

*During the midst of the COVID-19 precautions, we want the entire Baylor community to know that our mission at the Paul L. Foster Success Center remains the same: **to empower students to strive toward academic excellence and exploration of calling while discovering and fulfilling their personal gifts.***

We are committed to continuing to offer our full array of support services to students and faculty. These services are now offered online using various tools such as Microsoft Teams, Navigate, Zoom, and WebEx. This document summarizes how each of our services will be provided during this time so that any Baylor community member can know how to reach us. We are all checking email regularly during working hours. Our websites are being updated regularly as well.

Please let us know if you have suggestions as to how we can run after the needs students and faculty have during this transition. We are open to any innovative, nimble approaches to fulfill our mission and the mission of Baylor University!

-Your Success Team

ACADEMIC SUPPORT PROGRAMS

Strategic Learning 1200:

- Instructors are working with students via Canvas
- Instructors have amended syllabus and final grade rubric
- Instructors plan to provide assignments, exercises, journal entries, etc. that can provide support for students in the online learning environment

Supplemental Instruction:

- SI Leaders have contacted the professor, assured them of SI support, asked for suggestions in adjusting SI to be in sync with delivery of new course material
- SI Leader will attend class sessions remotely; will send students a follow-up guide to key points in the lecture; will provide a worksheet, exercise, and/or practice guide that helps student review and work with the material
- SI Leader will hold office hours and otherwise answer student questions about course materials

Academic Mentoring:

- Weekly Mentor meetings to continue: first week through email, then moving to video calls using Microsoft Teams
- Each Mentor will have a Canvas page to distribute helpful information and monitor academic progress and status of mentees
- Ongoing monitoring of students of concern, addressing “online issues”

Academic Consultations:

- Students needing one-on-one help with online classes, academics in general, etc. will work with Staff through Microsoft Teams
- Any student can simply email Academic_Support@baylor.edu and request an appointment

Support for Students on Academic Probation:

- The program manager for Academic Resiliency, Amber Thompson, will contact each student enrolled in STL 1200 for a check-in
- Academic Action Plan will be emailed to the students. Amber Thompson will provide follow-up by phone and video chat.
- Amber Thompson available for academic counseling via phone or video chat. Any student may reach out to her by emailing Amber_Thompson@baylor.edu

Tutoring:

- Free Private 1-on-1 tutoring appointments for students begins on Wednesday March 25th. Students can make an appointment by responding to outreach from the tutoring office or go to baylor.edu/tutoring to find the “schedule an appointment” button. Actual appointments will be through Microsoft Teams
- Free Video tutorials available at any hour on our dedicated YouTube channel in 4 of our highest volume courses such as Calculus, Precalculus, Biology and Genetics
- Group Tutoring Sessions (Online) for additional high-volume courses like Calculus 3, Linear Algebra, Biology 1 & 2, Chemistry 1 & 2, Computer Science 1, Anatomy and Physiology 2, as well as Precalculus, Calculus, and Genetics
- Additional online resources outside the Baylor YouTube channel include links to existing helpful diagrams, videos, blogs, journal articles which will be on a webpage in our site. We will update it with content over the remaining class weeks as Tutors and professors make content known to us to add.

MCNAIR SCHOLARS PROGRAM

The McNair Scholars Program has virtually inducted the following 18 students into the program. Congratulations, new scholars! The new member orientation will be held online soon.

<ul style="list-style-type: none">• Victoria Anozie- Psychology• Triniti Armstrong- Mechanical Engineering• Vincent Bozinov- Neuroscience• Ryley Bruggeman- Anthropology• Erin Cleary- Health, Kinesiology and Leisure Studies• Nathan Cumberbatch- Neuroscience• Princess Dang- Political Science• Jennifer De La Fuente- Latin American Studies• Carla-Cristina Edwards- Biology	<ul style="list-style-type: none">• Gabriela Fierro- Environmental Science• Tierra Foley- Engineering• Kaylee Hogness- Anthropology• Melissa Leon Norena- Biology• Andrew Lindbloom- Anthropology• Sophia Lopez- Biology• Ethan Reyes- Math• Alexis Simmons- Physics and Math• Batool Unar Syed- Biology
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- GRE instruction for Juniors will continue as planned starting on March 26th but will move to fully online using Canvas and online Prep Program

