

Overview and Update: Instruction and Student Support Covid Task Force

Membership: Instruction and Student Support Covid Task Force

Co-chair, Emeritus; Louis Hunt, Senior Vice Provost, Enrollment Management and Services (retires July 1, 2021)
Co-chair, Donna Petherbridge, Associate Vice Provost, Academic Technology, DELTA
Co-chair, Charles Clift, University Registrar
Molly Fenn, Teaching Professor, Assistant Department Head and Coordinator of Classroom Instruction, Mathematics
Karen Young, Assistant Dean and Director of Undergraduate Programs, CHASS, Psychology
Lina Battestilli, Teaching Associate Professor, Department of Computer Science
Paul Williams, Professor of Accounting, Graduate Faculty, Faculty Senate
Stacy Nelson, Interim Associate Dean for Diversity and Inclusion, Professor, College of Natural Resources, Faculty Senate
Jerome Lavelle, Associate Dean, Academic Affairs, College of Engineering
Jane Lubischer, Associate Department Head, Biology, Teaching Faculty
Lisa Zapata, Sr. Associate Vice Chancellor, Division of Academic and Student Affairs, DASA
Bret Smith, Sr. Assoc. Dean, Curricular and Academic Affairs, DASA
Mark Newmiller, Director, Disability Resource Office
David Ladrie, Assistant Director for Learning Space Support
Diane Chapman, Teaching Professor & Executive Director, Office of Faculty Development
Lian Lynch, Assistant Dean for Student Administration and Academic Affairs, The Graduate School
Tae John, Director, Educational Support Services, College of Veterinary Medicine/Campus IT Directors
Rob Rucker, Chief Strategist for Student Success, Libraries
Deveshwar Hariharan, Student

Sheariah Stevens, Student
McKenzy Heavlin, Student Body President

Focus

We have been asked to focus the scope and direction of our conversations to respond to this question:

“What were the key adaptations made to instruction and student support in the past year that we should adopt permanently to positively impact student success?”

Meeting Information: Instruction and Student Support Covid Task Force

Group is currently meeting every Friday morning for one hour via Zoom through the end of July. July 2, July 9 and July 16 our meetings have us working in the subgroups noted below to brainstorm/write in depth about each of the categories mentioned below. July 23 we hope to come together with largely finished subgroup sections and plan to write the final report from there.

What are we up to?

After several meetings that have involved (a) task force members bringing suggestions back from their constituents and (b) brainstorming by the task force members, we are finding that the recommendations/lessons learned are grouping into the following categories. (A few examples are included to help clarify these categories; these examples are simply that, examples of what might fall under a particular category):

- Best practices for teaching and learning
 - Example: Just in time/regular technology training and support options for instructors; equipment for both instructors and students
- Policies that may be considered in support of student success
 - Example: consideration of whether or not the enhanced S/U grading should be a future option in given situations, perhaps implemented in a different manner
- Technologies that support teaching and learning
 - Example: continue availability of lecture capture in more spaces; create hyflex rooms for meetings/groups
- Student Success Business Practices
 - Example: continuation of a secure telehealth option for students who need counseling or a medical consultation, remotely
- Course delivery options
 - Example: discussion of having more flexibility in course offerings for students that range from online to hybrid to face to face

Who has the task force talked to so far, and/or gotten data from to date?

- Faculty Senate. There were a few questions from the Faculty Senate survey earlier this year (n=655) that had responses relevant to the work of this group that we've looked at. Specifically there was a question about what was learned during COVID that faculty would want to keep, and we are using the themes that emerged from that response as a touchpoint. A few of the themes from this survey are below:
 - Need help with student engagement, support and training with tech, converting content to online, supporting and connecting with students, managing testing/cheating/assessments; dealing with labs, need reliable internet and equipment that works remotely
 - Keep virtual participation for meetings, conferences, office hours; allow more remote working for faculty and staff
- Student Senate. The Student Senate conducted a survey with around 225 student response. Several of the top key theme takeaways from these students included:
 - Keeping the S/U and drop policies
 - Having hybrid options for courses
 - Having access to recorded lectures
 - Having access to more online classes (by choice) to take if they want to
 - Keeping Zoom office hours as a way to work with instructors
 - Keeping the availability of counseling/mental health checks online and in person, and doing it more often
 - Student emergency fund
 - Ordering food via GrubHub
 - Get rid of: face coverings, only online classes, condensed academic calendars
- Each task force member has connections to various places on campus, and through those connections, we've gotten feedback from and/or have scheduled to get feedback from:
 - [College of Sciences Inclusive Excellence discussions](#)
 - Campus IT Directors
 - DELTA Staff (analyzing support calls/data from this past year)
 - Academic Community Partners meeting (includes OIT, Office of Faculty Dev, NC State Libraries & DELTA staff)
 - Academic Associate Deans
 - Women in Tech community
 - Education Technology Committee
 - COE Teaching Professor Community
 - Staff Senate
 - UCCC chair elect and OUCCAS
 - Evaluation of Teaching Committee
 - Classroom Technology Working Group
 - Math department instructors (faculty and TAs) and grad students
 - Graduate Student Association (exec board)
 - Graduate Operations Council

Is your task force making decisions, or recommendations? Some faculty are concerned about the quick timeline given to this task force, as a lot of faculty cannot be involved with this discussion right now because they are not here during the summer.

We agree, the timeline is fast and we are a bit pandemic fatigued and ready for a break as well. We view our role as one of making suggestions and recommendations from what we are hearing that will need to be vetted by others before moving forward. Especially in the area of policy suggestions or changes to academic schedules, suggestions will need to be reviewed and discussed through governance processes that are already in place. There will be some recommendations where senior leadership in a particular organization could go ahead and decide whether or not to continue a service started during COVID that supports student success; [an example of this is the secure Telehealth/Telemedicine option now available for students](#). Rather than going back to only face to face options for counseling/health check ins, this option may be viewed as a student success business practice that DASA wants to keep. Another example would be the availability of the [expanded lecture capture available for instructors who want to use it in their classes](#); instructors are able to opt out if they do not want to use lecture capture; the technology is now in place for all 110 Classrooms.

How can I provide feedback?

Email financeandadmin@ncsu.edu (yep, this email may not seem to be a match for the name of the task force, but feedback about lessons learned during COVID are currently going to this shared account for several of the task force groups).