

**President's Report
College Council**

October 28, 2020

Anthony E. Munroe, BMCC President

College Town Hall, October 8

BMCC President Anthony E. Munroe spoke to more than **350 college community members** during a college-wide virtual Town Hall that was live streamed from BMCC's Theatre 2 on October 8.

Student Town Hall, October 14

On October 14, BMCC students were given the opportunity to meet BMCC President Anthony Munroe and other members of the BMCC Cabinet during a virtual Student Town Hall on Zoom. More than **200 students and BMCC community members** attended.

Updates

- BMCC's **Panther Pantry** is now available to all CUNY students.
- College plans expansion of Mental Health services for students through CARES Act funds.
- BMCC has distributed:
 - **\$712,893** to students this month from CARES discretionary funds (All CARES Act funds have been dispersed for student relief).
 - **\$198,645** to students from the Student Emergency Relief Fund (funds, which include Robin Hood and Petrie Foundation support, were distributed for the period of July 1 – October 28, 2020).
- At this point, **Spring 2021** will be primarily virtual / online with limited, select in-person / hybrid courses.



#MaskUpCUNY



Updates

- Health, Safety, and Well-being continue to be a top priority. **THANK YOU** to everyone, especially our *Essential Workers (Buildings & Grounds, Public Safety, etc.)*.
- Visit the **COVID Dashboard for BMCC** to learn about self-reported cases and data on services provided to the campus community.
- Participate in CUNY's **#MaskUpCUNY**. Share your photos wearing your mask on social media.
- NYS continues to withhold 20% of funding (state has a reported \$14.5 billion deficit).
- Student Account collections and Bursar holds have increased significantly.
- Enrollment is down.

Strategic Planning: Rapid Response Enrollment Management Steering Committee

Experiences with the Transition:

- Feel connected to other students – **67% Disagree**
- Feel like a member of the community – **63% Agree**
- Concerned I won't have enough food to eat in the next 30 days – **26.2% Agree**
- Concerned I won't be able to afford housing in the next 30 days – **32.9% Agree**
- Difficulty maintaining employment – **69%**
- Getting help completing assignments – **58%**
- Most effective communication – **VPSA, Chancellor, Interim President**
- BMCC provided me everything I need to complete my coursework – **80% Agreement**

Source: BMCC Student Transition Study

Strategic Planning: Rapid Response Enrollment Management Steering Committee

Every support service used was down:

- Tutoring/LRC – **29% to 11%**
- Advising – **52% to 36%**
- Library – **54% to 14%**
- Career Development – **11% to 4%**
- Counseling – **14% to 7%**
- Registrar – **28% to 12%**
- Bursar – **29% to 9%**
- Financial Aid – **42% to 22%**
- Health Services (Nurse) – **4% to 1%**
- Office of Accessibility – **7% to 3%**

Source: BMCC Student Transition Study

Strategic Planning: Rapid Response Enrollment Management Steering Committee

Experiences with the Transition:

- Prior to this semester I used Blackboard – **93% Yes**
- Prior to this semester I used Zoom – **62% No**
- My classwork increased after the transition – **49% Agree**
- Before the transition, what percentage of students had enrolled in online courses – **41%**
- Percentage of students more prepared for online courses after the transition – **68%**

Source: BMCC Student Transition Study/Hope College Study/CUNY COVID-19 Need Survey

Strategic Planning: Rapid Response Enrollment Management Steering Committee

Insecurities

- Approximately **50%** were Housing Insecure
- Approximately **50%** were Food Insecure
- Approximately **20%** experienced homelessness
- **70%** experienced some combination of the three

Impact of COVID-19 on Basic Needs

- Need for food increased after COVID-19 – **49%**
- Need for housing support increased after COVID-19 – **37%**
- Need for utilities support increased after COVID-19 – **45%**
- Need for general living expenses support increased after COVID-19 – **59%**

Source: BMCC Student Transition Study/Hope College Study/CUNY COVID-19 Need Survey

