

# SUNY Delhi<sup>®</sup>

SUNY Delhi College

Council Report April 2021

# SUNY Delhi

Finance and Administration

College Council Report

April 2021

Carol Bishop, VP for Finance & Administration

## **Student Support & Development**

- Student Financial Services (SFS) continues to successfully operate fully remote utilizing virtual appointments for those who would like a more personal touch, opposed to just phone or email.
  - Virtual appointment statistics since December 3, 2020:
    - 117 individual appointments; 21 survey responses, all rated 5-star.
    - 1 Delhi Dollars for Scholars presentation
    - 1 Recorded Bronco Ready presentation.
  - Current initiatives to further this virtual service:
    - Joining Enrollment Services in 3 virtual Admissions events in April and May to add a Financial Aid/cost component
    - Moving virtual appointment bookings for currently enrolled students to the StarFish platform. This should make it easier and more convenient for students to book appointments with SFS by utilizing this uniform platform.
    - Offer virtual “Freshman Financial Aid Orientation” appointments. These will be geared toward new students and families to ask individual questions and get them ready for the upcoming fall term.
  - The 2021-2022 General Scholarship Application remains open; the priority deadline for fall 2021 semester was April 1, 2021. The priority deadline has passed for merit-based awards; 398 offers were extended to incoming/transfer students. Presidential Scholarship application for the 2021-2022 incoming class is now closed. Interviews were completed with qualified applicants resulting in 9 offers extended to local students
- Two “Sexual Harassment in the Workplace” training sessions with a total of 35 attendees were held for student employees in the first quarter of 2021. This training is required annually for all employees.
- A mobile print station was installed in Sanford Hall for students to utilize during the first two weeks of spring 2021online only instruction. This unit will remain in place as an option for students to print without the necessity of visiting the library.
- Infrastructure Services developed a virtual machine solution which gives students access to classroom/lab software that they cannot get on their own, in case they are required to quarantine this semester.

## **Investing in People, Staff Excellence**

- Environmental Health and Safety (EHS) along with Custodial supervision have had numerous trainings for custodians and maintenance staff in light of COVID. They also continue to work with facilities to address faculty and staff concerns amid the ever changing requirements and regulations.
- Staff representatives from all Finance and Administration areas serve on various COVID19 Campus Planning Task Force work groups covering Communications, Academic Program Planning and Campus Operations. These groups will be working throughout the summer to prepare the campus for fall 2021.

- Employee COVID-19 pool testing has continued into 2021; effective February 1, 2021, all faculty, staff and students physically reporting to Campus are tested weekly. The Office of Human Resources (OHR) notifies employees of their obligation to test, sends regular reminders regarding testing times and locations, and tracks participation to assure that all employees physically present on Campus test weekly. Testing is anticipated to continue through June 2021.
- In an effort to reduce Campus density, the Governor’s Office of Employee Relations approved the continuation of the telecommuting policy through July 2, 2021.
- In April 2021, modifying SUNY Policies of the Board of Trustees, SUNY Trustees adopted emergency rulemaking to allow an extension of the April 20, 2020, SUNY-UUP Memorandum of Understanding (MOU) titled “Possible Adjustments to Tenure Clock Timelines and Reappointment, Promotion and Tenure Review Materials.” The MOU recognizes the continuing impact of COVID-19 on research, scholarship and university service and as such, all academic rank employees not currently under review for promotion will receive an automatic one-year extension of their tenure clock, unless they waive this extension.
- In March, OHR partnered with the Employee Assistance Program (EAP) to host a 3-part series open to all faculty and staff on the “Art of Well-Being.” Maia Wilde, a certified Coach and Life & Business Strategist presented:
  - “The Art of Feeling Good (even when life isn’t cooperative)”
  - “The Art of Being Kind to Yourself (even if you’re still a messy, flawed human)”
  - “The Art of Enjoying Your Life in an Overwhelming World”
- Three Diversity Recruitment and Search Committee training sessions were held during the first quarter of 2021, with a total of 39 faculty and staff attending. Any employee participating on a search committee must complete this training annually. Training programs open to all faculty and staff were presented by three of our retirement providers (AIG, TIAA and Fidelity), with 20 attending.
- Security awareness training was rolled out in February and March, and it appears users are doing much better after training. The monthly phishing results for faculty and staff indicate only 11 clicks (1.4%) and 80 users (10%) reported the message as phishing. This is by far our best month.
- Enterprise Systems had conducted a successful search for a Lead Programmer Analyst; Liz Berry served as Search Committee Chair. After interviews and reference checks were completed, Liz Avery was selected. Liz had been a member of the Customer Support group within CIS.
- All Campus users that are required to complete PCI training have done so.
- Ian Gallagher graduated from US Army Officer Candidate School (OCS) and returned to his position in Enterprise Systems on March 3, 2021.
- Scott May worked with the College Foundation and Golf Course to migrate the Golf Course website to Tsnap, a fully hosted solution.
- The Budget Director and the Director of SFS completed and submitted the work of the Tuition Rate Workgroup to the SUNY Budget Office.
- Delhi’s institutional grant methodology that was submitted to SUNY Audit for CARES Act Higher Education Emergency Relief Fund (HEERF) I annual reporting was adopted and used as an example for SUNY.
- Required Internal Control Training for the 2020-21 cycle has been completed.

