Drexel Family Association

Meeting minutes 11/17/20

Attendees: Kaitlyn Delengowski, Director of Special Events for Enrollment Management and Student Success, Lisa Daughen, DFA Chair; Debra Steinberg, Jonathan Bloom, Stephanie Seely, Patty Gallagher

Special Guest: Dr. Erin McNamara Horvat, Senior Vice Provost for Faculty Advancement and Undergraduate Affairs

Agenda

- Virtual student engagement and programming
- Winter 2020 update
  - Family webchats
  - Winter welcome programming
- Drexel Family Portal
- Chairperson, election/transitions

Dr. McNamara Horvat

Teaching and Learning Center provides professional development opportunities and support for University instructors to improve student learning and enhance their teaching. Director Johanna Inman hired 1 year before pandemic, has a background in online education.

- Over 1000 faculty have attended workshops directed towards the online pivot. Roughly half of these were delivered from the Teaching and Learning Center while the other half were delivered by the Online Learning Fellows
- Cultivate a culture of curiosity, energy and value in teaching
- Blackboard (learning management system) assist faculty w/ becoming more comfortable with organizing and presenting in a virtual environment
- Pandemic shines a light on where work needs to be done
- Spring – survey of students (20% response rate) > feedback informs changes that need to occur
  - what was working (technology, learning), what was not (students missed engagement factor) > suggestions to faculty: use breakout rooms, show up early.
  - Surveys for students every quarter, considering texts, tweets for better response rate
- Drexel Online would typically take 6 months to prepare - Videos, live/external context, hands on exercises > condensed into a necessary shorter time frame
- Partnered with Westphal College to create 3 part series (Online Short Course) How to do online teaching, how to use virtual environment better, how to engage students, how to present different materials, how to teach asynchronously, how to use chat effectively, etc.
- Teaching and Learning Center has a book group (currently reading Minds Online: Effectively Teaching with Technology) how to employ in classroom, how to talk about difficult topics in a virtual classroom
- Support for faculty: Coordinated efforts with Instructional Technology, Information Technology, Teaching and Learning Center, Online Learning Counsel to support synchronous learning for faculty as well as on-demand videos for faculty to access as needed.
- University has invested in 20 carts with cameras to enable teachers to be seen while showing work at same time. Can be taken into the labs to facilitate visual needs for online learning
Feedback from students (every quarter), originally targeted to effectiveness of technology use, but learned that engagement and connection was lacking. Some elements of online learning will inform in-person learning as well, i.e. success of virtual office hours.

Resources for students who struggle with online learning

- University will help to connect students with the proper resources through CLASS – Center for Learning and Academic Support Services.

Resources for students in need of emotional/mental support

- Good pedagogy involves checking in with students.
- Have reached out to Subir Sahu, head of Student Life and Annette Molyneux, Director of Counseling and Health to:
  - Provide guidance to faculty for how to be on alert for signs that students need support.
  - Develop workshops on engagement from a mental health perspective, how to keep students engaged and active in class.
  - Critical to train faculty on how they can recognize students’ needs when they only have access to them via zoom.
- Office of Counseling and Health Services
  - 7 Cups is an online service that connects students with trained Drexel “listeners” who help provide emotional support for non-crisis issues, though a free 24/7 peer-to-peer anonymous online chat function.

Kaitlyn Delengowski, Director, Special Events, Office of Student Success

Virtual Student engagement programs

- Focused on creating “community”
- Welcome Week – 350 programs offered virtually throughout the week (fun as well as informational, such as Drag Queen Bingo with prizes, Learning to do a Zoom interview, Best practices for taking a Zoom class), webinars/info sessions on getting involved in virtual spaces (challenges exist in getting students to take advantage of these).
- After Welcome week, transitioned to a campus engagement team
  - Virtual involvement organization fair
- Colleges, Student organizations will host events and/or weekly Zoom drop-in hours.

Winter return to campus, freshmen

- Some students deferred to a winter start.
- Residence halls, single occupancy (50% capacity).
- Winter Welcome Back – virtual and small group in-person events to connect students/Capstone event daily.
- Instead of in-person information tables for groups, will have organized campaigns of information on Family Portal: Drexel Family Association, Public Safety, Walking Escorts, Guardian app, Support Services, Dining, Housing, etc.

Peer to peer engagement

- Student organizations are the best place for peer-to-peer connections.
• Some of the colleges have peer mentoring programs
  o Students often identify more with their individual colleges than the University as a whole
• Orientation leaders to act as resource guides for new students

Counseling Center

• Daily drop-in Zoom hours
• Same day support services
• The Center will offer same day appointments for Finals Week, Dec 7th and again the weeks of January 4th and 11th. Students are free to email the Counseling Center at counsel@drexel.edu to set up an appointment. Currently, the Center is offering triage appointments for students to meet with a Counselor, as well as urgent appointments should a student need immediate attention.

Communication

• Students
  o Mario’s Wednesday Word emails go out to students weekly (to 19,500 students who have signed into Dragon Link, the hub for student life and organizations) detailing upcoming events such as Honor’s College read-along of Taming of the Shrew, Cook-offs, etc. The emails provide students with ways to get involved and stay involved while learning remotely. There are currently over 400 approved virtual events in DragonLink to keep students connected and to share ways to get involved. Students should check their inbox each Wednesday for upcoming events, announcements, free ticket opportunities, student organization highlights, special programming, discounts, etc.
  o
• Parents
  o DFA Facebook
  o Family Portal
    ▪ 25,000 parents registered
    ▪ Can monitor and determine which topics are of most interest to the Drexel community
    ▪ Piloting adding moderators from different areas of school to write posts
  o Drexel Family Web Chats
    ▪ https://drexel.edu/fye/summer/family-web-chats/
    ▪ Public Safety, Walking Escorts, Guardian app, Support Services, Dining, Housing, etc.
  o Emails from President Fry
    ▪ Can monitor with click rates – how many people have opened emails

Seeking new DFA chairperson (Lisa is graduating 😊😊)

Next meeting – Tuesday, January 19th?