

SUNY Delhi

College Council Report September 2022

Office of the President Dr. Mary Bonderoff, Officer in Charge

It is with great enthusiasm that I return to SUNY Delhi as the new Officer in Charge. I began my professional career at SUNY Delhi as a Residence Hall Director back in the late 80's. Beginning my 35th year with SUNY at Delhi has been an honor. Students and families have been engaged and participating in events since opening weekend. Convocation was packed and the message was clear that we are campus that cares and supports our students for success!

We have created a new leadership structure to better align with the campus expectations for Shared Governance. We downsized the Cabinet and built a Leadership Team that includes the Deans, Human Resources and University Police. We have also held two retreats with what is now our Senior Council that consists of broad representation from all areas on campus from program coordinators to Directors. We have allowed others interested in joining do so since this group is intended to be inclusive and work on impacting culture in a positive way. In May, we held an all-campus retreat to begin the healing process for the campus community. We had 100 people engage in this effort.

To move forward together, I believe it is critical to be transparent, provide frequent communication, and request feedback to improve our culture. After each campus wide meeting, we share the slide deck presented, recordings when applicable and send a survey for input. These responses have greatly assisted in planning for future meetings and actions. I look forward to working with the College Council to ensure we meaningfully collaborate and achieve mutually beneficial outcomes for SUNY Delhi.

Fiscal Stability

I am pleased to have Chelsea Mathieu serving as our Interim Vice President for Finance and Administration. We have been working closely to determine strategies to address the short fall in our budget projections. At our Fall opening meeting in August, we shared some concerning news about our budget situation. With the current budget concerns, we will continue to evaluate positions through attrition and readjust efforts to decrease expenditures. Having worked on a campus that was in receivership, I understand what will be necessary as we move forward. We are hosting a fireside chat with the campus on September 23rd to discuss the details of the budget and share next steps. These budget meetings will be held monthly with updates on the progress we are making to address the deficit.

We are developing a Shared Governance Budget committee who will be responsible for reviewing suggestions and ideas submitted by the campus as well as assisting with updates and meeting with areas in need of greater support.

On a positive note, thanks to the executive budget the College was allocated \$500,000 to support operating expenses for this year. We are prioritizing the requests gathered from the deans and cabinet to submit to SUNY. We also received \$100,000 towards new faculty lines. Presently, we are analyzing the data (enrollment, extra service, adjuncts, etc..) to determine which departments have the greatest need.

Academic and Operational Realignment

To better align recruitment and marketing as well as increase our focus on retention, we named Mark Sullivan to Vice President for Marketing, Communication and Enrollment. Closely tying recruitment with marketing is critical as we continue to be in a competitive market. The number of High School students graduating is decreasing. We will intensely focus our efforts on several territories and up-and-coming markets. Notably, we intend to increase opportunities for adult learners by broadening our offerings as well as increasing apprenticeship, work force development and micro credentialing.

To add, we are conducting a comprehensive review of curricular planning and articulation agreements to ensure that programs are working at capacity and the needs of our students are being met. We will continue to look at operations and restructure to meet the needs of the campus when necessary.

Strategic Enrollment Management and Retention

I have charged the leadership team to engage in a Strategic Enrollment Planning Process. Nazely Kurkjian, my new Interim Chief of Staff, is chairing the Steering Committee. Strategic enrollment management is a comprehensive process to develop a plan that enables the fulfillment of institutional mission and students' educational goals. The framework to support this plan will require extensive data to enhance new student recruitment and retention. This project will take approximately nine months to complete, with the aim to implement strategies beginning in Fall 2023. We are currently setting up a data team and committees, who will establish action plans with timelines and metrics for each goal.

While this process is underway, there are numerous activities taking place now to increase enrollment for the coming academic year and retain the students we presently serve. We kicked off the semester with a mentoring initiative to address retention. We have 70 volunteers working with our students who are most at risk of not graduating. I am hoping we can build a campus community that mentors both students and employees. Our enrollment folks have been meeting with academic programs to create marketing campaigns and target numbers for recruitment. The efforts to connect with faculty and have them serve as key investors in their programs is critical to our success.

Community Engagement

I have been connecting with local businesses through the Chamber of Commerce. Attending events to support their efforts. I am meeting with Senator Peter Oberacker on September 19, 2022. I attended the Delhi Town Council meeting on September 12, 2022. The campus held a meeting for town officials and local police to meet with students to discuss expectations of living in Delhi. I served as guest bartender for a recent happy hour for employees where we raised \$200 towards student scholarships. I continue to attend events, such as Delaware County Farm days, HELIOS golf tournament, etc. I have met with Alumni and have meetings set up for Family/Alumni Weekend. I played golf in our tournament and sponsored a team to support student scholarships on campus. I have also asked the Leadership Team to join me in donating to the foundation. I believe it is a vital component of my responsibilities to be visible on campus and in the community.

Reaccreditation and Strategic Planning

We are in the process of the final read of the self-study for Middle States Accreditation. We will be hosting "practice" sessions to prepare campus readiness for the upcoming visits. Please be aware that the site chair visit is on October 28th, 2022. The MSCHE site visit is February 26th – March 1st, 2023.