### **Projects, Construction, Innovations, Procurement**

- Spring and summer 2021 construction project plans:
  - Main entrance sign in cooperation with students from the School of Applied Technologies and Grounds staff
  - Evenden Tower masonry repair and window replacement project has begun

- Farnsworth Hall renovation project has been successfully bid and is being awarded; construction of surge space at the lower valley campus is scheduled over the summer and into the fall; the plan is to completely vacate the building over winter break; construction is expected to take up to 18 months with classes resuming in the new space by fall 2022
- Bush Hall elevator replacement
- Campus fiber optic network study to evaluate current conditions leading to design for network replacement
- Campus Leadership Team has approved the Data Reference Manual created by Kristy Fitch and JoAnna Brosnan. This will give some standard data definitions to Campus users, as well explain responsibilities of data access strengthening controls. A course was created in Vancko Hall for data training and signing of the reference manual.
- Enterprise Systems is continuing to work through System Query Results (SQR) conversions, which is even more important as we get closer to a new version of Oracle where SQRs may no longer be supported. SQRs are used to run reports and other complicated jobs from the BANNER database.
- Several CIS units worked with Human Resources Office to develop a process for faculty/staff preferred name in BANNER; this follows the student preferred name process that was rolled out last year.
- CIS is working with Information Technology Exchange Center (ITEC) and Student Information and Campus Administrative Systems (SICAS) to fully understand Payment Card Industry (PCI) compliance as it pertains to the Campus BANNER servers.
- Non-production BANNER servers were migrated to new servers in March; production will happen in April. This will allow us to upgrade to the new version of Oracle in June.
- Customer Support and Infrastructure Services will be making improvement to Sanford Hall, room 111, over the summer. This will allow the Cyber Security classes to move into this space.

### Resource Development, Compliance, Budgets, Billing & Fees

- As of April 9, 2021, SFS has billed approximately \$15.7 million, including 462 online BSN students and 152 online graduate students. Currently our collection rate is at ~95% with ~\$716K outstanding.

<b>Financial Aid:</b>	<b>Spring 2020</b>	<b>Spring 2021</b>
Student Loans received	\$6,530,342	\$5,407,553
Parent Loans received	\$2,425,602	\$1,515,466
Grants & Scholarships received	\$7,393,689	\$6,088,963
Excelsior Scholarship	\$670,741	\$498,156
Excel Tuition Credit	\$45,141	\$39,004
<i>TOTAL AID RECEIVED/Authorized</i>	<i>\$17,065,515</i>	<i>\$13,549,142</i>

- As of March 31, 2021:

<b>Billed Student Charges:</b>	<b>Spring 2020</b>	<b>Spring 2021</b>
Tuition	\$8,874,442	\$8,439,737
Room Rents (on campus)	\$2,648,696	\$2,945,619
Riverview Rents (College Foundation)	\$249,194	\$401,079
Meal Plans (CADI)	\$1,918,058	\$2,123,994
Student Fees	\$1,794,350	\$1,870,854
<i>TOTAL</i>	<i>\$15,484,740</i>	<i>\$15,781,283</i>

- The Department of Education verified Delhi's annual CARES Act submission dated December 31, 2020, with no errors. We have continued to be compliant with all required quarterly reporting, in addition to website postings and disclosures, in accordance with Federal and SUNY guidance.

<b>Federal Stimulus Awards:</b>	<b>Institution Support</b>	<b>Direct Student</b>
HEERF I	\$1,218,424	\$1,218,425
HEERF I – SIP	\$118,643	N/A
HEERF II	\$3,292,600	\$1,218,425
HEERF II – SIP	\$185,051	N/A
HEERF III	TBD	TBD
<b>TOTAL AWARDS</b>	<b>\$4,814,718</b>	<b>\$2,436,850</b>

Institutional portion will be used to cover COVID-19 costs including: spring 2020 student room rent and fee credits; COVID testing, PPE and other supplies; fall 2020 room rent and fee credits; and reduction in NYS support.

- The annual Higher Education Research and Development (HERD) survey was submitted in concert with the Grants Office National Science Foundation information request.
- The Resource Allocation Task Force (RATF) met on February 2 and February 12, 2021; Budget updates at the Federal, NYS, SUNY, and Campus levels were provided, as well projections for the remainder of the year based on budget information submitted February 2. Three Campus-wide presentations were made to communicate the same information more broadly. The presentation was also recorded and is available to watch (or read the transcript) in Confluence.
- Contract and Budget meetings have begun regarding Bluestone development. CADI currently has a lease agreement with the Foundation. The plan is for SUNY Delhi to sublet the restaurant from CADI for approximately six months during the academic year.
- Highlights of the 2021-22 New York State Budget:
  - One-time only 5% cut in State support for current 2020-21 year; funding is restored for 2021-22 year; 5% cut to be distributed to campuses by the Board of Trustees (BOT)
  - Elimination of the "TAP gap" phased in with full elimination by 2024-25, plus an increase in max TAP for next year and an increase in TAP gap "floor" for next year, will provide additional relief
  - Increased support in Educational Opportunity Programs (EOP) and Educational Opportunity Centers (EOC) programs
  - NO reform to academic program review, but a commitment to help
  - Capital funding remains about the same as it has been; Delhi's critical maintenance decreased by \$26,000 to \$1.767M
  - Did NOT extend predictable tuition model for SUNY, meaning annual tuition increases have to be approved one year at a time
  - Flexibility for additional tuition categories was NOT approved
  - Procurement flexibility extended to 2026
  - Excelsior Tuition rates remained at 2016 rates extended, for 2 more years
  - Early retirement incentive for NYC employees only
  - Collective bargaining across the board increases will be released, dates yet to be determined

# SUNY Delhi<sup>®</sup>

## College Council Report Highlights from February 2021 – April 2021

### Office of Marketing & Communications Dawn Sohns, Vice President for Marketing & Communications

The Office of Marketing and Communications continued to communicate with the campus community regarding the COVID-19 situation, but also on communicating about progress being made with various initiatives and plans for our future.

