# SBCTC COVID 19 Survey Response

March 22, 2020

## Business Affairs Commission survey [22/34 colleges responded]

**For spring quarter, how are you handling fees for face-to-face classes that will move online as a result of the governor’s proclamation?**

*Virtually all colleges are not charging online fees for classes that are being moved to face-to-face. Some colleges are still deciding how to proceed on fees.*

**Which core functions will you physically continue on campus for spring quarter (for example, maintaining a skeleton crew for library services, financial aid, the business office)?**

*Every college is running a skeleton crew for “core functions,” which are commonly considered financial aid, admissions, cashier and registration, maintenance, grounds, custodial and security. All colleges are attempting to shift as many services online as much as possible in order to limit a physical presence on campus. In the cases where they cannot go online with a service, many colleges are providing those services within reduced hours or by appointment with social distancing observed.*

**What extra steps, if any, (e.g. limiting open for service hours) are you taking for the core functions that will continue?**

*Most colleges are doing the following: shortening business hours, limiting access to buildings, increasing cleaning regiments, and providing services by pre-arranged appointments.*

*One college is conducting wellness checks prior to on-campus appointments.*

**How are you supporting faculty and staff with technology and network needs? Are you experiencing network slowdowns because of additional load?**

*Almost all the colleges are offering training / professional development for online teaching; purchasing of additional laptops, hotspots, webcams, headsets, and licenses for meeting software like Zoom; and preparing faculty and staff with VPN access.*

*Very few colleges are experiencing network slowdowns but many are bracing for such an event once spring quarter begins. One college noted that they were not experiencing a slowdown in their network, but mentioned an increase in infiltration attempts.*

*One college reported hiring an instructional designer as a way to support faculty moving their coursework to an online format.*

*Two colleges are considering collaborating with local businesses and governments in rural areas to provide internet access for student use.*

## Instruction Commission survey [20/34 colleges responded]

**Are you experiencing complications with programs that are dependent upon external accrediting bodies or other agencies, such as the American Dental Association or the Department of Health?**

*Nearly all professional technical programs would like to see accrediting bodies allow more simulation experience in lieu of clinical or hand-on experiential learning. The two most challenging areas are aviation programs and allied health programs, predominately nursing, dental and CNA.*

**Which core functions will you physically continue on campus for spring quarter (for example, maintaining a skeleton crew for library services, financial aid, the business office)?**

See above.

**Have you considered how you would offer prof-tech classes in the event of a shelter-in-place order by Gov Inslee?**

*In the event of a shelter-in-place order, most colleges are leaning toward cancelling prof-tech course for spring quarter with plans to resume instruction in summer quarter. Many colleges mentioned issuing incompletes for the students in this situation. In the event of an immediate shelter-in-place order, some colleges remain hopeful that they could “frontload” the verbal component of a prof-tech course and provide it online, and delay the hands-on component for after the order is lifted.*

**When is your start date for summer quarter?**

*Already shared last week.*

**Have your plans for offering a summer quarter been altered by COVID 19? If so, how?**

*Most colleges remain undecided about course offerings and instructional delivery modes for the summer quarter. One college mentioned that they will be moving all of their summer quarter offerings to an online environment. Two colleges mentioned moving their prof-tech offerings not completed in spring quarter to summer quarter.*

**Are your libraries open?**

*There is not consensus on whether to keep campus libraries open. Those colleges that have closed their libraries have referenced the Association of College and Research Libraries’ guidance document issued last week.*

## Student Services Commission survey [23/34 responses]

**Which core functions will you physically continue on campus for spring quarter (for example, maintaining a skeleton crew for library services, financial aid, the business office)?**

*Similar responses to answers noted by other commissions.*

**What plans (if any) have you made for commencement?**

*Many colleges acknowledge that they will need to postpone commencement or offer it in a virtual environment, while others are still waiting to make a decision. Out of 23 respondents, ten are considering postponing or planning to discuss postponement of commencement; five have not changed commencement plans; and three have considered a virtual option. The remaining colleges are delaying their decision until closer to the event.*

**Are your computer labs open?**

*The majority of colleges are keeping computer labs open but enforcing social distancing by closing every other computer station and cleaning between visits.*

**How are you providing access for low-income students, such as access to WiFi/computers, food pantries etc…?**

*The majority of colleges are helping low-income students in the following ways: purchasing of laptops/Chromebooks; making WiFi hotspots available; and providing access to the campus food pantry or mobile food bank service. Some colleges have been extending mini-grants to students through their respective foundations or student governments—mainly for groceries. One college extended the reach of their WiFi into their parking lots to help with student access concerns.*

**What are you doing with on-campus child care programs?**

*The majority of colleges that have child care centers are keeping them open. One college child care center is limiting its capacity and enforcing additional hygiene measures. Another college has closed its child care center but is reaching out twice a week to families with learning ideas to keep children and families engaged.*

**How are you supporting international students in general?**

*Many colleges noted that there is a decline in international student populations on their campuses. For those with international students, colleges are increasing their communication (with students and their families) and providing individualized services as needed (noting paperwork, tuition, and visa issues). One college developed an International Programs app that has helped keep students in contact with the colleges during this period of time.*

**How are you supporting international students in homestays and their host families?**

*Many of our international programs do not offer homestays. Of those that do, many colleges have increased their outreach and communication with their students. A small number have moved students out of homestay situations and into their own apartments as requested. One college is providing take-out meals for international students.*

# Innovative Ideas

**Libraries** – remove tables and chairs to create social distancing, allow access to every second or third computer, limit the number of students in small private study rooms.

**Core services** – offer by appointment only, limit office hours, concentrate activities to as few buildings or building areas as possible, restrict access to front door only, provide drop box for tuition payments, conduct wellness checks before appointments, create a virtual student services office using Zoom (with breakout sessions for individual support), rotate one onsite staff person for each function.

**Online teaching** – hire an additional instructional designer, use peer trainers.

**WiFi access** – extend reach to parking lots, ask larger businesses and local government offices to allow students to use their WiFi, provide a laptop to each student who needs one, along with five months’ free WiFi.

**Technology for staff** – create a drive through pickup process for faculty to get IT equipment and assistance.

**Food pantry** – provide pre-packaged bags at the pantry with social distancing observed, provide drive-up service for limited hours. At one campus, a food truck operated by the local food bank visits campus weekly.

**International** – work with students to maintain visa status, assure students they can continue their studies online if they return to their home countries, provide emergency financial assistance and delay tuition deadlines for students experiencing bank closures in their home countries, create a custom app for international students, conduct weekly Zoom group meetings.

**Childcare** – provide activities and meals for pickup during limited times, call families with activity ideas and support to keep them engaged.

**Commencement** – offer virtual ceremony and prepare graduation packages to mail to graduates with a cap, tassel, letter from the president and degree cover.