Strategic Planning: Rapid Response Enrollment Management Steering Committee

Private sector jobs in New York City fell by 583,800 over-the-year to 3,478,800 in September 2020. Losses were widespread:

- Leisure and hospitality (-225,800)
- Professional and business services (-98,500)
- Trade, transportation, and utilities (-93,600)
- Educational and health services (-71,200)
- Other services (-29,500)
- Financial activities (-25,300)
- Natural resources, mining, and construction (-19,500)
- Manufacturing (-12,100)
- Information (-8,300)

Source: New York State Department of Labor

Strategic Planning: Rapid Response Enrollment Management Steering Committee

Although still **14.4 percent** below year-ago levels, the labor market data for September reflect a resumption of economic activity that had been curtailed earlier in the year due to the coronavirus (COVID-19) pandemic.

The city's private sector rate of change (**-14.4 percent**) compares to a **12.1 percent** drop for the state and a **6.9 percent** decline for the nation.

The city's seasonally adjusted unemployment rate was **14.1 percent** in September 2020, a decrease of **1.9 percent** from August and a rise of **10.4 percent** from September 2019.

Source: New York State Department of Labor

Unemployment Trends: 2019 vs. 2020

Age and sex	Total		White		Black or African American		Asian		Hispanic or Latino	
	3rd Q 2019	3rd Q 2020	3rd Q 2019	3rd Q 2020	3rd Q 2019	3rd Q 2020	3rd Q 2019	3rd Q 2020	3rd Q 2019	3rd Q 2020
Total, 16 years and over	3.7	8.9	3.4	7.9	5.6	13.2	2.8	10.6	4.2	11.2
Men, 16 years and over	3.5	8.4	3.1	7.4	5.9	13.8	3	9.6	3.7	10.2
Women, 16 years and over	3.9	9.5	3.7	8.6	5.4	12.7	2.5	11.6	4.8	12.5

Source: U.S. Bureau of Labor Statistics

Strategic Planning: Rapid Response Enrollment Management Steering Committee

BMCC Students Needs – Employment

- Temporarily terminated or laid off due to COVID-19 – **25%**
- Permanently terminated or lost position due to COVID-19 – **13%**
- Unemployed prior to COVID-19, but looking for work – **30%**
- Lost a job due to COVID-19 or who were actively looking – **68%**

Source: CUNY COVID-19 Need Survey

Strategic Planning: Rapid Response Enrollment Management Subcommittees

Reports

- **Ensuring the Adequacy of Courses to Students**
- **Evaluating the Appeals and Financial Aid Processes**
- **Improving Communications to Faculty, Staff, and Students**
- **Enhancing Access and Student Experience**
- **Enabling Student Success**

Ensuring the Adequacy of Courses to Students

Co-chairs: Vincent Cheng, Eda Henao, Carei Thomas

Cabinet Sponsor: Erwin Wong

Members: Sangeeta Bishop, Allan Felix, Felecia Harrelson,
Joel Hernandez, Meghan Shukla, Zhanna Yablokova

1. Identify in-demand courses from fall 2020
2. Increase waitlist capacity for all courses to better identify courses and sections in high demand
3. Increase winter session courses offerings by about 30%
4. Create registration blocks to make the registration process easier for students

Ensuring the Adequacy of Courses to Students

Next Steps

1. Investigating the possibility of a Spring 2021 Semester Late Start/Multiple Spring Sessions
2. Close coordination between Registrar's, departments' scheduling point person, and advisors to facilitate a smooth registration process and sufficient course availability

Evaluating the Appeals and Financial Aid Processes

Co-chairs: Mohammad Alam, Ben Powell

Cabinet Sponsor: Diane Walleser

Members: Jim Blake, Cynthia Wiseman, Julie Waldner, Albina Khasidova

Our initial charge included looking at the following possible issues:

- Number of Students who will be Dismissed after this Fall
- SAP Policy
- Probation Policy
- Verification Support
- Streamlining Financial Aid
- Impact of the WU

Short-Term Action Items:

- Changes to probation policy
 - policy changes
 - intervention solutions (pre- and during probation)

