



CENTRAL WASHINGTON UNIVERSITY

EASTERN WASHINGTON UNIVERSITY

THE EVERGREEN STATE COLLEGE

UNIVERSITY OF WASHINGTON

WASHINGTON STATE UNIVERSITY

WESTERN WASHINGTON UNIVERSITY

WASHINGTON STATE

*Council of*  
**Presidents**

**Meeting the Needs of Students  
in the COVID-19 Environment**

October 1, 2020

Senate Higher Education & Workforce  
Development

# Presenters

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- **Sector Overview:** Ruben Flores, Director of Government Relations and Business Affairs, Council of Presidents
- **Admissions, Enrollment, and Student Supports:** Jens Larson, Associate Vice Provost Enrollment Management, Eastern Washington University and Melynda Huskey, Vice President Enrollment and Student Services, Western Washington University
- **Diversity and Equity Initiatives:** Jaime Nolan, Associate Vice President Human Relations and Diversity, Washington State University
- **Instruction and Student Success:** Phil Reid, Vice Provost of Academic & Student Affairs, University of Washington
- **Conversation with Committee:**
  - Jeanette Smith, Associate Dean of Student Affairs and Engagement, The Evergreen State College
  - Gregg Heinselman, Dean of Student Success, Central Washington University
  - All Institutions and COP

# Washington's Public Four-Year College and Universities

# Costs of the Pandemic

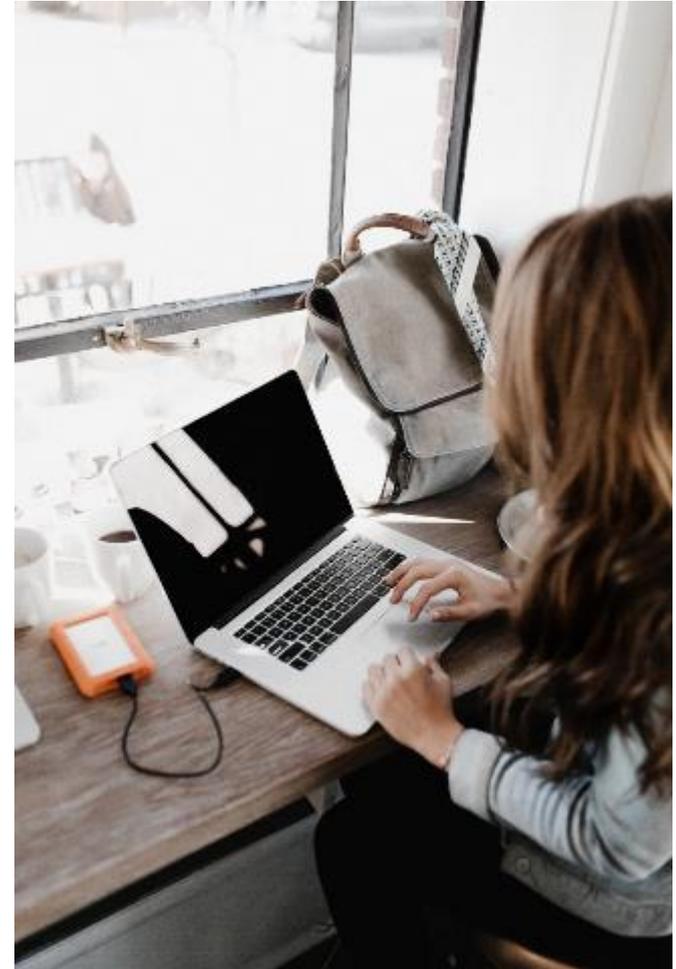
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- Unprecedented drops in revenue for auxiliary enterprises, most notably Housing and Dining and Athletics
- Student challenges include:
  - Technological needs
  - Financial and other personal needs
- We continue to ensure students receive vital support services such as advising, counseling, mentoring, tutoring, career services, financial aid, etc.
- 2021-23 Budget Requests