- McNair Seniors will continue to have 1-on-1 meetings with the Director to discuss Graduate school offers using WebEx
- McNair Program will continue to host regular workshops and office hours to meet with students using WebEx and other online resources
- 2020 McNair Summer Research internship will take place on June 2- August 12
- Students are advised to continue to work with their Faculty Mentors to develop their summer research project.
- Research will be supplemented by online instruction, workshops, and meetings
- 2nd Annual Baylor University McNair Research Conference:
SAVE THE DATE: October 1-2, 2020

Financial Literacy Program:

- Baylor's new Financial Literacy Team sent out an online survey to over 2,000 Baylor Students prior to spring break:
- 84.74% of respondents show interest for 1-on-1 counseling sessions
- 64.61% of respondents agree that they would benefit from financial education,
- "Student Loans" was identified as the biggest financial concern of students followed by investing, no budget, credit card debt, personal debt, and other (in that order)
- Financial Literacy Coaches have transitioned to online to meet 1-on-1 with any Baylor student
- Coaches will also utilize "Financial Literacy 101" online program which includes hundreds of topics, videos, courses and interactive exercises that are tailored to the specific challenges of today's college student, to create a custom financial education plan for individual students
- For more Information please visit our website at www.baylor.edu/sfl or reach out to FinancialLiteracy@Baylor.edu

OALA

- 1 Staff member will be in the OALA offices M-F 8:30-4:30pm during the COVID-19 situation.
- All staff of OALA will be working remotely when not in the office. They will monitor email, voicemail and other communications.
- Staff will continue to meet with students virtually to complete intakes, etc.
- Provide support to faculty and students as they transition to the online environment.
- A set of resources for students and faculty will be posted to the OALA website no later than Monday afternoon.
- Email to all OALA students went out 3/20/2020 notifying students of how to access OALA services.
- Email to all faculty who have OALA students enrolled went out 3/21/2020 to remind faculty that they still need to provide accommodations and asking them to contact OALA with questions.
- OALA Testing Center is closed per the CDC recommendations, but Testing Center staff are working to support students and faculty as testing goes online. Questions can be directed to OALA_T@baylor.edu.

STUDENT SUCCESS INITIATIVES

- **Individualized student meetings:** All SSI team members are available to connect with students by email, phone and video meetings.
- **Baylor summer:** Virtual Dr. Pepper Hours with Baylor Summer information
- **First in Line:** FIL will be available to meet with students/prospective students via online platforms such as Zoom, Microsoft Teams, etc. This will can be arranged by setting up a meeting time via email. Will be conducting FIL individual student check-ins. First in Line Success Academy will be moving to virtual meetings. Peer Leaders will be utilized for additional outreach to connect with their mentees. FIL will maintain social media contact and updates for students and families. A FILSA pulse check survey was sent on March 19th to check in with students.
- **Not Yet Registered:** Outreach to students with registration holds to try to get ahead of curve. Outreach to students who have let us know they don't plan to return next semester and confirm when might be the best time to contact them if they are planning to return at some point.
- **Pre-Law:** Pre-Law advising is continuing. All students have been advised of this, details of how to seek video advising and have also been invited to join a Microsoft Teams PL group. Class will continue as normal, via a video conference format (Zoom). In order to make relevant information accessible to the student cohort and to help in the retention efforts for the incoming class, Pre-Law is putting together a plan for increased social media presence.
- **The Store:** The Store remains open 8 am-5 pm, Monday-Friday, but is now located in the lobby area of the McLane Student Life Center (SLC). Students who have recently utilized The Store were notified of our continued services email, text, and through social media posts.
- **Student Success Stories Podcast:** This excellent resource continues to be available online to anyone.
- **Transfer Student Success:** Intentional transfer check-ins and outreach taking place. New Student Experience Transfer class will be conducted via virtual meetings and a weekly reflection. Recruiting students to apply for transfer leadership roles will continue this spring via Zoom and Canvas.
- **VETS:** Please let any military affiliated student know that Kevin Davis and his team are prepared to support them during this time. VETS concerns are being compiled and actively responded to. Kevin Davis will be available for virtual meetings using our VETS Online Community in Teams. Using screen share he can continue to assist with VA Claims, navigating resources and Baylor systems, etc. Will be closely monitoring VA Legislation as it affects our students' GI Bill benefits and sending updated information. Staying active on the various channels and seeking out and sending resources pertaining to each channel (employment, financial support, VA Benefits, etc.). Will be working to gather latest VHA news and information on how our vets can continue to navigate their VA Health benefits and hospital appointments with all the changes. Work with VA Work-study student workers to assign various tasks they can perform remotely (website updates, wellness resources for remote learning, etc.). We will also be working on a virtual replacement for honoring individuals who would have been honored at our cancelled VETS End of Year Banquet.