Improving Communications to Faculty, Staff, and Students

Co-chairs: Ben Powell, Sanjay Ramdath, Michelle Ronda

Cabinet Sponsor: Marva Craig

Members: Sharlene Gomez, Roslynn Pieters, Kathleen Brandt, Jeremy Chin,
Kinya Marshall, Niala Seetahal, Kenny Urraca, Joseph Picataggio

Key Issues

- Messaging to Students
- Inconsistency of Messaging to Faculty, Staff, and Students
- Effectiveness of Student Communications
- Transitioning to Fully Online Communications
- Faculty and student communication on WN vs. WU

Improving Communications to Faculty, Staff, and Students

Process

- Reviewing messaging and documentation from multiple offices, for
 - Message/tone
 - Reading level
 - Verbiage used
- Linking of student college and personal emails
- Usage of communications systems, including college email, Hobsons, Maestro, CUNYFirst, DegreeWorks, Navigate, Starfish, Advisor Trac
- Increase usage of student texting (through Navigate, and perhaps otherwise)
- Understanding the sequences of communications that come from various offices throughout the term
- Consideration for an organizational chart to assist communication flow and navigation and communications representatives from all major offices on campus

Enhancing Access and Student Experience

Co-chairs: Lisa Kasper, Mahatapa Palit

Cabinet Sponsor: Diane Walleser

Members: Allana Burke, Joe Ginese, Richard Henson, Tanoai Williams, Roderick Shane Snipes

Re-engaging the “Advised not Enrolled” population from Fall 2020

- 1,400 new (freshman and transfer) students were advised, but didn't enroll in Fall 2020
- Specific outreach to this population began in September and is on-going. Outreach includes:
 - Email/Text Campaign with prompts for easy deferral (**9/14, 9/27, ongoing**)
 - Zoom Re-engagement Workshop Series (with emails to promote/RSVP)
 - **Don't Let COVID Get in the Way of Your College Goals: How to Thrive in an Online World!** (October 22: 24 attendees, 11/10)
 - **How to Get Money for School: Affording College During a Pandemic** (October 14: 32 attendees, 11/11, 11/18)
 - **Exploring Post-COVID Careers w/Career Services** (10/29,11/17)
 - **Demo Days with the Business Dept** (10/21; 16 students, 10/27, 10/28, 10/29, 10/30)
- Call campaign
 - Positive message of encouragement and support
 - Encouragement to attend one or more of our workshops designed to speak to the needs of this population
 - Assistance with next steps (sign-in to BB for GPS, how to get advised, etc.)

Enhancing Access and Student Experience

Easing the stress of the enrollment process by creating easier access to enrollment information, more student-friendly language, and more seamless handoffs

- Begin proactive outreach to students at the applicant stage to make them aware of missing documents (CUNY was previously handling this, but we recently discovered that they are only sending incomplete notices once a month – a student could conceivably wait four weeks after application to hear about the status of their application and next steps)
- Work on the creation of a student-friendly glossary that interprets enrollment lingo like proficiency index, credit evaluations, and term activations in simpler, more practical terms
- Partner with the EAB implementation team to ensure students are receiving adequate, sustained messaging to download Navigate.
- Continue our partnership with New/First-Year Programs and Academic Advising to ensure that orientation attendance and advising are seamless transfers that provide students with the information and learning outcomes to be successful, while acknowledging the sense of urgency that is needed to maximize enrollment.
- Work with faculty and department chairs to create supportive, timely communications at key points in the enrollment cycle (acceptance welcome, first day of classes, etc.)