#### **DIGITAL & SOCIAL MEDIA ACTIVITY & ENGAGEMENT:**

Our digital and social media manager resigned in early March to take a promotion at another institution. Although she will be greatly missed, we were able to hire a replacement, Abigail Mott, who was an internal candidate from Admissions, and she will start on Monday, May 3. We are excited to have her join our team. In the interim, Riikka Olson has been doing an amazing job managing our social media platforms, posting excellent content, and responding to inquiries. Thank you Riikka!

During this quarter, the focus for social media has been to stay connected with our students, families, and alumni through storytelling & information sharing.

#### **Highlights:**

- Posts about May graduation, the Chancellors Awards of Excellence, and Community Service Day all were popular posts and saw good engagement with our audiences.
- We continue to encourage prospective students to apply with the May 1<sup>st</sup> Decision Day Deadlines fast approaching.

**Facebook:** We currently have 12,708 followers. Facebook continues to be an integral tool in engaging with specific audiences like parents of students, alumni, and the community during this time.

**Instagram:** Our following continues to grow with the current number at 4,877. Instagram continues to be one of the best platform for engaging current and future students.

**Twitter:** We currently have a following of 2,910 which is an increase from the prior quarter. This platform continues to be used less with our target audience but is another way to connect with them.

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

**Merit:** Our media monitoring software and student achievement recognition platform):

## Merit Results

Jan 28, 2021 - Apr 27, 2021

Between **January 28th, 2021** and **April 27th, 2021**, SUNY Delhi successfully published **3 achievements** showcasing the collegiate activity and academic success of **1,075 students**.

Those achievements created **1,111 personalized stories** that were delivered to key target audiences including **1,075 students, 542 parents, 564 media outlets, 321 elected officials**, and **457 high schools**.

SUNY Delhi's student open rate in Merit was **67%** with a click-to-open rate of **64%** which is over **7 times** the industry average (education sector average is 8.3%). The parent open rate was **56%** with a click-to-open rate of **31%**.

Stories shared through Merit generated more than **10,412 social media shares**, resulting in an estimated **2,841,137 social media impressions** and **an additional 10,101 page views** for SUNY Delhi.

SUNY Delhi's hard work with Merit is paying off. With Merit, your institution continues to increase awareness and engagement amongst your key audiences.



### PHOTOGRAPHY & VIDEOGRAPHY ACTIVITY:

- About a dozen photography assignments, including SUNY Chancellor's visit on campus, new architecture space, athletic events, faculty headshots, entrance sign construction progress, students and campus, and big check presentation to the nursing program
- Assisting hired videographer Torkil Stavdal in filming the solar decathlon video with student and faculty interviews and b-roll
- Videography for an upcoming admissions video with Provost and student interviews.





## WRITING:

- 6 press releases, including SUNY Chancellor’s awards for student excellence, academic updates, and Delhi’s military-friendly status
- 7 feature stories, including “Architecture’s New Home,” “Criminal Justice Students Steer Reform,” “Community Service Day 2021,” “Why I Chose SUNY Delhi,” and student spotlights
- Campus communications regarding COVID updates, commencement, etc.

## Graphic Design Projects:

- 6 graphic design projects, including a flyer for the solar decathlon, two html email campaigns for nursing, and a flyer for the business program’s partnership with SUN Schenectady

## Web Updates:

- Just finalized our new academic major webpages to make them more visually appealing and content rich. Edits will continue to be made over the course of the summer.
- Continuous web updates for the campus community, including 131+ official web requests published, with many including multiple parts and revisions after initial request.
- Designed new self-maintained website for Bluestone that CADI will be responsible for.
- We received an “all clear” from ADA compliant investigation.
- Continuous maintenance of ADA compliancy on the website.
- Brand New HR Faculty and Staff Online Handbook was published.

## Marketing Requests:

- We received 17 new individual marketing requests this quarter.



### **Print Shop Updates:**

- Ongoing completion of print jobs; lab manuals, posters, course-related documents, letters for official mailings etc. as submitted by the campus community and external community.
- We continue to create new COVID-19 signage, and update signage as needed. An additional 300 plus signs have been printed and laminated this quarter.
- Staff are on both the operations and communications task force groups in order to help coordinate signage and print based messaging for campus.
- We continue to evaluate alternative in-plant printing management software packages for cost savings.

### **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, etc.
- Riikka was a guest presenter for Ellen Liberatori's business communications class to talk about public service announcements.
- Dawn Sohns was the moderator for the president's panel for the ACE Women's Network in April 2021.