# Our Sector's Response to COVID-19

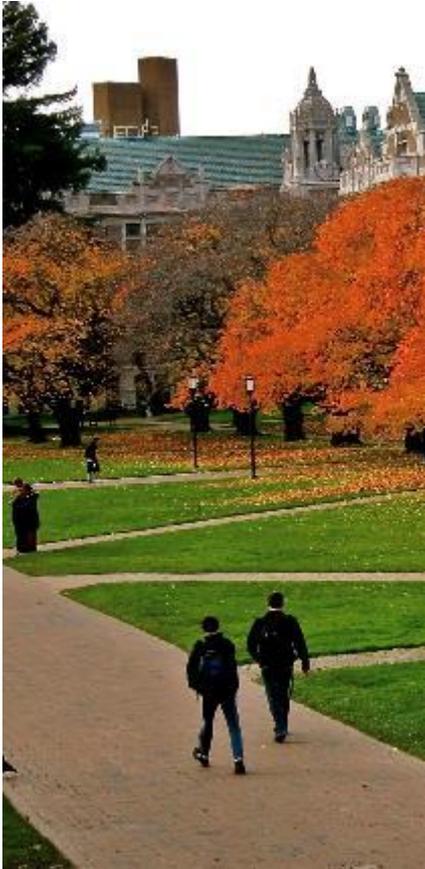
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- Positive cases and swift action
- COVID testing in a variety of approaches
  - ✓ Partnerships and campus endeavors
- Contributions to safety and stability
  - ✓ Access to technology
  - ✓ Access to secure employment
  - ✓ Access to testing
  - ✓ Production of safety equipment



# Admissions, Enrollment and Student Supports

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- Enrollment trends: There will be variance in enrollment levels across our sector this fall. Research institutions experiencing flat to slight increases; Comprehensive institutions and The Evergreen State College are down.
- Recruitment strategies: Student centered, high contact outreach
- Student support services for Fall 2020: Access is paramount

# Impacts of the Pandemic on Diversity, Equity and Inclusion

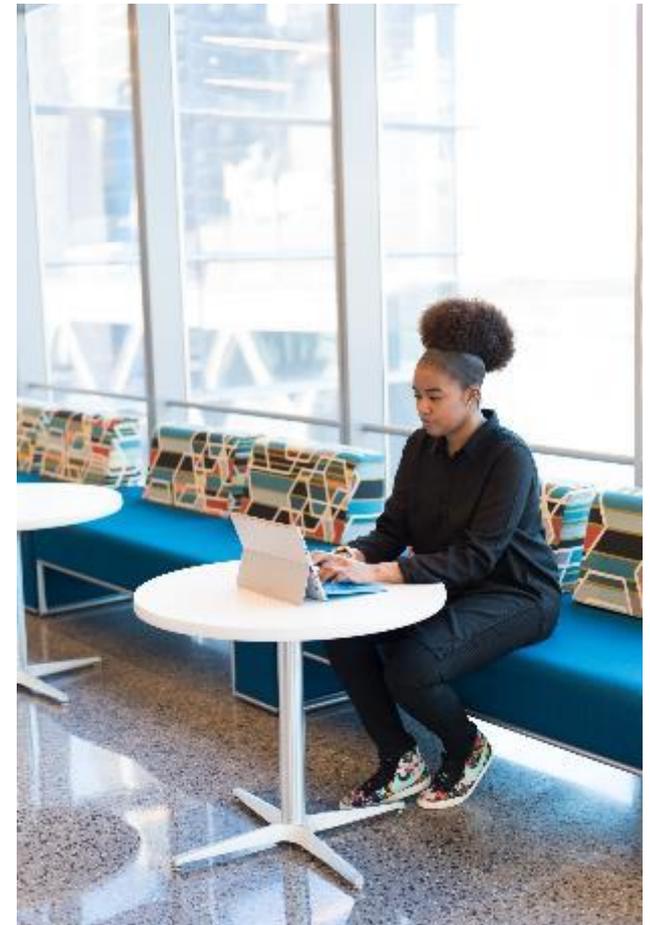
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- Student Life
  - How do we engage in a pandemic environment?
  - How do we ensure access to success in the online environment?
  - How do we ensure that all can thrive in their living, learning, and working?
- Challenges in meeting the diversity of student needs
  - Military Affiliated Students
  - First generation college students
  - Students with disabilities
  - Students from other underrepresented communities
  - Students from rural communities

