 4: Students ALIGN their WSE to future endeavors.
- One observation this year from the working groups is that all members of the community influence each student's WSE. The goals and agenda for 2020-2021 were shared.
- President Torrecilha thanked the leadership of WSE and is proud to see the evolution of the program, a fantastic job on behalf of students.
- It was noted that the words program, philosophy and marketing were all used to describe the WSE, and it was questioned which it was. Dr. Morales-Diaz commented that the same question came from one of the academic departments. It is a little bit of all. In marketing the WSE, we tell students this is what we have. The philosophy is that we live and breathe the WSE at Westfield State. The moment you walk in, this is your WSE. It is both marketing and a philosophy.
- It was mentioned that it would be good to consider keeping track of how often the students participate in WSE activities. President Torrecilha said to look at CSU Northridge, who created a way to track students and see the impact of their engagement in their similar experience. Determine the relationship between engagement and graduation and retention; that is where you want to demonstrate the impact of the program.
- Trustee Williams applauded the team for the work and suggested looking a little more at inclusivity and providing mentors toward those not participating, who may be a certain segment of the population.
- Dr. Prusank agreed and stated the most important piece of the WSE is that it gives direction and strategic thought on what is happening each year and how programs are being connected together. It helps to look at each year and each program for inclusivity to high-impact practices. It brings groups together earlier to help mentor and help other students. This program has been very important over the last several years to bring departments to work cohesively together.
- Trustee Martin suggested that advising can play more of a central role and be the glue to hold the student experience together to direct and guide through activities and experiences across all four years.

- Mr. Delgado shared that the word they use is GROWTH as they have been continuing to grow the program. The ASPIRE conference had many students of color and first generation students. In all of these initiatives, we want growth in each program. We are now sharing in a comprehensive manner different types of initiatives so each student can choose what fits them best.
- Trustee Martinez-Alvarez challenged Board members to mentor a student going through Westfield State University.
- Dr. Morales-Diaz stated the current challenge in the pandemic is that many students are online and it has forced them to shift programs and ask the following questions: How do we replicate the Westfield State Experience? Who are the students mostly challenged? How does our commitment to their success change to support them?
- Trustee Martin shared that this is Dr. Prusank's last meeting as provost and wanted to extend his appreciation for all the work that she has done. Dr. Prusank thanked the faculty, staff, students, and administrators and said she was honored to go back to the faculty to teach.

There being no further business, **MOTION** made by Trustee Magovern, seconded by Trustee Martinez-Alvarez, to adjourn.

ROLL CALL VOTE taken:

Trustee Magovern	Yes	Trustee Neves	Yes
Trustee Martin	Yes	Trustee Sullivan	Yes
Trustee Martinez-Alvarez	Yes	Trustee Williams	Yes

Motion passed unanimously.

Meeting adjourned at 10:52 AM.

Attachments presented at this meeting:

- Minutes of April 30, 2020
- Program Approval (Slideshow)
- Motion- New Program LOI: Music Therapy
- Music Therapy Program Letter of Intent and Information
- Commuter Students (Slideshow)
- Westfield State Experience (Slideshow)
- Westfield State Experience Information Packet

Secretary's Certificate

I hereby certify that the foregoing is a true and correct copy of the approved minutes of the Westfield State University Board of Trustees Academic and Student Affairs Committee meeting held on June 25, 2020.

Robert Magovern, Secretary

Date

Fall 2020 Courses: Instructional Modalities and Enrollments

Course enrollments and section characteristics were retrieved from Banner on 30 September 2020.

Fall 2020 Enrollment

Undergraduate-Day Division		3781
New First Year	828	
New Transfer	241	
Continuing	2665	
Returning After Absence	43	
Visiting	4	
Undergraduate-Continuing Ed		859
New First Year	9	
New Transfer	133	
Continuing Degree Seeking	434	
Non-Degree Seeking	283	
Graduate		766
New Graduate/Post-Bacc	277	
Continuing	435	
Non-Degree Seeking	54	
Total Enrollment		5406

Spring Course Outcomes for All Students

Course offered by	Spring 2020				Spring 2019	
	Percent of Students Selecting P/F Option	P/F Course Completion Rate	Traditionally Graded Course Completion Rate	Withdrawal Rate	Course Completion Rate	Withdrawal Rate
Day	13%	87%	93%	3%	92%	4%
Continuing Ed	6%	79%	89%	5%	87%	7%
Graduate	0		96%	1%	97%	2%