### **Major Projects:**

- We are developing a new relationship with Carnegie Dartlet, a premier education consultant for digital marketing, to increase our brand awareness and produce targeted marketing campaigns for specific majors with low enrollment.
- The Delhi Today continues to be an unbelievable resource for sharing information with our students, faculty, and staff. Cabrina Simmons, has done a tremendous job in organizing and tracking the Delhi Today posts and publishing the daily communication to our campus community.
- The Bronco Brag publication, which gives everyone an opportunity to give words of encouragement and praise to anyone on campus, has been widely supported by the campus community.

### **Staff Updates:**

- Resignation of Karyn Wendrow, Digital and Social Media Manager. She took the Director of Internal Communication position at SUNY Oneonta. We thank her for her service and wish her well in her new role.
- Abigail Mott will begin as the new Digital and Social Media Manager on May 3, 2021. We are very excited to welcome her to our staff.

**College Advancement  
College Council Report**  
April 2021  
Michael Sullivan, Vice President

**Student Potential**

In late April, the Alumni Association partnered with the campus's commencement committee to continue the tradition of offering seniors a graduation photo to help memorialize their academic achievements. The Alumni Association funded the hiring of an outside vendor to schedule, and safely deliver, this experience to students.

**Alumni Engagement**

As has been the case since March of 2020, alumni events and engagements continue to be hosted primarily virtual and online. The SUNY Delhi Alumni Association has reconfigured its web presence to better present upcoming and completed webinars and virtual programs.

In the early part of 2021 the Alumni Association hosted a number of webinars, including:



***Back to Business: Lessons Learned from Chamber Leaders***

Three SUNY Delhi graduates, each leading one of New York State's important and impactful Chambers of Commerce, for an interactive program and Q&A where all share their experiences leading networks and promoting community growth and investment in

this webinar with SUNY Delhi alumni, students, and friends.

***A Day in the Life of a Mechatronics Student***

Mechatronics Professor Mike Miller '87, Instructor Shawn Cobstill '17 plus students Jaylynn Sheppard and Seth Bywater for "A Day in the Life of a Mechatronics Student" Zoom session. Mechatronics is one of Delhi's most dynamic competitive degree programs, as graduates are highly sought-after hires in business and industry.

***Shaping the Workforce: Important Role of Nurse Educators in the Future of Healthcare (UP COMING)***

An experienced panel of alumni faculty will share their perspectives about SUNY Delhi's Master of Science in Nursing Education program, which is shaping alumni into much-needed nursing faculty today. We hope you will join us to learn more.

## **Campaigns**

### **Fundraising Update**

The continuing pandemic, and its impact on many professional fields in which SUNY Delhi graduates make their careers, continues to present challenges. We remain limited in utilizing some of the most effective tools in securing and closing major gift commitments, most notably, our continued inability to bring guests to campus, or engage in major gift travel. Though the time frames are still uncertain, positive changes are unfolding in state and SUNY guidance related to re-opening. We expect to be operating in a more normal environment in the fall of 2021.

### **Blackbaud Guided Fundraising Update**

In early 2021 we began transitioning our Student phonathon program, which historically had been an 8-caller, manual dial, physical call program, to a more automated, web based program, that incorporates phone, text, email, and paper mail into a series of communications. As noted in January, we were unable to operate a physical phonathon program in Spring of 2020 or fall of 2020 due to COVID related restrictions.

Utilizing our database system's analytics, automated dialing, and a multi-channel approach, our program efficiency has improved dramatically in our first campaign. Through our first 22 shifts, caller payroll hours have been decreased by 217 hours, while average caller contacts per hour have risen dramatically. Additionally, average gift size has nearly doubled, and total pledges are more than \$8,500 over the same period in the 2019 year.

# SUNY Delhi

**Academic Programs and Services  
College Council Report, May 2021  
Thomas Jordan, Ph.D., Provost**

**School of Veterinary and Applied Sciences  
Bret Meckel, Dean**

- The Farnsworth Hall remodel project has gone to bid by SUNY Construction Fund. Surge spaces across campus have been identified or will be constructed July-December 2021. All Farnsworth programming will move to surge spaces in Jan 2022. Renovation set for completion spring/summer of 2024.
- The College Golf Course at Delhi opened April 7, 2021 for the season and the Golf Turf and Plant Science student projects resumed at the golf course in late March.
- Birgitta Brophy presented a morning educational webinar on Residential Landscape Design to over 40 participants enrolled in the Cornell Cooperative Extension's (CCE) Master Gardener Program. This webinar reached CCE offices in Delaware, Essex, Franklin, Herkimer, Schoharie and Otsego Counties.
- Birgitta Brophy attended the annual Ithaca Native Plant Conference. Topics included understanding outcomes from predicted climate change, sustainable landscape management, native plants in public projects landscape design and protecting riparian buffer zones. Ms. Brophy also attended three New York Botanical Garden's virtual Winter Lecture Series. Two of these were directed toward the life enhancing qualities of gardens and plants on the human psyche with one of these for healing of women of color.
- The Plant Production Class is growing and planning to hold their annual Mother's Day Plant Sale. Details on the sale's times and COVID-19 protocols will be forthcoming.
- Horticulture Club, a student chapter of the National Association of Landscape Professionals, sponsored a Succulent Dish Garden Workshop where students received free materials and guided via virtual learning session with advisor Birgitta Brophy.