Services for Staff & Faculty

- **Navigate:** A banner has been added to Navigate to inform students that all appointments will be held via phone, email or video. Webinars for different component of Navigate are in the process of being created, especially how to use new features available for virtual meetings. Virtual Check-ins for questions, key trainings, etc. Create Microsoft Team for the Squad for quick questions, sharing best practices across Navigate locations.
- **New Student Experience Spring Faculty Workshop:** Prepare virtual content to be delivered in place of in person workshop.
 - Developing lesson plan resources for new NSE goals.

- **Progress Reports:** Faculty will have the ability to submit progress reports through Navigate.

Campus Collaborations: *Know that our staff stands ready to consult and collaborate with student leaders and campus partners as we seek to support our students as they finish the semester strong in an online class environment.*

- **Student Government Leaders**, March 17: meet with Student Government leaders to collaborate on outreach to students.
- **NSE Advisory Council**, March 26: meet with 30 committee members via Zoom or Microsoft teams.
- Virtual recruitment in collaboration with Admissions will continue as needed including Transfer Friday, prospective student meetings, etc.
- April 1st **Navigate Baylor** planning retreat will be held virtually including a time for students to give feedback and interact with the new app virtually.
 - Facilitate *Resource Document* by creating Qualtrics Survey.
- **New Student Experience Fall Premier Campus Collaborator Session:** In the process of converting this in person large group session that was scheduled for early May to a virtual format.

Intentional Outreaches: Our SSI team will be internationally outreaching to students who could benefit from a higher level of outreach and service. Each week the team will be focused on new outreach plans.

- March 20-24: Triaged outreach to student populations who have not responded to initial outreaches; Transfer, First Gen, Probation, etc. Goal to check in to ensure students have what they need to be successful as they enter the on-line class environment.
- Additional outreach ideas: Outreach to students who expressed a low connection to Baylor via New2BU. Outreach to students who are not engaging with Canvas/other online learning platforms.

UNIVERSITY ADVISEMENT

- Reassure students that excellent advising services and timely responses will continue in this remote environment.
- All UA staff are working remotely or in the office on a rotation basis..
- **Advising appointments** will be conducted using a stand-alone **WebEx** tenet which includes a “personal meeting room” to advise each student as well as a “private waiting room” feature for students who may call during an in-progress appointment.
- **Navigate campaigns to schedule advising appointments** with instructions in the invitation that the meeting will be conducted virtually. Once students accept the appointment, they will receive a separate invitation to the WebEx appointment. Students who are not equipped to use the camera feature will be advised by phone and special arrangements for email only will be used for students who need that option
- **Drop/add requests** will be handled via email with a phone or WebEx conversation if needed. The information required to approve a drop or add will be transmitted via email. If a student has the ability to respond with a signed form, UA will proceed as normal (set flag in UAS or forward form to Registrar’s Office). If not, the student will be allowed to acknowledge understanding via an email message and the advisor can proceed.
- **Changes of majors** will be handled as advising appointments.
- In addition to scheduled appointments, Drop/Add and Change of Major requests, University Advisement will continue to respond to students’ general questions on an as needed basis. Consult the Website or feel free to direct inquiries to the department email: university_advisement@baylor.edu.