

# CHANGING STUDENTS, CHANGING SERVICES:

## THE IMPACT OF COVID AND DELIVERY OF SERVICES.

Connie Hanel, MSEd

and

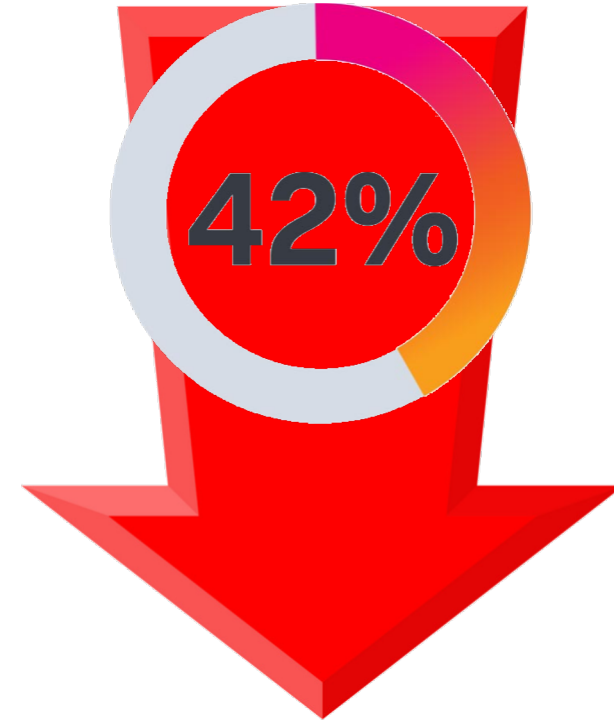
Craig Mathis, MBA

# Setting the Stage

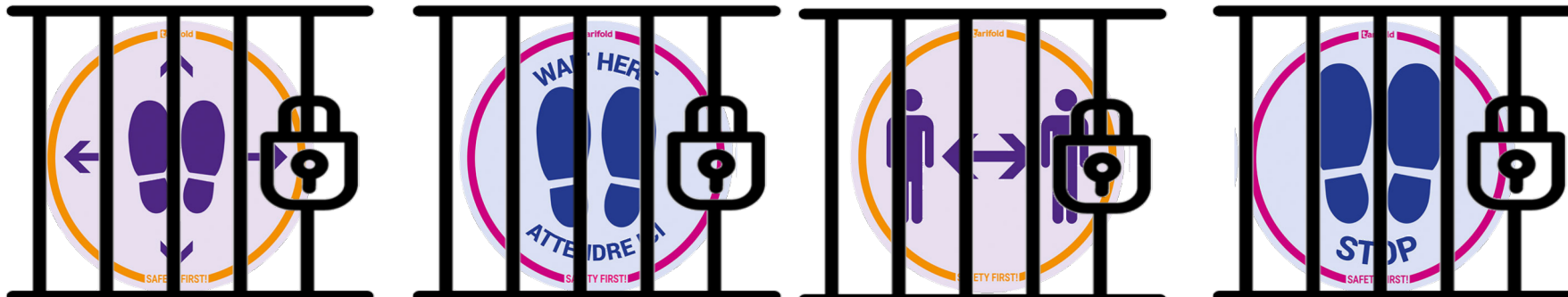
COVID's Impact

# COVID-19's Impact on College Students

- **Undergraduate enrollment fell 2.5%** for fall 2020. Forty-two percent of **students** said staying motivated to do well once **courses moved online** was a major problem for them.
- ... Back on campus, thousands of **students have** been punished for breaking **COVID-19** social distancing rules.  
Dec 15, 2020



Coronavirus Impacts on Students and Online Learning ...<https://bestcolleges.com> ›




# Differences in Higher Education


## Positive changes

- Professors are becoming more proficient with online learning



- Colleges and Universities have invested in online resources
  - Material is updated due to reformatting for online
- 
- An illustration of a person with glasses and a white shirt sitting at a desk with a computer monitor. The person is pointing at the screen. There are several documents and a yellow pencil on the desk. The background is red.
- Business as usual is not business as usual
  - Exams and testing are being reformatted

## Hurdles

- Lack of connectedness to the process
- Decrease in revenue 
- Increasing mental health concerns
- Learning disabilities are magnified
- Incoming students have increased deficits as a result of K-12 online COVID learning
- Poor work/life balance – ON CALL



“It quickly became evident that students needed to be in contact with their advisors more than ever. “

<https://www.insidehighered.com/advice/2020/06/16/importance-academic-advising-during-and-after-pandemic-opinion>

**Academic Advising in a Pandemic and Beyond**

Given academe will probably change fundamentally in the future, academic advising should clearly reconsider and define its role, writes Eric R. White. By [Eric R. White](#) June 16, 2020

# Brief Data



# Loss of Math Skills K-12

$2+2=?$

“Students on average could lose five to nine months of learning by the end of June 2021. Students of color could be six to 12 months behind, compared with four to eight months for white students (Exhibit 6).”