Spring to Fall Persistence of Day Students

Outcome	Spring 2020 Headcount	Percent of Spring 2020 Total	Spring 2019 Headcount	Percent of Spring 2019 Total
Academic Failure	10	0.3%	33	0.8%
CE enrollment	27	0.7%	32	0.8%
Graduated	800	20.5%	954	22.6%
Left	402	10.3%	381	9.0%
Returned	2666	68.3%	2818	66.8%
Grand Total	3905	100.00%	4218	100.0%

Day Division

Instructional Modalities

Instructional Modality	Number of Sections	Percent of Scheduled Sections	Number of Day Students Enrolled	Percent of Enrollments
Hybrid	168	18%	3285	16.4%
In person	101	11%	1556	7.8%
Asynchronous Online	273	29%	6589	32.9%
Synchronous Online (Remote)	397	42%	8283	41.4%
Individual Instruction	**	**	304	1.5%
Grand Total	939	100%	20,017	100%

**Individual instruction includes internships, independent study, courses by special arrangement, practicum placement, and music lessons. Meeting times and locations are arranged individually

The Student Perspective

2395 Day students are enrolled in at least one on ground course section with a higher proportion of FR and sophomore students on ground than juniors and seniors. For new first year students, 603 of 828 (73%) are in at least one on ground course

Class Level	Number with On Ground Classes	Total Number of Students Enrolled	Percent of Students with On Ground Classes
FR	666	927	72%
SO	614	928	66%
JR	573	978	59%
SR	542	948	57%
Grand Total	2395	3781	63%

For comparison, 11% of enrollments in spring 2019 Day course sections were in online section

Course Capacity

Fall 2020

Course Type	Number of Sections	Average Section Enrollment	Total Number of Scheduled Seats	Unused Seats	Percent Unused
Core	405	23	9617	358	3.7%
Non-core	534	19	11108	950	8.6%
All	939	21	20725	1308	6.3%

Fall 2019

Course Type	Number of Sections	Average Section Enrollment	Total Number of Scheduled Seats	Unused Seats	Percent Unused
Core	475	23	11660	690	5.9%
Non-core	623	18	13082	2216	16.9%
All	1098	20	24742	2906	11.7%

Change from fall 2019 to fall 2020

Number of students enrolled	10.1% decrease
Number of sections scheduled	14.5% decrease
Number of seats scheduled	16.2% decrease

Graduate and Continuing Education

Section counts in CGCE can be misleading due to combined sections and individual instruction sections that are difficult to distinguish from unique scheduled sections. Headcounts are also not useful because many students are enrolled part-time. Based on data in currently in Banner, 5.2% of enrollments are classified as hybrid or in person, 42.4% are remote-synchronous and 52.3% are asynchronous online. All PA program courses are in person. For comparison, roughly half of CGCE course enrollment were online in the fall 2019 term.

Professional Development Opportunities for Faculty – Summer 2020/Fall 2020

- Purchased institutional membership to Online Learning Consortium
- 30 faculty had the opportunity to participate in the following workshops:
 - Creating an Interactive Syllabus (3 days)
 - Fundamentals: Engaging Learners in Online Discussions (7 days)
 - Fundamentals: Increasing Interaction & Engagement (7 days)
 - Applying Universal Design for Learning (UDL) Principles to Online Courses to Increase Accessibility and Engagement (7 days)
- Purchased institutional membership to Online Learning Toolkit
- 30 faculty had the opportunity to participate in the following workshop:
 - Online Course Design
- 40 faculty had the opportunity to participate in the following workshop
 - Developing and Teaching an Online Course (August 2 – September 19)
- Workshops led by Dr. Danielle Leek for WSU faculty
 - Cultivating Equity-Centered Approaches to Online Learning
 - Connecting with Online Technologies
 - Inclusive Representation in Online Classes
 - Online Course Experience (July 20 – July 27)
- Workshop with Dr. Jamila Lyscott – “Pedagogy on Fire!” (August 17, 2020)
- Workshops hosted by Writing Across the Curriculum and led by Professor Catherine Savini
 - Stop Assigning Boring Papers You Don’t Want to Read!: Re-envision Your Writing Assignments (July 29)
 - Making Peer Review Work for You and Your Students in the Virtual Classroom (July 30)
 - Teaching Students to Use Sources Effectively, Purposefully, and Ethically (August 4)
 - Taking an Antiracist Approach to Teaching Writing (August 5)
- Workshop led by Professor Beverly Army Williams
 - Building Community in the Virtual Classroom (August 18 and August 25)
- Workshop with Dr. Mays Imad
 - Leveraging the Neuroscience of Now: Trauma-Informed Pedagogy in Turbulent Times (September 25)

Workshops provided by Center for Instructional Technology

(Does not include all of the hours CIT staff provided in one-on-one sessions)