Academic Programs and Services
Thomas Jordan, Ph.D., Provost

School of Business & Hospitality Management
Dr. David Brower, Dean

- Brianne Slocum and Amanda Holland (in conjunction with the SUNY Delhi Continuing Education and Professional Studies office) organized and executed the first Catskills Culinary Camp for Kids in July, with twenty-six participants aged six to 13 years old. Campers had the opportunity to learn about local foods, heard from area producers, and spent time in the kitchen preparing lunch and snacks each day. They also did arts and crafts related to cooking and food production. Plans are in the works for camp in 2023.
- Desiree Kever recertified her Society for Human Resource Professionals – Certified Professional (SHRM-CP) credential. This designation is designed to demonstrate credibility and proficiency across all competencies of the human resource profession.
- Brianne Slocum and David Brower are collaborating with members of the 607 CSA (Community Supported Agriculture) organization on a Farm-to-School initiative that would introduce locally sourced fresh produce into the school lunch program. The major primary objective of the project is to make fresh tomato sauce to be used in various menu items throughout the year. Tomato processing has begun and will continue through the end of the growing season. Sauce will be made next semester using the processed tomatoes from this fall's fall harvest.
- Rich Celli attended the National Institute for Cyber Education (NICE) conference online via Zoom in July 2022.
- Barbara Sturdevant serves as assistant treasurer and board member for the Eric D. Dettenreider (EDD) Memorial Fund.
- James Margiotta catered the Catskill Mountain Yoga Festival and Jessica Backus-Foster served as the Foodservice Director at Camp Shankitunk this year. Brianne Slocum helped throughout the summer with large events and special dinners during start-up training, celebrations, and the end-of-year barbecue.
- Adriene Clifford completed a series of continuing professional education (CPE) credits to maintain her Certified Public Accountant (CPA) license.
- Linda Blocker, Brianne Slocum, and David Brower attended the Annual International Center for the Advancement of Foodservice Education conference in Portland, ME in June. Linda was a featured presenter, and her lecture was entitled "How to Teach Math Concepts Like a Boss." Linda Blocker was featured in the June 30 issue of *Restaurant Business* in the article "*Restaurants' Race for Workers Puts Pressure on Culinary Schools*," written by Joe Guskowski, associate editor. In the article, Linda discusses the competitive pressure that institutions like SUNY Delhi are experiencing in maintaining/growing enrollment of hospitality-related programs.
- David Brower serves on the advisor board for the Inn at Kirkside, an initiative to transform Kirkside, a Victorian mansion in Roxbury into a boutique hotel, inn, and event center that would serve as a training hub for hospitality professionals. "The Inn at Kirkside Project will interweave experiential education with long term sustainable economic development and adaptive reuse of an iconic Main Street historic structure."
- Rich Celli, Shannon Shoemaker, and Lynne Smith have been collaborating with facilities to develop a plan to revamp 111 Sanford Hall, the Cyber Operations Lab so that it is more functional and affords a better learning environment for students.
- The Hospitality Management Department is excited to partner with "Social Eats Project 607" a

new café on the east end of Oneonta. Owner and founder, Michelle Ianelli-Rubin's vision for the space is to provide a warm and welcoming atmosphere for guests and a learning environment for employees. The café will serve as an internship location for students and an employer for graduates and students seeking part-time work while enrolled at Delhi.

- Tracey Caponera attended a series of event management and educationally-focused conferences over the summer.
- Business and Hospitality faculty and Mark Sullivan, Marketing & Communications met to discuss program promotion and enrollment strategies. Recommendations for edits to the current website, development of videos, and new photographs were proposed. The dialog will continue throughout the coming academic year.
- Shannon Shoemaker attended the SUNY CIT and KAHOOT! Conferences virtually.
- David Brower and Thomas Jordan have started conversations with Sant'Anna Institute in Sorrento, Italy to develop an international experience for culinary arts and hospitality management students.
- Doug Gulotty has been working with students and graduates on developing business plans:
 - Jasmine Meija began discussions on a plan for a social club. She is working on differentiating the experience from other clubs and aligning the target markets to reach sustainable operations.
 - Miguel Hidalgo is a recent graduate who is working in IT earning \$130,000 a year and would like to create his own consultancy in IT risk management.
 - Justin Sklar, 2022 graduate, asked for assistance with starting an Amazon-based business arbitraging everything from clothes to games. After a few meetings he accepted a position with a large company and decided place the business plan on hold.
- Shannon Shoemaker served on the Town of Bovina Bicentennial Committee where she assisted with social medial, the program flyer, and photography.

School of Liberal Arts and Sciences

Dr. Joyce Shim, Dean

- The Master's in Criminal Justice has been approved.
- Yassir Semmar joins us as an assistant professor of Psychology.
- Claudia Galindo visited from La Universidad Estatal de Aguascalientes (State University of Aguascalientes), Mexico. She gave a lecture "Mexican Migration in North America" and discussed possible future collaborations with LA&S and SUNY Delhi.
- The School had the first school retreat at Pine Lake in Oneonta during August.
- Liberal Arts and Sciences will launch the Academic Community Forum (monthly) where faculty and staff can present topics of their research, teaching, service, or/and community work that is relevant and beneficial for the school. By doing so, we hope we can facilitate conversations among faculty and staff to build community. Share ideas and feedback, and improve our teaching and other work. We would like this to be a venue where faculty and staff who need to present, can present their work and include it in their portfolio as needed. Eventually, we would like to open it up to the entire campus community, including students guided by faculty/advisors.
- Peter Brusoe's review of Kahoot! was published by the Journal of Political Science Education. <https://www.tandfonline.com/doi/full/10.1080/15512169.2022.2096458>
- Terry Hamblin was appointed to the SUNY Faculty Senate Undergraduate Programs and Policies Committee.
- Tessier, J.T., Tessier, L.M. Gashler, D., Levitt, C., London, J., West, B.S. & Winters, N. (2021). Full and Minimal Markup Both Help Students to Improve Their Writing. *College Teaching*,

College Teaching. DOI: [10.1080/87567555.2021.2010637](https://doi.org/10.1080/87567555.2021.2010637)

- Kirby Olson published three articles this summer; *Marianne Moore and Style* appeared in *Tab: Journal of Poetics*.
Allen Ginsberg: Seattle, Communism, Regrets was published by Beatdom Press, the flagship of Beat Studies. Another article on Ginsberg appeared at *New English Review*, titled *Allen Ginsberg was Maoist*.
- Kathryn DeZur was selected as an exhibiting artist and won the award for best photography in the juried art show *Art by the Lake* at the Fenimore Art Museum in Cooperstown, August, 2022.
Kathryn's creative non-fiction essay, "Turning 50 with Virginia Woolf," will be published by *Still Point Arts Quarterly* in September 2022.
- Jason Cash signed a contract with McFarland for a monograph, tentatively titled *A Religious History of Castlevania*, due 2024 as part of the *Studies in Gaming* series.
- Jack Tessier, Tessier. J.T. 2022. Loss of moisture from the lack of a snowpack increases winter frond damage in *Dryopteris intermedia*. (Oral presentation) Northeast Natural History Conference in Albany.
Condon, M. (student) and J.T. Tessier 2022. 2021 Progress report on comparison of management techniques in powerline rights of way. (Poster) Northeast Natural History Conference, Albany.
Tessier, J.T. 2022. Severe frost but not shade could limit the future growing season of *Erythronium americanum*. *Botany* 100: 275-282.
- Shelly Jones co-organized Generation Analog: The Tabletop Games and Education Conference. This virtual conference held in July 2022, included over 30 talks by game studies scholars, two keynotes, and had over 300 attendees from around the world.
(<https://analoggamestudies.org/generation-analog-2022/>)
Shelly has also published eight poems, four short stories, and one creative non-fiction piece since the last College Council report.
- Simon Purdy has been working on launching a massive survey research project in partnership with the Margaretville Hospital.
- Lisa Heimbauer had a book chapter published in August, Heimbauer, L.A. & Krause, M. (2000). A requiem for ape language research: The cognitive foundations of language. In M.J. Beran and B.L. Schwarz (eds.), *Primate Cognitive Studies*. Cambridge: Cambridge University Press.
 - Ben West has been invited to moderate a roundtable discussion on teaching Cormac McCarthy's work at the Cormac McCarthy Conference in Savannah, GA in September.
- Joyce Shim co-authored research on "Microaggressions and Asian Women in Academia: Utilizing the CRT and Feminist Perspectives on Power" has been accepted and will be presented at the Council on Social Work Education (virtual participation).