- Students coming with greater deficits
- Students of color face greater deficits from the pandemic virtual learning

According to McKinsey & Company, students can get “caught-up” in these shortfalls by engaging in tutoring 45-50 minutes a day in math or with Acceleration Academia.

Different learning scenarios significantly impact the scale of learning loss.

Estimated loss in mathematics learning from March 2020 to June 2021

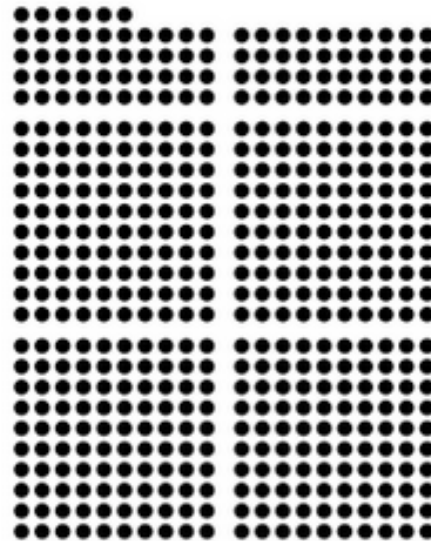
No progress: Learning loss as in spring

< Prev

01 — 04

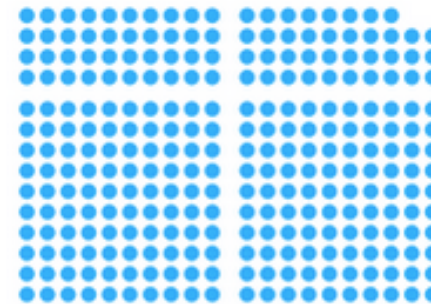
Next >

12–16 months



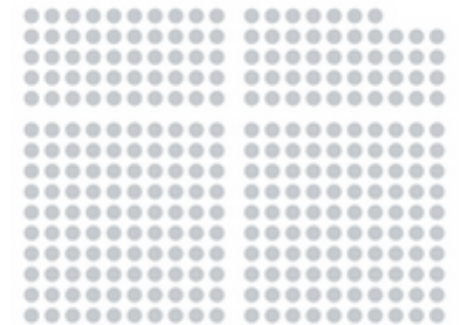
Students of color

5–9 months



White students

10 months



Average overall

● 1 school day lost

Source: Online charter school study 2015, Center for Research on Education Outcomes (CREDO), Oct 2015; Curriculum Associates i-Ready Assessment data; Public US district reopening analysis by select characteristics; US Census data, Oct 2020

McKinsey  
& Company

# Loss of Math Skills K-12

Significant investments will be required to catch up on lost learning.

How will this impact our incoming students?



How can we prepare for these deficits?



McKinsey  
& Company





# Options





# Introduction Referral

## Connection to Services



### Email Template:

Hi Connie,

I would like to introduce you to one of my students that would benefit from the resources of the ULCC, Undergraduate Learning Community.

Name:

Person Number: 1234567

Area(s) that would be beneficial:

Can you recommend something that would be beneficial and help?

Thank you,  
Jessica

**Jessica Powel**  
Academic Advisor



**61% of student referrals improved**

**93% of students that engaged in services improved**

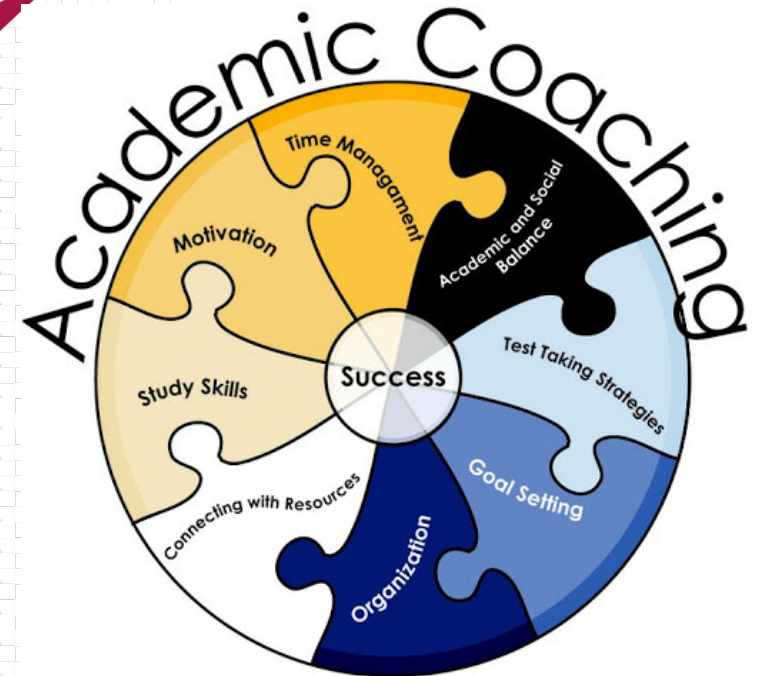
# General Outreach VS Value-based Outreach



