Even though the COVID-19 crisis didn't affect operations and services until just before the beginning of the last quarter of the 2020 fiscal year, that impact was significant. Student Affairs was able to rise to the challenge of adapting services and programs to a remote setting and sustain many of the student centered, “high-touch” experiences Michigan Tech is known for. In all cases services, programming and outreach immediately shifted to a virtual format. Additionally, resources were adjusted or created to support the changing needs of our students and community.

While it may seem to fall to the wayside in the midst of a pandemic, a lot was accomplished the first eight months of the fiscal year. During 2019-20, Student Affairs areas primary focus centered around staffing, ongoing initiatives and programming, improving processes, and COVID response.

2019-2020 Accomplishments
Here is a selection of highlights from the division’s accomplishments for 2019-20.

Staffing
Career Services were able to accomplish a reorganization as well as hire and integrate three new staff members, all while Beth Williams transitioned into her new role as director. Joseph Cooper provided leadership as the interim director of Residence Education and Housing Services (REHS), with Matt Weekley coming on as director in March 2020. The Dean of Students (DoS) area (in collaboration with the Graduate School) developed and filled a new student support coordinator position staffed by Anna McClatchey that has provided a great deal of assistance with outreach and case management. The Center for Diversity and Inclusion (CDI) was able to strategically identify two graduate students to fill some needs in their area.

Continuous Improvement
The DoS area made significant revisions to the student withdrawal process, utilizing the LEAN process. International Programs and Services integrated the use of Google forms for better communication with their incoming students and revised the J1 visa process with assistance from Research. Student Leadership and Involvement integrated the “Paths” feature in Involvement Link to help students navigate their involvement experience at Michigan Tech. The Center for Student Mental Health and Wellbeing (CSMHWB) added a pre-appointment screening process that helps to track a student’s progress in treatment. The Wahtera Center was able to convert all existing Student Disability Services files from hard copy to electronic as well as move the orientation check-in location to VanPelt and Opie library.

Ongoing projects/programming
The DoS area and collaborators continue to make progress on the JED initiative with the creation of a JED campus website, environmental scans of the MEEM and Wadsworth Hall, and an updated and promoted Good Samaritan policy.

**COVID Response**
Student Affairs demonstrated their willingness to be adaptive and flexible during this stressful time. Areas and individuals collaborated across campus to strategically identify how to best serve and support students. Career Services provided both Instagram “Hot Topics” for students and virtual coffee chats with recruiters. IPS offered virtual monthly get togethers. REHS coordinated the daunting check out and refund process for residential students. SLI adapted the annual Student Leadership Awards to a virtual event. The Wahtera Center moved midterm and other outreach to virtual meetings, created a website for students dedicated to the transition to online learning and supported efforts through the CTL to provide online teaching methods to instructors and an online orientation for first-year students who enrolled in reduced tuition courses for the summer.

**2020-21 Goals**
*Highlighted are some of the planned goals for the upcoming year.*

**Ongoing Efforts**
ACC is looking to continue to increase the number of restorative group conferences, as well as develop additional outreach opportunities to educate the campus on restorative practices. The Wahtera Center will collaborate with REHS and the campus community to offer a staggered, sanitary and safe environment for new students and their families to check-in and move-in to residence halls. SLI plans to improve services, support and resources they provide to RSOs virtually and increase the advising support and development for Undergraduate Student Government. REHS plans to install and transition to housing management software and explore options that offer new, innovative residential experiences for students. Career Services plans to collect first destination date and increase their knowledge rate as well as make their website more user friendly by providing more concise information. The DoS area will continue progress on strategic plan items related to the JED initiative including the Be Well initiative and continuing the environmental scan.

**New Initiatives, Programming and Services**
ACC plans to partner with the Center for Teaching and Learning to develop a faculty learning community focused on creating a culture of academic integrity. CDI is planning to create workshops to provide a menu of options for students to engage in critical thinking on topics of social justice, develop a student diversity council and conduct a sense of well-being survey for underrepresented students that includes follow up with interviews and focus groups. The Wahtera Center seeks to continue to engage and support our first-gen students with intentional focus on their needs through data collection and review, creating an advisory group and hosting a day of recognition. The CSMHWB plans to complete the IRB process in order to share de-identified data with the Center for Collegiate Mental Health to allow for valuable comparative
opportunities and to focus on a comprehensive model for year-round outreach initiatives that encourage physical and mental well-being. SLI is looking to develop increased opportunities for leadership development programming that include short, mid-range and longer term commitments. REHS will manage a residential isolation and quarantine process that is empathetic to student need and responsive to mitigating the spread of COVID-19. Career Services will pivot the fall and spring career fairs to virtual events. DoS will work with University constituents to provide support to our students through the pandemic. IPS plans to develop and implement a comprehensive professional development plan for