School of Veterinary and Applied Sciences

Dr. Bret Meckel, Dean

- Veterinary Science moved out of Farnsworth Hall into surge locations around campus. Construction has started and will last two years with an expected re-entry to Farnsworth Hall once completed in the fall of 2024.
- The College Golf Course at Delhi has had a very successful first year of operations under the School of Veterinary and Applied Sciences. One PGM student completed their Internship this summer at the course and multiple special projects are slated to occur in and around the golf course through Golf Management labs.
- Ten Veterinary Science faculty registered for a DEI (Diversity, Equity & Inclusion) in

Veterinary Medicine short course through Purdue University.

- Seventy-nine SUNY Ulster and Mercy College Veterinary Science students came to campus to participate in the FARM and RATS Camps in May and June 2022.
- Golf Management faculty and staff hosted the regional FFA group in August, introducing the academic offerings and equipment used on the Golf Course.
- Seven Veterinary Science faculty attended the American Veterinary Technology Educators Conference in Philadelphia, PA in August. Jeanette Reinhardt presented at the conference on innovations in teaching anatomy and physiology.

Institutional Effectiveness

Dr. Lauralea Edwards, Assistant Vice President Institutional Effectiveness

- Institutional Effectiveness (IE):
 - New Assistant Vice President began in February.
 - Working on a division mission and vision.
 - Starting a mission/vision refresh to further refine the mission, vision, values of the college and update the strategic plan.
 - Preparing for the upcoming comprehensive accreditation review in Spring 2023.
- Assessment
 - Aligning the assessment process with accreditation
 - Spending the upcoming year on evaluating the process and evolving it.
 - Administrative units will have a different cycle of assessment from the academic units. Administrative cycles will match their operational timelines.
 - Looking for opportunities to embed assessment in folx¹ day-to-day work.
- Callas Center for Educational Technology & Instruction
 - Project to implement new learning management system, D2L Brightspace, has officially kicked off. We are preparing a project and change management plan for the campus
 - Updated the course for designing online courses to reflect the new design rubric SUNY is adopting (the new course is called Instructional Design Training 2.0).
- Institutional Research
 - New Institutional Researcher beginning September 19, 2022. Anna Petsching is moving to IR from Student Financial Services.
- Registrar
 - New Registrar, Lynn Decker, began August 25, 2022. Lynn graduated from SUNY Stony Brook and has worked at three additional SUNY institutions before going to Wyoming.
 - Upcoming project to move from paper-based transcripts to e-transcripts
- Center for Excellence and Innovation in Teaching and Learning (CEITL)
 - Common read for the fall is Callings: we are creating a series of events to encourage students, faculty, and staff to reflect on their passions and what brought them to SUNY Delhi.
 - Launching a new series on trauma-informed pedagogy.
 - Offering one series of diversity, equity, and inclusion workshops
- Continuing Education & Professional Studies
 - Launched our first apprenticeship with Turf Management this fall.
 - Working on a micro-credential policy for SUNY Delhi.

¹ The spelling of this word intentionally signals of inclusion for people who identify outside of man or woman.

Resnick Academic Achievement Center (RAAC)

Jeff Stedman, Director

- Achievement Center Team presented to new incoming students during Welcome Weekend on success strategies. Topics included managing their time, utilizing important technologies (Degree Works, Starfish Success and Vancko Hall) to be successful and information to ease the transition into college.
- Jeff presented to new employees, resident assistants and peer mentors about the RAAC and how it can support both employees and our students.
- During the 2021-2022 year the Achievement Center staff connected with students over 31,000 times.
- Achievement Center staff were highly involved with Bronco Ready Days and presented to both students and parents on the topics of success and support offered.
- Students can now request tutoring through Starfish Success, it will be quicker and easier to get the help they need.
- Starfish Success is offering some new options this coming year: referrals to Math, Writing, Library, and Student Financial Services (SFS). Students can “raise their hand” to get outreach with tutoring, financial concerns, food insecurity and getting involved. We are leveraging the ability to text students through Starfish Success and the response has been excellent.
- The Career Center will be offering a Career Ready Event in conjunction with the O’Connor Center and offering mock interviews, career presentations (documents, career exploration, interviewing techniques, etc.), individual student meetings, employer postings and tabling, job postings and referrals and document reviews.
- The Academic Exploration Program (AEP) has placed over 50% of their incoming students into their desired major prior to the beginning of the semester. This speeds up their time to completion.
- The C-PASS (Collective Pursuit for Academic & Social Supports) program welcomes a cohort of 23 students for the fall 2022 semester. Additionally, C-PASS will continue to support 25 returning students from previous cohorts.
- Access and Equity has hired a full-time Accessibility Support Specialist and an Assistive Technology Specialist. Both will be offering support to our students in need. Access and Equity hosted their annual Summer Transition Program for incoming students in August with 40 students and 71 guests. Access and Equity attended the New York State Disability Services Council (NYSDSC) conference which discussed current topics and best practices-focusing on student mentoring programs.
- Tutorial services has rebranded their website to include staff photos, student spotlights and access to Starfish Success tutoring sign up. They also created an “overview newsletter” to be shared with faculty and staff to discuss resources and minimize confusion.
- Tutorial services led a workshop with our incoming EOP students and will also present during courses in the upcoming semester to continue to spread the work of support

Resnick Library

Carrie Fishner, Director

- Carrie Fishner presented a poster titled “*Re-forging links of connection*” at the annual American Library Association conference in June 2022 in Washington, D.C. and also presented virtually “*From Framework to Practice: The State University of New York’s Approach for Sustained*”

Success” as a panelist at the California Open Education Resources (Cal OER) conference in August 2022 with colleagues from the SUNY OER Sustainability program.

- Librarians conducted a total of 38 in-class instruction sessions last academic year on information literacy topics.
- Librarians and staff answered 385 reference research questions during the 21-22 academic year; Additional contacts were made with 1,548 students who contacted the library via questions at the front desk, chat, or by phone to ask simple directional questions or questions about library resources.
- Sarah Meisch-Lacombe participated in the summer Educational Opportunity Program (EOP) transition program in July by presenting to the 33 new incoming EOP students on research skills.
- Steve Dixon published Goal! Building a Collection of Soccer Titles in the July 2022 edition of *Library Journal*.