How  
are  
you?



Did  
you  
know?





# Group Advisement

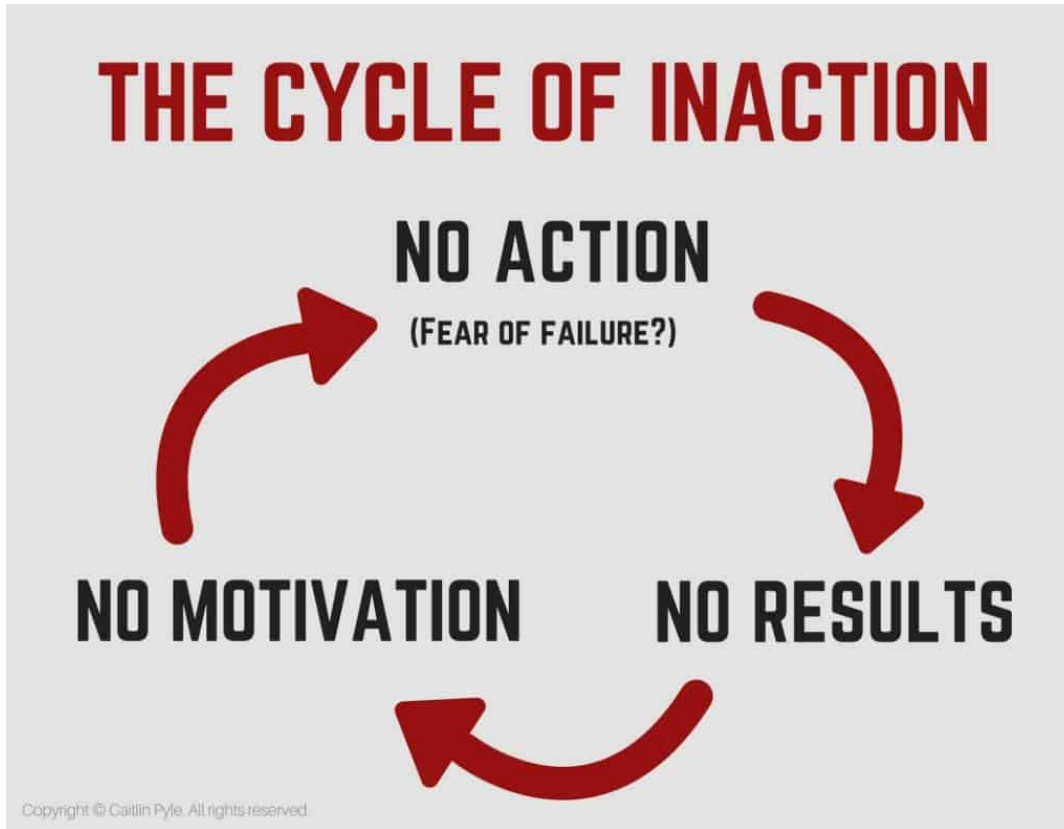
The Good...



The Not So Good...



# It's Electric: Evidence-based strategies for successful remote advising



# Opinions



- Craig Mathis – Academic Advisement

- Connie Hanel – Student Support Services

## COVID Facade



inco.sqll0tso0

- Group Advising
- Best Practices:
- UDL - Universal Design for Learning
- OLC – Online Learning Consortium
- Engagement and assessment
- POD Network
- Student Connections who are they?