**School of Nursing  
Dr. Susan Deane, Dean**

- Kristin DeForest of Career Services holds bi-weekly career sessions with AAS and Dual Degree nursing students to work on development of resumes, cover letters, and interview techniques. Many students have already interviewed and accepted nursing positions upon graduation in May.
- Students from AAS, BSN, and MS programs participated in the Catskill Addiction Coalition virtual series January 8-15, 2021.
- Dr. Cheryle Levitt, Marguerite Goulet, Dr. Jamie Murphy, & Rebecca Eck presented in January and at SUNY Delhi's SPARK session. *Nursing during the pandemic: Living it and learning it.*
- Dr. Cheryle Levitt was a panelist for the SUNY SCOA Panel Discussion on *Engaging faculty in assessment* in March.
- Dr. Jamie Murphy, Marguerite Goulet, Dr. Cheryle Levitt, & Rebecca Eck, presented *Nursing Education During a Pandemic: A Model for Student Success* at the Global Virtual

Conference on Nursing Education & Research: Better Practices, Management, & Care in March.

- Dr. Barbara Ann D'Anna published a review for the following book in Choice-Academic Libraries Publication: David, S. L. M. (2020). *The uncounted: Politics of data in Global health*. Cambridge University Press.

**Resnick Library**  
**Carrie Fishner, Director**

- Carrie Fishner has collaborated with several public libraries in New York State to launch a digital collection of people's histories of COVID-19, called *Leaving Our Fingerprints*. Members of the Delhi community (students, faculty/staff, greater community, and alumni) are invited to participate, and can do so by completing an [online submission form](#). More information on the project can be found by visiting the library's [website](#). A virtual exhibit is forthcoming.
- The Resnick Library will be hosting (virtually) the SUNY Librarian's Association (SUNYLA) Annual Conference this June. We are excited to infuse the conference with Delhi's spirit, even though attendees will not be physically on campus.
- There were 42 individual course sections being taught with OER (Open Educational Materials) during the spring 2021 semester. This translates to an approximate savings of \$56,700 in textbook costs to students. This academic year, there were 99 OER course sections taught with an estimated textbook cost savings of \$133,650.
- Sixty percent of the library staff have completed the QPR course on suicide prevention.
- Amanda Calabrese attended the virtual Electronic Resources and Libraries conference in March.
- Carrie Fishner attended the virtual Conference on Academic Library Management in March.

**School of Liberal Arts & Sciences**  
**Dr. Linnea Goodwin Burwood, Dean**

- Manuscript "Listening to student perspectives of rubrics" with Dr. Dana Reiff Santos is in press with the *Journal on Excellence in College Teaching*.
- Dr. Shelly Jones has co-authored an essay "Representation, Pronouns and Play: An Analysis of Gender-Inclusive Language and Imagery in Top-40 Ranked BoardGameGeek Game Rulebooks" was published in *Analog Game Studies* in December 2020. Shelly has also had two short stories, two creative non-fiction essays, and fifteen poems published since December 2020.
- Rhonda Harrow Engel's paintings were selected for a one-man show at CANO (Community Arts Network of Oneonta) at the Wilbur Mansion in December.
- Rhonda has submitted three mural proposals for the beautification of the Farrell Student and Community Center.
- Dr. Jason Cash delivered a guest lecture, "Angelus Ex Machina: Economic and Environmental Justice in the Compilation of Final Fantasy VII" for the course "Game Culture" at the School of Visual Arts in March.

## **Institutional Effectiveness**

### **Dr. Katie McGowan Bucci, AVP**

#### **Assessment**

- The Assessment Committee has created (and has received Senate endorsement) for the implementation of three Institutional Learning Outcomes (ILOs): Regardless of academic program, SUNY Delhi students are RAD:
  - Responsible, can
  - Apply knowledge in and out of the classroom, and are
  - Diversity, Equity, and Inclusive-Minded citizens
- The Middle States Self Study process is well underway; eight work groups of campus members are collecting evidence and creating a narrative around how SUNY Delhi meets, exceeds, or needs improvement.
- Monthly Professional Development workshops are being held for assessment; attendance tracked for Micro-credential in assessment; Award Ceremony will be held during Employee Appreciation Day in May.
- The Assessment Resources Page in Vancko Hall is active, and is heavily trafficked by faculty and staff.
- Updated Syllabus Template was revised this semester for campus-wide adoption in fall 2021.
- Updated three-year master assessment plans are being worked on with all 89 units this semester, for campus-wide adoption in fall 21; Software has been rebuilt; Assessment Workbook VII was released.
- Updates to the Strategic Plan action steps have taken place with the Leadership Team this semester and will be on going.

#### **Institutional Research**

- Completed numerous State, SUNY, and IPEDs (Federal) reports; including new monthly SUNY surveys collecting up to date figures and information related to COVID-19 and academics.
- Completed numerous internal data requests, including program reviews, data for various grant awards/applications, retention figures.
- Created the foundation for an Institutional Research Vancko Hall space, to allow campus employees to have better access and understanding to institutional data.
- Served on SUNY Workgroup to design the new version of the Student Satisfaction Survey, previously known as the Student Opinion Survey (SOS).
- Oversaw the administration of both the SUNY Sexual Violence Prevention Campus Climate Survey (SVP), as well as the Student Satisfaction Survey (SSS).