Division of Student Life
Dr. Tomás A. Aguirre, Vice President for Student Life & Chief Diversity Officer

Athletic Department

- Ongoing recruiting efforts with attendance at high school athletics events. Over 200 students anticipated to participate in athletics (departmental goal is 225 for fall of 2023). Over 98% of student-athletes were in good academic standing at the conclusion of the spring 2022 semester.
- Switched live streaming to Blue Frame, links off from athletics schedules webpages. Welcome our new Sports Information Director, Ike Hartman.
- The Clark Fitness Center is fully re-opened. Hours are covered by student-workers. Strength and Conditioning certified staff working with student-athletes as part of their job duties.
- The SAAC Student Athletic Advisory Committee conducted introductory fall semester meeting.
- The new Turf Field construction project has been completed and the campus celebrated with a “Ribbon Cutting Ceremony” announcing the naming the Neil Riddell field on September 1 prior to the Men’s Soccer season opener. The men’s squad was victorious with come from behind 2-1 win, scoring both goals in the second half! Go Broncos!

Aquatics

- Very successful resumption of a full slate of summer pool programs for the campus and community. The pool re-opened for fall offerings on August 29 and we had our first student pool party on September 2 with over 125 people in attendance.

Bronco Ready Days and New Student Orientation

- Welcome Weekend was executed with resounding success. We tightened up groups of students assigned to Orientation Leaders, and added group chats to enhance group cohesion. We had 29 Orientation leaders, trained by new assistant director of CSLE, Kali Barnhart. Session attendance was way up and in some instances for evening programming we broke attendance records.

Center for Student Leadership and Engagement

- The Fall Activities Fair is scheduled for September 14. We have trips planned for Six Flags and a co-sponsored trip with Intramurals to a NY Mets game. We are actively working on helping the student groups and Student Senate get to a great start to the year.
- CSLE Director Larry Mannolini is on a planning committee with staff at SUNY System and the NY Governor’s office related to food policy to plan and implement a SUNY system-wide version of the food pantry cooking competition we did in 2019. As an honor to SUNY Delhi’s commitment to combating food insecurity, SUNY Delhi has been asked to be the host of the Championships, to be held in March or April of 2023. Info on this competition will soon be released by SUNY System.
- The Center is looking forward to launching a leadership program for emerging leaders, while still struggling on the lack of department staffing.

Chief Diversity Officer

- Establishing new sub-committees for the 2022-2023 academic year with the Equity and Inclusion Advisory Board.
- Working with faculty to develop more programming and awareness around Ability/Hidden Disability and Ableism.
- Developing training with the Center for Faculty Excellence & Innovation.
- Assisting the Department of Human Resources with the incorporation of DEI best practices.

College Association at Delhi, Inc.

- CADI has contracted with Dieticians to provide nutritional support and counseling to students. They have a location in Foreman Hall to provide private consultations.
- The C-Store and A-Tech Center have been equipped with coffee and smart vending options for students between 2pm and 7am every day. The coffee vending machine has over 200 combinations of coffee, espresso, and hot chocolate. CADI is also in the process of adding an additional vending option to both locations that will provide a hot food option for students to enjoy.
- CADI held a successful student training program on August 23 and August 24 with 16 student employees moving to campus early to learn about food safety, fire safety, customer service and expectations for working at CADI.
- CADI is working on a new mission statement. A brainstorming session was held with the union staff during August training on who CADI is, what we do, how we do it and why we do it.

Counseling Center

- Completed update of department and unit policies. Shared with all staff in Health and Counseling Services for review.
- Met with individuals from Admissions, the Registrar's Office, and the Cabinet to begin discussing needed updates to Withdrawal and Leave Policies.
- Assisted with Welcome Weekend, including assisting checking COVID test results and facilitating Healthy Broncos sessions for new students.
- Counseling Services will increase outreach to students through classroom and other group presentations.
- Will continue working to add additional and market mental health resources for students.

Educational Opportunity Program

- Staff successfully saw 33 students complete the 3-week mandatory Summer College Program. Shout out to the Student Peer Associates Divine Adenekan, Yemi Adesanya, Lida Murrell, I. Simon, and Nikki Urso.
- Persistence funding was utilized to enhance the Center through photographs of students, better signage for the program, and the addition of accolades.
- The Educational Opportunity Program will continue to support campus peace and unity as we all guide and educate students.
- We are working on digitizing various forms and meeting notes for more efficient communication and record keeping.

- Congratulations to Jonathan Annan, EOP Counselor, who is expecting a child in September. The Program has an intentional plan to continue to provide optimal service to our students.

Fraternity & Sorority Life

- Director, Larry Mannolini, continues to do the extra work to support the chapters and the Greek Council as best as possible. The professional staff position open has been re-worked and re-posted in hopes of attracting a better applicant pool.
- Recruitment week starts September 12. ZPO, a coed-fraternity is no longer active and as such their recognition was withdrawn. There are no longer any members who are current students and the group struggled for some time. This brings the number of recognized chapters back to 16.

Health Services

- Students will continue to self-schedule this fall. We have fully interfaced our lab process with our EHR and this has made for a quicker turnaround time on lab results for our students.
- Full policy/procedure review and revision was accomplished this summer, implementing new practices and standards of care in the health center for better student outcomes.
- Worked with the Vet Science program in providing the PReP rabies vaccination for the incoming freshman, vaccinating approx. 130 students to meet new accreditations requirements.
- Started the Fall semester with 1060 negative covid antigen test and only 2 positives noted during opening weekend. We continue to work with the local health department in developing policies and procedures for COVID-19 and Monkeypox to continue to make our campus community safe.
- Health Services has also teamed up with CADI to offer dietician services to our students 2 days a week. These services will be provided in the Health center and the dieticians will be able to utilize our EHR and the center will be able to schedule appointments for them, this will hopefully provide better access to our students.
- We are looking to implement an after-visit summary which is a requirement of the Cures Act. This summary provides a student with discharge instructions and information regarding their visit at the health center. We are striving for 100% compliance with this new procedure by the end of the Fall semester.
- Goal to have all students compliant with health requirements by the end of September.