# Impacts of the Pandemic on Diversity, Equity and Inclusion

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- Fostering and operating out of the understanding that equity is about all students, faculty and staff
- How we are adapting to the new environment and meeting a diversity of student needs



# Spring 2020 and Lessons Learned

## Impacts from COVID-19 on Students

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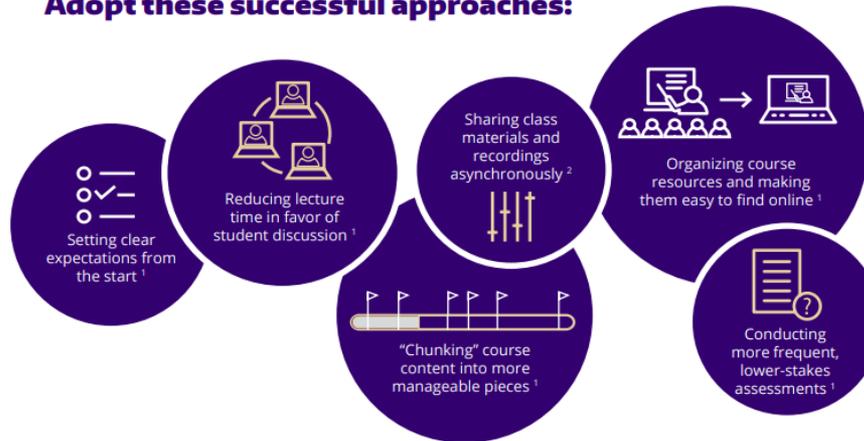
- Student wellness impacts measured through
  - ASUW/GPSS survey (weeks 1-3)
  - Mid-quarter course evaluation (weeks 4-6)
  - End of quarter course evaluation (weeks 9-10)
  - Emergency financial aid requests (week 1-ongoing)
  - Course drop petitions (ongoing)
- Main themes
  - Sense of isolation
  - Absence of support systems available on campus
  - Financial difficulties
  - Challenging home environment
  - Increased anxiety due to academic concerns and social unrest

# LEARNING DURING A PANDEMIC

## SPRING 2020 FINDINGS

Key quantitative and qualitative data was collected during the spring quarter to understand the impact of COVID-19 on student learning.

### Adopt these successful approaches:



### Here's why:



For 53.6% of respondents **internet connectivity** was the most prevalent technical issue<sup>2</sup>

**Mandatory online class-time attendance** was most commonly reported academic issue<sup>2</sup>

Being in **different time zones**



**Harder to focus** on material than in in-person classes<sup>2</sup>

73.6% of respondents cited **emotional or physical burnout** as an issue<sup>2</sup>

Over a quarter of respondents reported **financial instability** such as loss of income, job loss and housing/food insecurity<sup>2</sup>



<sup>1</sup> UW mid and end quarter course evaluations from spring 2020, compiled by UW Information Technology and Office of Educational Assessment  
<sup>2</sup> UW's COVID-19 Climate Student Survey, conducted by ASUW/GPSS to all UW students (graduate, professional, undergraduate, and certificate) during the third week of spring quarter 2020. 3588 responses, 98% of responses were from Seattle (only UW-S findings reported here). 57% of respondents were undergraduates.

# Lessons Learned Regarding Instruction and Student Success

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- Successful approaches
  - “Hyper-organization”
  - Making materials available asynchronously
  - “Chunking” or breaking content into smaller bits
  - Lecture less, discuss more
- Less than successful approaches
  - Synchronous course delivery w/o asynchronous options
  - Simply moving what one does in-person to online
  - High-stakes evaluations
  - Scaling without building in small-group work
- Enabling Student Success
  - Student academic support services (e.g., academic advising) available online.
  - Increasing capacity in student-wellness services.
  - Initiatives to promote a sense of belonging (e.g., “2020: The Course”)
  - Community engagement to promote a safe environment (e.g., The Husky Pack)

# Conversation with the Committee

# Thank You

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- COVID-19 Sector Information
  - <https://councilofpresidents.org/novel-coronavirus-covid-19-information-resources/>
- Council of Presidents Website
  - <https://councilofpresidents.org/>
- Twitter: @CouncilofPresWa



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