#### **Callas Center for Educational Technology and Instruction**

- Mini-Moodle workshop to be held in May and will include Respondus, user overrides, rollovers, and ReadSpeaker.
- Tab display transition information in Faculty Lounge (<https://moodle.delhi.edu/course/view.php?id=3153&section=12>). Division-specific training was offered regarding the tab display.
- Moodle Upgrade will be completed May 19-24, 2021.
- Botany lecture videos (95) completed.
- BB Ally training during Accessibility Awareness Week.

## **Center for Excellence & Innovation in Teaching & Learning**

- Continued development and tracking for new micro-credential badges. Three co-branded with outside organizations. Safe Zone, Mental Health First Aid, and QPR. In house badges for Assessment, Online Teaching & Learning, and Diversity will be also be awarded in May.
- Adopted a new Badging Platform that will connect with our current Engage Platform.
- Creating a F2F Teaching and Learning Pathway for in house micro-credential opportunity based on the Quality Matters Rubric.
- Promoted and organized a robust line-up of personal development workshops for managing stress, building connection, resiliency, self-care and more in collaboration with the campus Health & Wellness Committee and local healthcare agencies.
- Organized Spring Workshops on a variety of topics. "Talking Teaching" Sessions include Productive Persistence, Engagement, Reflecting on Teaching as we Transition out of a Pandemic.
- Collaborated on two grants proposals for professional development tracking as it relates to non-traditional student needs, and onboarding new faculty and staff. Workshops are rolling out for this initiative and a resource bank for activities was created for sharing purposes.
- Promoted and collaborated with the Callas Center on their Mini-Moodle Series, The Resnick Academic Achievement Center student offerings as part of the Student U Series, and on Accessibility Awareness Month events with The Office of Access & Equity.

## **School of Business & Hospitality Management**

### **Dr. David Brower, Dean**

- Linda Blocker's Food and Beverage Cost Controls students have been connecting with hospitality industry leaders for their Foodservice Interview and Interpretation Paper. They ask their interviewee specific questions that we generated in class and, at that moment, they connect our classroom learning to what is happening now in the industry.
- Bronco Investment Group (BIG) completed a six-month project developing a survey of the ILO (Institutional Learning Outcome) for Sustainability. Awareness and knowledge of the 17 Sustainability Goals of the UN was surveyed. All students over the age of 18 and not in high school were surveyed, 2600 students, 172 responded. BIG members also attended presentations by entrepreneurs and real estate investors and two members presented on wholesale real estate investment and wellness. BIG prepared a financial literacy presentation for delivery to students in April. The topics include budgeting, savings, investment, and IRA/401-K allocation.
- Rich Celli had been asked to update the Naval Warfare Publication # 4 Cybersecurity and Telecommunication. Chief of Naval Operations, Adm. Michael Gilday invited Mr. Cello to join a committee to examine Diversity and Inclusion in the United States Navy. We will begin discussion in late May. The committee will report its findings and recommendations by May 2022.
- Under the direction of Brianne Slocum, our Cakes & Tortes students have been selling individually packaged cakes in conjunction with the butcher shop. Sales have been strong and students have enjoyed the process, and they have been able to master some classic torte recipes and create their own specialty tortes.
- Brianne Slocum has participated in two webinars through the American Culinary Federation: Future-Ready Chefs: Culinary Career Pathways for Job-Ready Graduates and No Meat, No Dairy, No Gluten, No Problem! – Expand Your Menu for all Dietary



Preferences. These topics are relevant and timely and provide valuable content for the courses she teaches.

- Jessica Backus-Foster and Brianne Slocum hosted a demonstration and information session for students from the Broome Tioga BOCES. Two of the chef instructors from BT-BOCES are SUNY Delhi graduates.
- Mathew Heath VanHorn served as a judge for the Northeastern Regional Elimination Competition of the Collegiate Cyberspace Defense Competition in March.
- Faculty and staff from the School of Business & Hospitality Management continue to host virtual information and recruitment sessions via Zoom. While attendance at these events has been low, the students who have been attending have been strong, and have expressed commitment to attending SUNY Delhi.
- Rick Golding was one of four judges for the NYS SkillsUSA Champions at Work Culinary, Baking and Front of the House Virtual Competition at the Southern Adirondack Education Center in Hudson Falls in April.
- Paula Reardon participated in the Business Advisory Board meetings at Fulton Montgomery Community College and SUNY Schenectady. Her involvement as a board member spans more than a decade, and has helped with creating articulation and transfer pathway opportunities for students to join our bachelor's degree programs at SUNY Schenectady and online.
- Faculty and staff have been working on curricular revisions to the Healthcare Management degree to ensure its relevance and competitiveness. Faculty are also working on developing the infrastructure to offer the Human Resource Management degree online. This program will officially launch as an online option this fall (in addition to the on-campus delivery).
- Hospitality faculty and staff continue to work alongside the MARK Project in Roxbury as they embark on significant renovations to Kirkside; a turn-of-the-century estate is transformed into a lodging and event venue.
- Hospitality faculty are hosting a multi-part Student Success Seminar series this spring to provide students with important skills and information including time management, study skills, information on retaining academic integrity, locating summer internships/employment, and how to find/apply for scholarships.
- The proposals to offer an associate degree in Baking and Pastry Arts and a bachelor's degree in Baking and Pastry Arts Management are now with SUNY awaiting approval.
- Hospitality faculty and staff continue to promote a variety of summer work opportunities. The school office has seen a significant increase in the number of available jobs throughout the state and in multiple capacities. It is a sign of a strengthening economy and hospitality industry at the local, state, and national levels.
- Faculty from the School of Business & Hospitality have worked to develop 3+3 options for students who wish to pursue a law degree with Western New England Law School. This agreement builds upon the partnership that exists with Criminal Justice.
- Hospitality faculty hosted a corned beef and cabbage fundraiser to raise funds for student scholarships. Meals were pre-ordered and takeout and curbside pickup was available.
- David Brower attended the Johnson & Wales University Food Innovation and Technology Symposium on March 22. Numerous ideas were identified that could be adapted and launched at SUNY Delhi.
- Sean Pehrsson and David Brower hosted a presentation for Friends of Cooperstown Library entitled "What will we eat in a climate changing world?" in April.