Housing and Residence Life

- On the first day of classes there were 1276 living on campus and 71 residents living at Riverview Townhouses. This is a net of 190 on campus and -37 at Riverview compared to the first day of classes in fall 2021. We implemented a move in process closer to pre-COVID procedures.
- Student donations at the end of the spring 2022 semester ended in ~40 boxes of donations to Delaware Opportunities and Regalia.
- Completed three weeks of training for professional staff, ten days for Resident Assistants, and two days for Peer Mentors.

- The Department will work on developing new and refining documented policies related to Residence Life and Housing during the academic year including the professional staff and Resident Assistant staff handbooks.
- Increase participation to pre-COVID levels in residence hall programming and the Residence Hall Association.

International Student Services

- We welcomed and transitioned three new international students. Of the original 8 students, only three arrived. Two had their VISAs rejected and we are working on the additional three to determine their individual circumstance.
- Dr. Leonel Diaz, Jr., Assistant Director of MOSAIC, is seeking to join NAFSA fellowship to gain knowledge on ISS.

Intramurals

- The Intramural program scheduled trip to the New York Mets on September 18 and New York Jets trip on November 6.

MOSAIC

- Dr. Diaz conducted two DEI trainings for Residence Assistants and Residence Directors. He also provided support to Access and Equity's two-day program prior to fall semester beginning.
- Re-working staffing and unit projects to best support students while understaffed.
- The Center will be finalizing plans on annual fall events such as dia de los Muertos and MOSAIC Anniversary.

O'Connor Center

- Michele DeFreece, after 37 years of continuous employment and service to SUNY Delhi resigned over the summer. Her most recent position in OCCE is currently in an option position status. In the meantime, CSLE staff, through Dr. Leonel Diaz's leadership will cross-training MOSAIC student staff alongside the OCCE student staff. We may seek some volunteer staff assistance for the food pantry portion of Regalia.
- Implementation of the Fall Blood Drive in September is upcoming as well as providing support to KSE in their annual Out of the Darkness Walk in October.

Student Life Division Office

- The Division held their annual Opening Meeting on Thursday, August 11. Due to the changes that took place on campus over the summer months, Dr. Aguirre held an open floor meeting, allowing anyone to ask questions, or find more information about any topics. Dr. Mary Bonderoff, Officer-In-Charge, was also in attendance to assist with answering questions.
- SUNY Delhi has been included in the *Washington Monthly's* 2022 Best College for Student Voting Honor Roll. Ranking is based on the institution's contributions doing the most to turn students into citizens.

Student Rights & Responsibilities

- [Cannabis and Alcohol webpage](https://www.delhi.edu/cannabis/index.php) is live: <https://www.delhi.edu/cannabis/index.php>
- Lacey Williams, Director, completed annual trainings with Residence Assistants & Resident Director's. She also completed educational sessions with EOP Students, through Access & Equity, and during Orientation.
- The annual Delhi Off Campus Student Town Hall took place on September 7 with local government and law enforcement attending to discuss local laws and educate on what it means to be a good neighbor.
- Lacey has also been completing training for Student Conduct Council and Appeal Panel individuals, as well as finalizing the Biennial Review.

University Police

- Chief Martin Pettit and Lieutenant Michael O'Donnell, presented The Civilian Response to Active Shooter Events (CRASE) course, designed and built on the Avoid, Deny Defend (ADD) strategy provides strategies, guidance and a proven plan for surviving an active shooter event. Topics include the history and prevalence of active shooter events, civilian response options, medical issues, and considerations for conducting drills. Presentations for the Student Life Division, School of Business and Hospitality Management and School of Nursing.
- The last week of July Chief Pettit mentored young adults of fallen officers at Concerns of Police Survivors Young Adults Camp on St. Simons Island Georgia. This camp gives these survivors the opportunity to meet licensed mental health professionals who support them by facilitating specifically designed sessions and providing tools for them to take with them into their future for continued healing. Chief Pettit kept kids on schedule and supported them while they participated in their activities.
- State University Police has a new Criminal Justice Intern, Gregory Junge. He will be working with UPD observing, taken on ride-a-longs and learning how University Police functions daily. This is a full semester internship.
- State University Police worked with departments across campus to facilitate a successful and safe move in for our incoming Freshman and returning students. We are happy to see students back!

Veteran Support Services

- Re-Application to VA was submitted but recently rejected and asked for additional supplemental information. We are working on providing those pieces.
- Our reporting for VA Work Study (VAWS) and 15% Exemption Rule were submitted to the VA and both were approved.
- Currently planning a fall grand reopening event to celebrate the relocation of the resource center. Dr. Diaz will be working to re-invigorate the Student Veterans Associate (SVA.) and developing student programming for Veterans Day.

Office of Marketing & Communications
Mark Sullivan, Vice President for Marketing & Communications

Within the last several months, both enrollment management and marketing communications departments have been fully integrated into one single function to maximize growth and revenue opportunities strategies. By creating this critical alignment in marketing and admissions, SUNY Delhi can increase recruitment efforts and yield more enrollments for first-year students, transfers, online completion degree programs, and graduate degrees across New York State.

With new lead generation digital marketing campaigns integrated with targeted e-communications programs, along with new approaches to open houses, accepted student days, and new student orientation events, the college is now forecasted to bring 1,135 new students for Fall 2023 with an upside potential for roughly 150 to 200 more enrolled students with melt improvement strategies. Additionally, with two new admissions counselors in both New York City and Western New York regions, SUNY Delhi will start to capture loss market share in both areas. Overall SUNY Delhi will be more aggressive in outreach, lead development, and higher conversions rate to enrolled students.

Digital & Social Media:

The focus for social media engagement over the summer revolved around generating excitement for the upcoming fall semester. To familiarize new, incoming students with the campus we provided a “campus services series” that explored various buildings on campus and the student services offered at each location.

Highlights:

- At the start of the fall semester the office began interviewing students for the positions of Social Media Content Creator and Brand Ambassadors. These positions will help to include the student voice in our content development.

Facebook: We currently have 13,626 followers and 13,295 likes. Facebook continues to be an integral tool in engaging with specific audiences like parents of students, alumni, and the community.

Instagram: Our following grows at a consistent pace with the current number at 5,737. The ‘reels’ feature continues to be an integral feature of this platform that is routinely used and elicits high engagement.

Twitter: We currently have a following of 2,971. While this is the least engaged platform, the follower count continues to grow (at a slow pace).

LinkedIn: Our followers on LinkedIn continue to engage well with other alumni, faculty, and staff on this platform. Total followers: 16,061.