- Virtual WebCamp
- Moving Your Course Online
- Tool Time Workshop Series - How to incorporate various learning tools and best practices inside of your Plato courses.
- WebCamp Refreshers Option
 - All about Instructor Created Videos Screencast-O-Matic, storing, streaming and sharing your videos (one drive, YouTube, CIT Streaming Services) - ADA Compliance of Course Materials (faculty support)
 - All about Discussions
 - All about Groups
 - VoiceThread
 - Assignments/SafeAssign
 - Assessments, BB and Respondus Test Creation (online surveys) -Online Proctoring - ADA
 - Grade Center & Grading and Testing Authentication
 - Zoom - Video Conferencing Training
 - BB Collaborate - Video Conferencing Training

CARES Act 2 Funding

Spent or Encumbered	Total
Accessibility Support	\$10,023
Student Technology (Computers & Hot Spots)	\$133,695
Academic Course Support (Licensing & Software)	\$120,697
Academic Course Support (Equipment/Supplies)	\$81,297
Faculty Professional Development	\$92,359
Total encumbered/spent to date	\$438,071
CARES Act 2 & 3 Grant Total	\$576,712
Unencumbered/Remaining Funds	\$138,641

Supporting Students during COVID

A Divisional Approach to Identifying and Meeting Students' Needs

Student Affairs Mission Statement



Student Affairs fosters the development of knowledge, skills, and values vital to students' personal, professional and global success.

Health, Safety & Mitigation Strategies

- WSU Commitments

- ✓ Health, safety and well-being a top priority
- ✓ A strict adherence to public health practices
- ✓ Testing of all students with an on-campus presence
- ✓ A continued focus on engaged learning and a robust and comprehensive learning experience
- ✓ Help students and families make informed decisions
- ✓ Be nimble
- ✓ Be transparent in all communication

Health, Safety & Mitigation Strategies

- Three-Pronged Strategy
 - ✓ Divisional Working Groups
 - ✓ Testing
 - ✓ Emergency Recovery Team

Student Support Services

- Athletics

- Team Zoom meetings have been ongoing to prepare for 1) fall practices 2) class participation 3) COVID-19 testing 4) other announcements.
- Diversity and Inclusion Student - Athlete Board
- Student-Athlete Advisory Committee meetings being held (1st meeting held 9/16/20; two meetings to date)
- Mental Health/SAP/Healthy Relationship facts/support/etc. via social media

- Career Center

- One on one appointments (virtual, phone, email)
- Limited In person student appointments
- Virtual classroom presentations
- Key partnerships with Urban Education, Trio, Honors Center
- Networking Nights (with Academic Departments)

Student Support Services

- Counseling Center
 - Individual Counseling
 - Nutrition Counseling
 - Psychiatric services
 - Mental Health Liaison Program
 - Virtual Pet Therapy
 - Anti-racism training for staff and interns
- Health Services
 - SHS continues to conduct well visits (e.g. – women’s health visits), and non-Covid visits (e.g. – injuries), in-office daily by appointment.
 - SHS is instrumental in monitoring Covid test results (from surveillance testing, symptomatic testing, and student-submitted test results) and ensuring rapid case identification, isolation/quarantine, and contact tracing.
 - A mask must be worn by anyone entering SHS, and everyone must have a temperature check, regardless of the reason for their visit.

Student Support Services

- Public Safety

- DPS has and will remain open 24/7 during the COVID-19 epidemic to our students, faculty and staff
- Members of DPS have PPE and will continue to respond to emergency calls and provide services to the entire WSU community
- DPS will continue to provide the Owl Shuttle service for our students during the fall semester
- DPS will continue to have an officer assigned to each Res. Hall as part of our Adopt-A-Hall program. This program gives the students in each hall direct contact with a member of DPS.

- Residential Engagement

- RHA – Leadership and Provide programming – hybrid, smaller in person, grab and go, individual conversations (RA touchpoints – certain number of conversations), intentional diversity programming
- RHA student led programming in the hall
- Conflict mediation, resource referral, crisis management
- Video (short snippets)

Student Support Services

- Student Activities

- The Student Government Association meets on Tuesday evenings at 5:30 pm via Zoom with meeting minutes posted on the SGA website each week. These meetings are open to the entire campus community.
- The class councils and many clubs are also meeting via Zoom to consider ways to do things just a little differently this semester.
- The Campus Activities Board meets weekly to plan programs that will put a little social fun into student evenings and weekends.