**The Resnick Academic Achievement Center**  
**Jeff Stedman, Director**

- The Resnick Academic Achievement Center offered four mini sessions on student success; time management and motivation, advisement and registration, grade point average calculation, and proper communication with professionals were the topics.
- The advising office offered registration support sessions to students during the last days of open registration.
- Starfish Success integrated two new messaging components to support student success. There is now an automatic notification that goes to a student and their success network if they have not logged into the Vancko Hall system for more than seven days; there was also a "progress survey" that was released for faculty to give positive feedback (KUDOS) to students who have been working hard and encouraging them to finish the semester well.
- Starfish: 3,805 flags were raised and 3,312 cleared for the spring 2021 semester. From the Positive Kudos Survey there were 983 kudos raised. Starfish: Outstanding Academic Performance 294, Keep Up the Good Work 545, Showing Improvement 144
- The C-PASS program (offering access opportunities to students who have struggled academically in the past) is accepting students once again for the fall 2021 semester. They continue to offer proactive and intrusive advisement/support to our underprepared students.
- Advising continues to support the planning and running of our Delhi Bronco Ready Days.
- Tutorial services continues to offer services remotely through a number of different modes. Our students who are on campus and those who are learning remotely have utilized this support. Having this resource continues to be needed on our campus.
- Financial Literacy Group held its second financial workshop featuring Alum Deana Kani talking about life after college. Topics included life insurance, budgeting, housing, etc.
- Career Services is working with student athletes to pilot a SAAC (Student Athlete Advisory Council). They will be offering different seminar topics on careers
- Career Services is also working with C-PASS students, Mechatronics, Applied Sciences, Construction, Vet Science and has been very involved with our Nursing students

**Office of Admissions**  
**Robert Piurowski, Director**

- **New Initiatives**
  - **Virtual Programming**
    - Collaborated with several academic areas to provide access and opportunity to prospective students/families on our majors and program, along with daily one-on-one meet and greet sessions and information sessions for first-year and transfer students.
  - **SUNY for All**
    - SUNY Delhi is the latest campus to join the SUNY for All campaign as a lead campus for SUNY's free Online Training Center. The campaign that launched in January features free college and career prep programs in high demand job areas through the Online Training Center to help more New Yorkers start their education or improve job prospects.
    - <https://www.suny.edu/suny-news/press-releases/3-21/3-25-21/delhi-sfa.html>
  - **Enrollment Management Re-Organization**

- The re-organization incorporates outreach and workforce development. From the re-organization, two new areas have been established under enrollment management: Office of Undergraduate Admissions and Office for Continuing Education and Professional Studies.
- **Admissions Recruitment Videos**
  - For student recruitment, new videos are being created to highlight the campus and community. Special thanks to Marketing and Communication and Residence Life for their support.

- **Additional Information**

- **Spring 2021 Student Enrollment: Actuals vs. Estimates (Based on Spring 18-20 Average)**

Spring 2021 Summary	Spring 2021 Actual	Spring 2021 Estimated	Variance	% Variance	Spring 2020 Actual	Spring 2019 Actual	Spring 2018 Actual
Total Students (All Types F/P)	2590	2813	-223	-8%	2752	2724	2965
Full (F) Time (All Types)	1973	2137	-164	-8%	2108	2084	2221
Part (P) Time (All Types)	617	676	-59	-9%	644	640	744
On Campus (F/P)	1808	1993	-185	-9%	1972	1951	2056
Online-Offsite (F/P)	672	752	-80	-11%	686	713	859
Graduate (F/P)	110	68	42	62%	94	60	50

- **Fall 2021 New Student Enrollment as of 4/12/2021 (First Time, Transfer, Re-Entry/Re-Admission)**
  - College Total (All Programs): 440 Students (-1.5% vs. Fall 2020)
  - On-Campus Programs: 350 Students (-9% vs. Fall 2020)
  - Online/Offsite Programs: 90 Students (+48% vs. Fall 2020)
- **Upcoming Campus Events**
  - To view all upcoming general events, visit: [www.delhi.edu/visit](http://www.delhi.edu/visit)

# SUNY Delhi

**College Council Report for Student Life Division**  
**Dr. Tomás A. Aguirre, Vice President for Student Life & Chief Diversity Officer**  
**April 2021**

A Student Life Division Office BroncoConnect page was developed to better share Senior and Extended Leadership Minutes with the rest of the Division. Communication across departments, with students and extending beyond the Division continues to be a priority.

We celebrated the 21<sup>st</sup> year of recognizing student leaders during the Student Life Leadership Awards Ceremony on April 27. 17 student leaders, 3 faculty/staff, 3 Chancellors Awards along with Scholarship recipients all gathered virtually to be celebrated for their incredible leadership and positive influence on campus life.