Enabling Student Success

Co-chairs: Joel Barker, Sara Crosby

Cabinet Sponsors: Michael Hutmaker, Janice Zummo

Members: Allana Burke, Robin Isserles, Lalitha Jayant, Anita Tarnai, Kristin Bennet, Gia Blackwell, Leticia Dinkins, Luis Messon, Tiffany James

1. Organize and promote an orbit of support for currently enrolled near-graduates

- Focus on students with 45+ credits going into Winter/Spring (4,225)
- Create deliberate, structured, student feedback-driven support to prepare students for the Winter/Spring semester
- Inventory existing financial, academic, and social support resources from LRC, Advisement, Student Affairs, Enrollment Management, and academic departments
- Survey the list of near graduates regarding their support needs
- Organize and promote support offerings before and during Winter and Spring semester

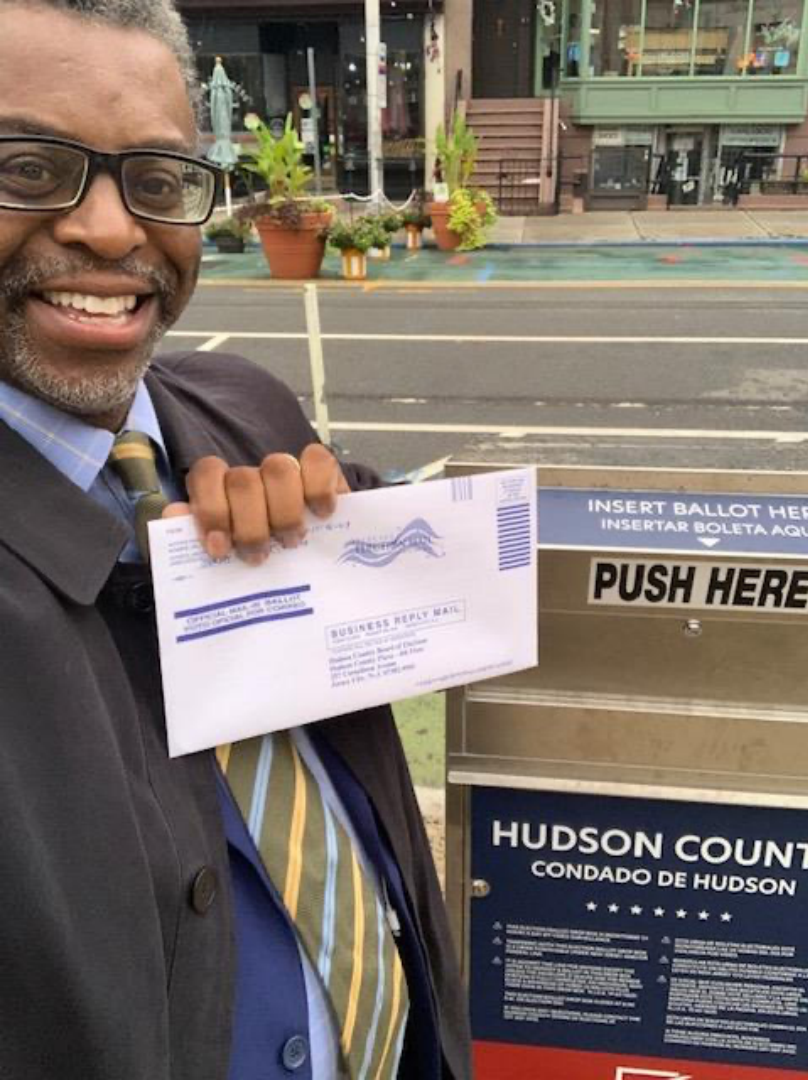
2. Outreach to stopped out near grads (45+)

- Analyze list of 500 students who have stopped out since Fall 2019 and who are not attending another CUNY

Enabling Student Success

3. Improve effectiveness of LRC's Faculty Liaisons and Learning Assistance Committee

- Revitalize the existing LAC structure –
 - To increase participation from academic departments to better address departmental tutoring needs
- Create genuine structure for communication and info-sharing between LRC and faculty for students' benefit
 - To increase communication between academic departments and the tutoring areas
 - To keep faculty informed about tutoring and keep tutoring areas abreast of curriculum changes
 - To involve more faculty in the process of selecting, vetting and training tutors
- Dean Zummo and Gregory Farrell attended 10/27/20 Chairs' Meeting
 - Sent Chairs list of current liaisons and the liaison description
 - Recommendation from chairs – to Include Upswing link and user instructions in all Blackboard courses



**THANK YOU
for all you do!**

GET OUT THE VOTE!