- Student Conduct

- The Office of Student Conduct is available during the Fall Semester to help and assist students with making safe and healthy choices related to decision making under COVID-19 restrictions.
- We are continuing to provide support to offices and students that may have concerns and deliver educational outreach to students related to Student Conduct Policies, COVID-19 Policies, and Title IX.
- The Student Conduct Office continues to have students participate in the Student Conduct Board and the handbook review.

Academic & Student Affairs Calendar

- Academic & Student Affairs
 - Joint collaboration between two areas of the University
 - Included academic and student activities events
 - Minimize duplication and timing of events to offer students options of what is happening at Westfield State
 - <http://www.westfield.ma.edu/sail/upcoming-events/>

Organic Student Engagement

- Students are interacting with each other
- Classes began online in September and students began to connect with classmates
- The traditional opening took place a month later and students that moved to campus were and are excited to spend time sharing with one another.

Questions?

Lisa Brosnan
Interim Director of Health Services

Junior Delgado
Director of Career Center

Dick Lenfest
Director of Athletics

Chris McKenzie Willenbrock
Director of Residential Engagement

Thank you!

Student Support Services for the Fall Semester

Athletics

Current Events - Focus on Retention and Recruitment of Students

- Team Zoom meetings have been ongoing to prepare for 1) fall practices 2) class participation 3) COVID-19 testing 4) other announcements.
- Team message groups have been ongoing
- Student-Athlete Advisory Committee meetings being held (1st meeting held 9/16/20; two meetings to date)
- CARE meetings (academic support) have been ongoing
- Athletics staff & Ely Fitness staff have held ongoing meetings to prepare for facility usage, scheduled varsity fall practices, fitness room use, and spring semester varsity competition
- #D3VOTES initiative posted on website
- Student-athlete academic achievements have been posted on website and social media
- Athletics FAQ has been posted

Upcoming Programs

- FY, SO, JR, SR – in house leadership opportunities and education
- Mental Health/SAP/Healthy Relationship facts/support/etc. via social media
- SAAC meetings twice monthly; Captains meeting once monthly
- Class Registration education
- Diversity and Inclusion Student - Athlete Board
- Diversity and Inclusion – exploring a conference for Athletics (two-day)
- Working with Westfield Public Schools with book readings, offering tutoring, Holiday toy drive
- Assisting Admissions Department - training student-athletes to be tour guides for prospective student-athlete on weekends (dates TBD)

Career Center

- One on one appointments (virtual, phone, email)
- Limited In person student appointments
- Get Employed (posts 5 key jobs weekly)
- Internship Spotlight (posts 5 internships weekly)
- Career fairs (3 this semester)
- Networking Nights (with Academic Departments)
- Meetings with alumni
- Virtual classroom presentations
- Virtual student club presentations
- Handshake for jobs/internships
- Key partnerships with Urban Education, Trio, Honors Center

Counseling Center

Services:

- Individual Counseling
- Nutrition Counseling
- Psychiatric services

Outreach:

- Mental Health Liaison Program
- Individual Relaxation Coaching
- Virtual Pet Therapy
- Education and information posts on Instagram @reachoutWSU
- Counseling Center Website (Info and Resources)
- Directed email to first year students about services, resources, and outreach
- Formation of a student advisory board
- Anti-racism training for staff and interns
- Psychoeducational info/tips 1-3minute video series
- Virtual Sober Social
- SVP small group NSO program
- Group Drop-in Talkin' for on-campus cohorts (open discussion facilitated by a counselor)
- Short Article (anxiety reduction, coping with COVID, etc.) posts to Class Facebook pages
- Training other departments on anxiety reduction for students and suicide prevention for students

Health Services

- SHS continues to stay up-to-date on the latest Centers for Disease Control and Prevention (CDC), Massachusetts Department of Public Health (DPH), Westfield Health Department, and American College Health Association guidelines on Covid-19, as well as the latest research about the virus and its management.
- SHS staff have served on the Emergency Response Team/Coronavirus Management Team, the Recovery Planning Team, the Safe Opening Task Force, the Student Affairs Working Group, and the Surveillance Testing Team to help guide the University response to the Covid-19 pandemic.
- SHS Interim Director, Lisa Brosnan, has attended weekly meetings of the College Health Association of Administrators and Nurse Directors (CHAAND), a group of health center directors from various Massachusetts colleges/universities. The group shares information about COVID-19 planning and brings in experts from fields such as epidemiology and public health to address questions/concerns posed by the group.
- Staff have completed the online Johns Hopkins/Coursera training course on contact tracing.
- Office reconfigured to promote physical distancing and good hygiene practices
- Office ventilation system is being upgraded to provide negative pressure areas for the evaluation and testing of patients with COVID-19 symptoms. Students with Covid-like symptoms are currently being evaluated/tested in a medical tent outside SHS to ensure optimal safety/ventilation.
- Operating hours remain the same (8:30 am – 5pm Monday through Friday), but visits have changed from walk-in to appointment only. Students in need of care are asked to call SHS for a health screening to determine whether a Telehealth or in-person visit is most appropriate.
- SHS continues to conduct well visits (e.g. – women's health visits), and non-Covid visits (e.g. – injuries), in-office daily by appointment.
- Thorough cleaning of exam rooms and waiting area occurs daily.
- A mask must be worn by anyone entering SHS, and everyone must have a temperature check, regardless of the reason for their visit.
- Students may not have friends or other individuals accompany them to their appointments.
- All students with symptoms associated with COVID-19 are asked to report these immediately to SHS and are required to visit the office for COVID-19 testing. Students awaiting test results, and those who test positive, are required to isolate, and close contacts of these individuals are required to quarantine.