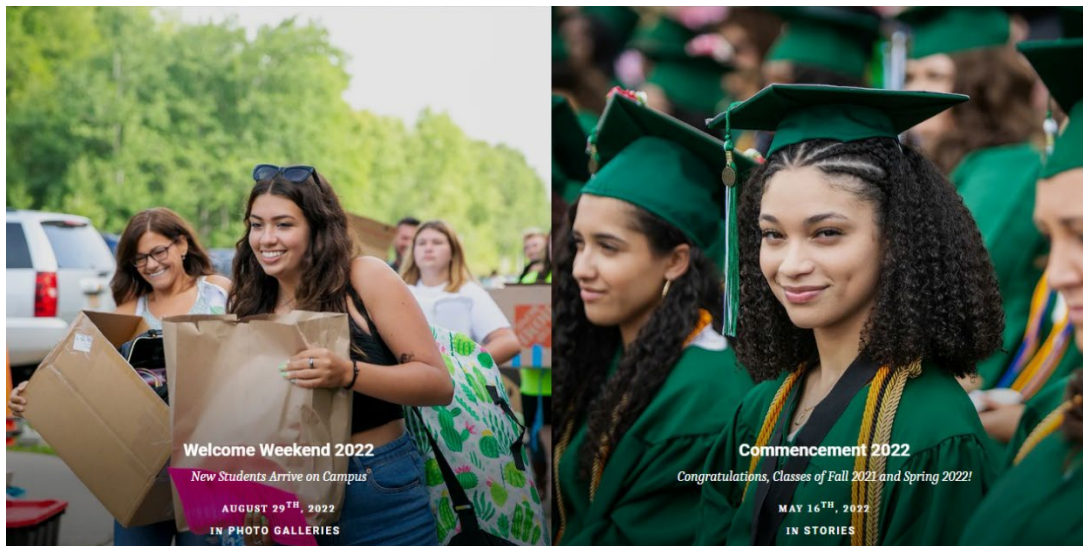
TikTok: Our current follower count is 368 with 2250 likes. Engagement/growth is steadily increasing with the quickest growth thus far happening over the summer and into the fall semester.

Merit: The Dean’s List for the spring was published on our media monitoring software and student achievement recognition platform.



Photography & Videography:

- Photography projects included graduation coverage, Bronco Ready Day, marketing photo shoots with students, RA and faculty/staff headshots, summer events on campus, convocation and welcome weekend coverage, etc.
- We worked with two videographers to produce marketing videos for the sustainability and applied communication programs.



Writing:

- Press releases included our announcements about Dr. Mary Bonderoff stepping in as SUNY Delhi's Officer-in-Charge as well as the new athletics turf field, leading to numerous mentions

and follow-up articles in local media. Our press release open rate was 43% which exceeds the industry average.

- Feature stories included coverage of Spring 2022 commencement and Fall 2022 welcome weekend.

Graphic Design:

- Various marketing pieces for admissions: die-cut table piece, travel brochure, open house postcards and posters, accepted student package, etc.
- Logo recreation for athletics lacrosse/soccer
- 18 new Google digital ads
- Nursing posters and ads
- A number of other graphic work for various campus offices.

Web Updates:

- A web project for this academic year is to transfer content from our 1,094 webpages to the new webpage template that is much more visually appealing and flexible. Over 660 pages have been converted thus far.
- Web Request Satisfaction survey. 100% Satisfaction score to date.
- Numerous and continuous web updates for the campus community were completed, including over 124 official web requests published, with many including multiple parts and revisions after initial request. There were over 30 additional web requests completed that did not funnel through the Web Request form.
- Continuous maintenance of ADA compliancy on the website was done and our above industry benchmark score in The Digital Certainty Index, Quality Assurance and Accessibility scores was maintained.
- Addition and creation of 3 new Digital Landing pages for Nursing, Criminal Justice & Mechatronics
- Constant Updates to the Organizational.
- Omni Update training for 1 new hire.

Marketing Requests:

We received 30 individual marketing requests through our automated system and several that we received via individual emails.

Print Shop Updates:

A very busy start to the Fall 2022 semester. The combination of internal and external jobs kept the print shop busy throughout the summer and beginning of the semester. Print Shop satisfaction surveys, and the compliments I receive daily commenting on the quality, turnaround times, and customer service of the Print Shop staff remain excellent.

- Ongoing: completion of print jobs that include lab manuals, posters, course-related documents, letters for official mailings etc. as submitted by the campus community and external community.
- Large format, color, and external jobs combined for over \$9,000 of revenue from May through the second week of the semester.
- Continued increase in layout work for internal and external print requests as needed.
- Ongoing assessments: post-Covid workflows, service portfolio, materials to align with budget and campus needs, monitoring volatile supply chain availability of products, developing refined

inventory methods, and beginning the process of information gathering on lower cost backend accounting, inventory, and invoicing software packages.

Professional Development:

- Employees in our area are active on many campus-wide committees including Employee Appreciation Committee, Commencement Committee, Out of the Darkness Suicide Prevention Committee, Bronco Ready Committee, Employee Assistance Program committee, Reopening Task Force committees, Diversity and Inclusion Task Force, CET committees, Communication Task Force, and various search committees.
- Riikka Olson and Abigail Wooden are volunteering for the Road to Graduation student retention effort as student success liaisons. They are each working with two assigned students to mentor.

Marketing Efforts:

Carnegie Dartlet Campaign Overview

We have completed a refresh of our display ads at the request of Carnegie Dartlet, along with a key word review and update for our ongoing PPC campaigns. For the time period of May-June we have had well over a half million impressions, 6,500 clicks, and 165 leads generated. We have launched a new campaign highlighting these three academic programs; Mechatronics, Criminal Justice, and RN to BSN. New landing pages were created, each with a Request for Information form. Also created for each program; Google PPC ads, and new display ads for national retargeting.

Campaign Goals:

- Primary goal: Establish branding and increase awareness with undergraduate prospects
- Secondary goal: Drive inquiries for undergraduate programs to landing page with submission form

Campus-Wide Communication/Publications:

- Delhi Today for faculty and staff is published three times a week (M-W-F). Bronco Bulletin for students is published twice a week (T-Th). Bronco Brag is published monthly.
- Campus-wide internal communications were sent out regarding organizational changes in the administration, COVID-19 guidelines for the fall semester, campus open forums, and other noteworthy news and events.
- Riikka Olson and Abigail Wooden are operating the RAVE Alert system as needed for inclement weather announcements and other emergency communications.