- Pre-COVID, COVID, Post-COVID
- Learning disabilities
- Mental health
- Amplify pre-existing problems
- Resignation/drop/add

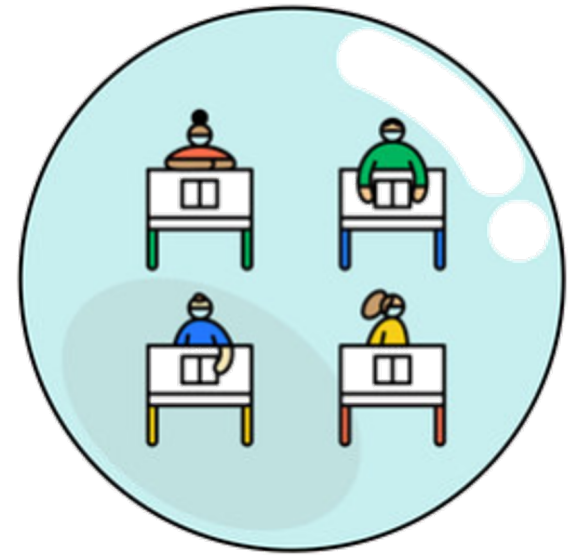






# In a Nutshell...

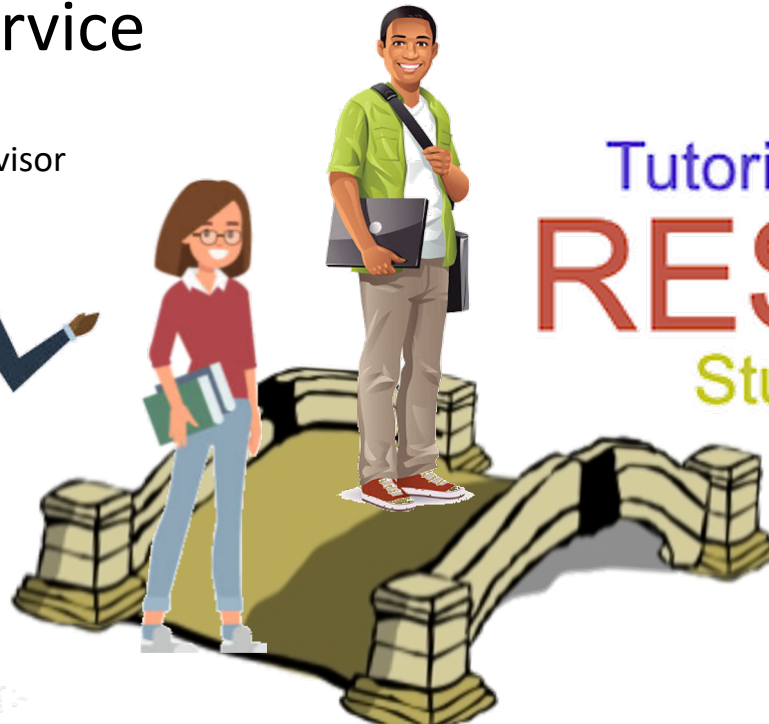
- Documentation
- Introductions and referrals
- Meet where they are
- Achieve buy-in
- Practice developmental advisement



You, the advisor, are a contributor to education not a customer service representative.



Academic Advisor



Library  
Scheduling  
Learning Syllabus  
Tutoring Registrar  
**RESOURCES**  
Study Financial-Aid  
Math Learn  
Professor Strategy  
Tracking



What changes since COVID do you like?

What changes have made Advising more difficult?

What systems prior to COVID do you miss?

Step 1

[Empty rounded rectangular box for notes]

[Empty rounded rectangular box for notes]

[Empty rounded rectangular box for notes]

Drop/add results

If you had a Magic Wand, how Would you change your advising systems post COVID?

Step 2

[Large empty rounded rectangular box for notes]

## In Conclusion:

- Connecting Students to Support is critical
- Reproducing what worked
- Create scalable systems

## Question Time

Library  
Scheduling  
Learning Syllabus  
Tutoring Registrar  
**RESOURCES**  
Study Financial-Aid  
Math Learn  
Professor Strategy  
Tracking



# Sources

<https://www.mckinsey.com/industries/public-and-social-sector/our-insights/covid-19-and-learning-loss-disparities-grow-and-students-need-help>

COVID-19 and Learning loss- disparities grow and students need help

December 8, 2020

By Emma Dorn, [Bryan Hancock](#), [Jimmy Sarakatsannis](#), and Ellen Viruleg

<https://www.insidehighered.com/digital-learning/article/2020/10/27/long-term-online-learning-pandemic-may-impact-students-well>

## **Moving Into the Long Term**

With some colleges and universities planning to continue online learning into the spring, students are now looking at over a year of learning from home. How will their well-being and academics be affected?

**By**

[Lilah Burke](#)

October 27, 2020

<https://www.insidehighered.com/digital-learning/article/2020/10/06/covid-era-experience-strengthens-faculty-belief-value-online>

Faculty Confidence in Online Learning Grows

**By**

[Doug Lederman](#)

October 6, 2020

<https://nudge4.org/nudge4-projects/remoteadvising/>

Evidence-based strategies for successful remote advising