- SHS is instrumental in monitoring Covid test results (from surveillance testing, symptomatic testing, and student-submitted test results) and ensuring rapid case identification, isolation/quarantine, and contact tracing.
- SHS communicates daily with Academic Affairs about which students are cleared/not cleared to attend class.
- SHS provides statistics for the University's Covid dashboard on a weekly basis.

Public Safety

DPS Services

- DPS has and will remain open 24/7 during the COVID-19 epidemic to our students, faculty and staff
- Members of DPS have PPE and will continue to respond to emergency calls and provide services to the entire WSU community
- DPS will continue to provide the Owl Shuttle service for our students during the fall semester
- If a student, faculty or staff member needs to speak Face to Face with any member of DPS, the person will be given a scheduled time to visit DPS headquarters. All precautionary measures will be followed before entering headquarters. If there are multiple people needing to speak to a member of DPS, it will most likely have to be done via zoom.

Education

- It is going to be very important for everyone to work together and provide COVID-19 education to our community. If a member of DPS would encounter any student, faculty, staff or visitor not wearing a face covering or practicing social distancing, my staff will have a friendly conversation and explain the university policy to the person(s). We will have extra masks in the cruisers, shuttle vans and at dispatch to give to people if they don't have one.
- Myself and my command will keep in contact with the 25 Student Safety Assistants who are living on and off campus to ensure that they are on track with their academics and not experiencing any issues in the classroom and outside.

Community Policing Program

- DPS will continue to have an officer assigned to each Res. Hall as part of our Adopt-A-Hall program. This program gives the students in each hall direct contact with a member of DPS.
- We plan on having our annual Coffee with the Cops in October. (if possible) DPS will attend events hosted by Residential Engagement for our students. DPS staff will be available to attend student organization meetings either Face to Face or via zoom.

Residential Engagement

- Provide student programming in multiple formats – hybrid, small-group, grab-and-go, individual conversations, intentional diversity programming
- Advise Residence Hall Association (RHA) to provide student leadership and student-led programming in the halls
- Provide on-the-ground services for students including conflict mediation, crisis management, and resource referral
- Communicate with students via welcome videos and virtual outreach
- Implement campus policies through duty rotations, intentional conversations, and front desk coverage
- Hire, train, and manage Desk Assistants to provide 24/7 desk coverage in halls
- Hire, train, and manage Isolation/Quarantine Site Manager for hands-on student service for students moved to isolation or quarantine

- Serve on Emergency Response Team/Coronavirus Management Team, Recovery Planning Team, Safe Opening Task Force, and Student Affairs Working Group to help guide the University response to the Covid-19 pandemic

Student Activities

- Elections were held on September 30-October 4 for the Student Government Association and the four class councils. The Student Government Association meets on Tuesday evenings at 5:30 pm via Zoom with meeting minutes posted on the SGA website each week. These meetings are open to the entire campus community. The class councils and many clubs are also meeting via Zoom to consider ways to do things just a little differently this semester. The hope is to continue with programs specific to the mission of each group. Students are eager to make this work!
- The Campus Activities Board meets weekly to plan programs that will put a little social fun into student evenings and weekends. CAB is working closely with SAIL to have DIY options for grab and go programming as well as some virtual game shows, comedians and trivia.

Student Conduct

- The Office of Student Conduct is available during the Fall Semester to help and assist students with making safe and healthy choices related to decision making under COVID-19 restrictions. We are continuing to provide support to offices and students that may have concerns and deliver educational outreach to students related to Student Conduct Policies, COVID-19 Policies, and Title IX. The Student Conduct Office continues to have students participate in the Student Conduct Board and the handbook review.