Office of Finance & Administration
Chelsea Mathieu, Interim Vice President for Finance & Administration

Student Success

- Student Financial Services (SFS) staff is fully back in-person. while still offering virtual appointments and moving towards a more structured and efficient customer service model by encouraging appointments via Starfish.
 - Still trying to balance offering virtual appointments while physically on campus with student walk-ins. We tend to get booked up with virtual appointments, which limits the ability of Financial Aid (FA) Advisors to service walk-ins. This is why a by-appointment-only model--virtual and in person--is appealing.
 - Over the summer we had 93 new student virtual appointments.
- Joshua Wright worked with Construction program on numerous projects through completion: south entrance sign, sidewalk repairs, and a large animal run in shed.
- Facilities provided employment for 10 student painters over the summer.
- Facilities staff is working on added stations for a Mechatronics Hydraulics lab in South Hall.
- Facilities staff assisted Vet Sci staff in getting Surge lab and animal space ready for fall classes
- Computer Information Systems (CIS) will be supporting SFS and the Registrar's office as they work with SUNY Student Information & Campus Administrative Services (SICAS) on implementing Student Outcome Tracking (SOT). Students cannot be awarded financial aid for classes that do not count toward their degree or certificate program requirements. This program will assist students in determining financial aid eligibility for each of their courses.
- We have hired several new and returning students to work at the help desk and the library. We also have a student working with the Network and Telecom team this semester, which will provide them with a wealth of real-world experience.
- Update of all technology in Sanford Hall classrooms completed this summer.
- Video Call (Zoom/Teams) capability added to several rooms, including Centennial Center in Sanford Hall.
- Monitors updated in several computer labs.
- Assisted listening equipment has been purchased to finish the classrooms that don't already have it.
- Presentation equipment in Evenden Tower 104, our largest classroom, was completed.
- Dylan Tucker worked with Business faculty to make Sanford Hall 207 a mock conference room as well as a classroom.
- CIS was integral in supporting Campus Bronco Ready Days, as well as Open House. We also supported commencement, move-in weekend and the opening of the turf field.
- Shawn Brislin continues to meet with deans and other department heads to discuss technical needs or requirements for the next year(s). We got off to a good start this summer and will continue into the fall.
- Kristy Fitch partnered with Jeff Steadman to offer training on Internet Native BANNER, as well as Self Service BANNER to the deans of the academic schools.
- Enterprise Systems is working with Access and Equity (A&E) on implementing Accommodate, a system that will allow A&E to manage case load, allow for students to sign up for students, and better support our students.

Campus Community and Culture

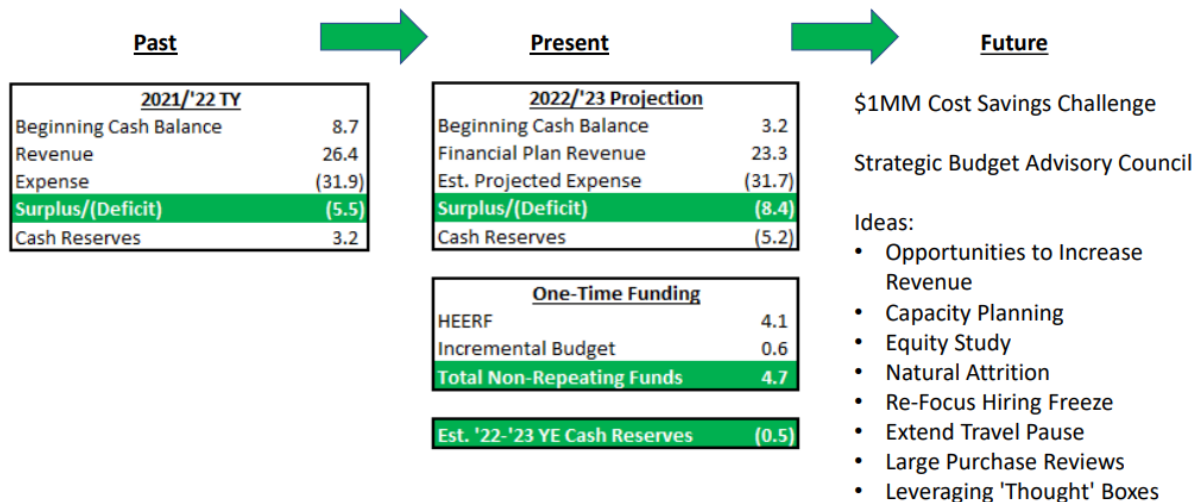
- SFS, in conjunction with CIS, successfully implemented a fully integrated payment plan option for students and families, replacing an outdated product offering. Due to this payment plan

integration into our current Nelnet QuikPAY platform, we have seen a significant increase in payment plan agreements.

- The many new aid programs that SFS is navigating this academic year that have proven challenging, as there is a lack of guidance, as well as a lack of infrastructure, at NYS Higher Education Services Corp (HESC). The inefficiencies at HESC creates a higher workload on Campus and frustration for students as the aid through HESC is not processed timely and information to schools and students is scarce.
 - NYS lifted restrictions on the part-time Tuition Assistance Program (TAP) grant, opening up eligibility to the majority of part-time NYS students.
 - We have 5 recipients of the new NYS Nurses of our Future Scholarship.
 - We have 1 winner of the new NYS Vaccine Scholarship attending Delhi.
- Denis Burpoe and David Loveland are involved in the Evenden Tower Masonry and Window Project, Phase II, scheduled to complete early October.
- Farnsworth Hall Rehab is underway; Geothermal well field is installed and site restoration is in process.
- New Turf Field for soccer has been completed in time for fall soccer season, with a few items outstanding
- North Hall Rehab project is shelved; the bids came in over budget.
- Projects in design:
 - Evenden Tower Elevators should bid the first of the year.
 - Upgrade to campus fiber infrastructure is half-way through design; old copper phone lines have been removed.
 - Evenden Tower rehab of labs and bathrooms for ADA.
 - ADA entrance to Welding building.
 - Continue to design solutions to identified ADA deficiencies
- Donna Ackerman and Josh Wright completed restoration of Russell Hall H204
- EHS staff member Anthony Alba tested building fire alarm systems this summer.
- O'Connor Hall fire alarm system was completed. Energy Management upgrades for O'Connor and Murphy Hall fire alarm and energy management system will begin summer 2023.
- Cohort 3 for the SUNY DLE project, which moves all campuses to the BrightSpace D2L platform, has kicked off. CIS and the Callas Center will be working throughout the fall/winter and into the spring on migrating the Campus over.
- The College has signed a participation agreement with SUNY to implement Technolutions SLATE CRM. This program will assist Enrollment Services in the recruitment process, as well as Marketing and Communications with targeting specific messaging to interested students. CIS will be integral in getting the Campus instance up and running, as well as integrated with BANNER CIS.
- Our self-service BANNER module (Bronco Web) will also be undergoing an update to a new version. SUNY Delhi has partnered with Ellucian (vendor that supports BANNER) as well as SUNY SICAS to provide training to users of the new system.
- We continue to work with SUNY on implementing their Global ID process. This ID will be used with faculty, staff, and students and will follow them from institution to institution. This is one of the technical requirements that needs to be completed before the move to D2L Brightspace is made.
- Enterprise systems undertook an account cleanup campaign. During this process many accounts were disabled for users that don't require BANNER. In addition, access level was evaluated and modifications were made, if needed, based on job type and what data was required.

- Enterprise Systems is working with Access and Equity on implementing Accommodate, a system that will allow A&E to manage case load, allow for students to sign up for students and better support our students.
- CIS continues to work on IT security and has implemented many new vulnerability scans as well as processes for remediation.
- Microsoft Corp. ended support for the Internet Explorer (IE) browser this summer. Worked with several offices that had software or processes that depended on IE. A suitable solution was found for all affected areas.
- CIS administered PCI (Payment Card Industry) training for all staff that handle credit card transactions. This included both college as well as CADI.
- CIS administered mandatory information security training for all faculty and staff including CADI, DC4, foundation as well as the college. At present we are over 88% compliance and once some account cleanup takes place we should be at 100%.
- CIS worked with CADI on getting their new vending systems connected and operational. These are located in the C-Store as well as Applied Tech.

Finance Updates:



Investing in People, Staff Excellence

- SFS is doing our part in saving money during our current budget crisis.
 - Ivaylo Rachev, Director of Student Accounts, is taking on revenue accounting responsibilities to help fill gaps from other staff vacancies.
 - Melissa Bishop was promoted last year from a FA Assistant to SFS Assistant. She has recently taken over the management and awarding of all Delhi scholarship programs with the departure of the College's Scholarship Coordinator in July.
- Amy Davis was promoted from FA Assistant to FA Advisor
- Angeles Tapia was recently hired as a FA Assistant.
- Donna Ackerman updated information to staff regarding Monkey Pox cleaning requirements.
- Donna Ackerman provide training to custodial staff for new cleaning procedures.
- Anthony Alba provided Fire Safety training to RAs and separate training to custodial staff.

- Several Staff have retired or found other employment: Morgan McKee took a job at SUCO Facilities; Tom Aitkens, PUE-1 Heating Plan, retired; Tim Armstrong, Tradesman, retired; Donna Wood, Facilities office, took another job outside of SUNY Delhi.
- Akshar Shastri and Liz Avery attended training provided by SUNY SICAS.
- Rachel Kendall joined the Customer Support staff as a Help Desk Coordinator. Rachel had previously served the College in roles in both Enrollment as well as the Library.
- Cody Conrad was the successful candidate for our Desktop Administrator position. Cody previously served as a Help Desk assistant and we are thrilled to see him take on a different, more complex role within CIS.
- Holly Waid also joined the Customer Support staff. Holly is our new Help Desk Assistant, joining us from the Office of Human Resources.
- Scott May, who serves on the SUNY Computer Officers Association (COA) will attend a plenary meeting onsite in Lake Placid. Scott's travel is covered by COA and comes at no cost to the College.
- CIO Shawn Brislin, who serves on the Information Technology Exchange Center (ITEC) Executive Board, will attend a strategic planning meeting in Buffalo September 20-21. The College will receive a credit from ITEC, which means there will be no cost to the College.
- All faulty have been migrated over to Multi Factor Authentication (MFA). This was completed before the end of obligation in June. This is another technical requirement for the migration to D2L Brightspace.
- CIS staff worked with Facilities and multiple vendors to repair IT services to several buildings after fiber infrastructure was accidentally cut during an exploratory exercise by a consultant. CIS worked tirelessly on messaging, procuring material, as well as vendor coordination. Service was restored in a much quicker time frame than originally anticipated.
- Kristy Fitch was elected to an at-large seat on College Senate. We now have two CIS staff members (Dave Wakin) serving on Senate.
- CIS leadership has conducted a policy review.
- Interim, VP for Finance and Administration, Chelsea Mathieu, started on August 1st, 2022.
- Maureen O'Connor was promoted to Director of Budgets and Accounting.
- Diane Hanna, Director of Human Resources, joined SUNY Delhi from SUNY Upstate.

Resource Development

- David Loveland completed 2022 NY State Building Code training
- Anthony Alba completed Search committee training
- Dustin White took continuing Ed course for Municipal Water Operator
- Donna Ackerman took a Geo-thermal heat course and SUNY Challenge for Energy Efficiency

College Advancement
Michael Sullivan, Vice President for College Advancement

Alumni Outreach and Programs:

Held a successful SUNY Delhi Day at Yankee Stadium on June 25. There were 130 alumni, several faculty/staff/retirees in attendance.

In high gear for a busy autumn.

- September 1, dedication of the Neil Riddell Turf Field. Welcomed over 100 guests to campus for the ribbon-cutting, Men's soccer game, and a reception in Kennedy Lounge to honor Mr. Riddell, a 1962 alum and outstanding Delhi supporter.
- September 1, hosted 40 alumni at the Saratoga Race Course. This was the second annual event organized by several SUNY colleges including Brockport and Oneonta.
- September 17, Alumni Men's Lacrosse game and luncheon at Bluestone.
- September 30 – October 2, first time SUNY Delhi hosts families and alumni for a combined [Homecoming](#) rather than planning separate events at different times of the year.
- October 14 and 15, Athletic Hall of Fame welcome reception and induction ceremony. This year's inductees are Johnny Baez '05 – Men's Cross Country, Track and Field and Dimitri Beauchamp '15, Men's Soccer.

Fundraising and Development:

The Campus Community Campaign seeking charitable gifts from faculty, staff, and retirees is underway with special promotions through the end of October. Dr. Bonderoff will host a reception for donors at the President's residence.

Pleased to welcome Morgan Moore '18 as Annual Fund and Alumni Engagement Officer to the College Advancement staff.

The Student Phonathon will return to the Student Call Center in Bush Hall this Fall, after two years of remote calling.

College Foundation Related:

The College Foundation at Delhi, Inc. is pleased to announce the election of three new trustees. The College Foundation was established in 1964 as a 501(c)3 not-for-profit corporation to accept and manage charitable gifts and grants to support SUNY Delhi.

New trustees are:

Peter Gioffe '92, '94
President, The Delaware National Bank

Scott Fichten '86
Senior Vice President, Account Management, Drury Design Dynamics

Richard Hayes '83
Managing Director, Empire Valuation Consultants