The Voter Engagement Committee is proud to announce their ‘Progressing’ ranking in the All in Democracy Challenge. The action plan submitted demonstrated leadership, commitment, an effective landscape and appropriate short- and long-term goals. The committee will strive to create a more positive democratic campus culture in the future.

The Equity Inclusion Advisory Board has reevaluated their subcommittees, and looks forward to welcoming and supporting the new Assistant Director of the Multicultural Center.

The Delhi Dollar Scholars hosted 3 different financial literacy series in collaboration with community partners, advertised through BroncoConnect and available to students, faculty, staff, alumni and the public.

Louis Reyes, Director of the Educational Opportunity Program (EOP) will serve on a larger SUNY Group to enhance EOP Guidelines, which have not been update in over 50 years. Additionally, Lou will present at the SUNY Success Summit on Curriculum design and Civic Engagement as it relates to EOP.

EOP is collaboration with Allene Slating, Callas Center & Mary Lou Forward, SUNY COIL liaison, to incorporate a Collaborative Online International Learning component in this yeas Summer Session. The EOP Staff is continually working towards a targeted goal 60 new EOP freshmen for Fall 2021.

Health Services, along with a large volume of volunteers, continue to provide weekly surveillance testing at 100% for all students who have a physical presence on campus, and oversee the weekly testing of employees.

Health Services continues to work closely with our local health department to manage the care and support of our students, establishing “best practice” models for evaluating, testing and treating ill students. Our quarantine and isolation spaces have been increased, with the Quarantine Coordinator assuring students complete their quarantine/isolation on campus and have their needs met.

Counseling Services offered a weekly support group to assist students in quarantine/isolation on campus who may be struggling during their quarantine period. The department continues to work collaboratively with other departments on campus to identify areas of improvement, implementing practices as needed.

As an enrolled provider in the COVID vaccination program, the campus worked with SUNY to secure the single dose vaccine for our campus. Once college aged students became eligible in New York, Health Services vaccinated 250 students. One goal for Foreman, is to develop a mass vaccination clinic for students who wish to receive a vaccine.

Karen Gabriel, Director of Health Services and Mary Wake, Interim Director of Counseling Services met with faculty during the first department/school meeting of the spring semester. Reviewed the procedure for clearing and testing all students prior to their return to in-person classes. Discussed ways faculty can assist with capturing commuter students. Discussed service hours, procedures and management of concerns of faculty regarding students in distress.

Counseling Services continues to assist faculty with student concerns and provide outreach in individual classes where needed.

Foreman Hall proactively sets to educate students/faculty and staff on adherence to the safety protocols that are in place and to decrease campus concerns and reactivity by empowering them with knowledge. An increase of outreach to targeted cohorts of students with the goal of increasing knowledge of and utilization of counseling services to hopefully mitigate student distress. Also, an increase campus-wide advertising surrounding mental health resources available to students as well those available to faculty/staff to assist with identifying and aiding students in distress.

The Athletics Department continues to follow all NCAA “Re-socialization” plans for safe return to play as well as recommendations from SUNY, New York State and Delaware County BOH. Ongoing planning is still underway, in conjunction with the North Atlantic Conference and ongoing weekly NAC AD meetings are being conducted. Athletic competitions, following the SUNY Chancellor’s approval began in mid-March.

Intramural staff have continued to explore several intramural recreational activities for the students currently on campus these past semesters, including hiking, frisbee, cornhole and esports and will continue to do so throughout the spring semester.

SUNY Delhi is in the final year of the NCAA Division III membership process. Our end of year report will be submitted in late May and our active membership is set to begin on September 1.

Plans are being developed to increase hours for the spring 2021 semester including a recent faculty/staff session, including early evenings on weekdays and a half day on Saturday.

Athletics coaching staff have continued to facilitate on-campus recruiting visitations for prospective new incoming students for the fall 2021 class. Coaches conduct zoom team meetings and provide academic monitoring throughout the spring semester. Additionally, as restrictions are adjusted and updated, the full-time coaches have additional duties such as intramurals and recreation, fitness center, etc. that will be taking place for the benefit of the students on campus.

Athletics Department focused on the safely conducting in person athletics competitions for outdoor spring sports (men’s lacrosse, women’s softball, tennis, track & field, and golf), following all NCAA re-socialization guidelines and NAC protocols and procedures.

Current Spring 2021 team records:

- Men's Lacrosse: 1 – 3, next game April 24
- Women's Softball: 9 – 5, next game April 24
- Tennis: 1 – 1, next match April 23
- Swimming & Diving: 1 “virtual” meet
- Men's and Women's Outdoor Track & Field: 1 meet, next meet April 24
- Women's Soccer: 2 matches, next match April 30
- Women's Volleyball: 6 wins, 2 losses
- Golf: 2 matches, next match April 24

The Athletics Department is currently in the search process for the following fulltime positions; Head Athletic Trainer, Head Men's Soccer Coach and Associate Athletic Director.

The Athletics Department will conduct an end of semester student-athlete “Covid related” survey to be reported in the June campus Assessment.

The Athletics “virtual” 2021 Athletics Hall of Fame induction ceremony will take place on Wednesday, May 26, at 6pm.

The Greek Council, The College FSL Expansion Committee, and VP of Student Life Aguirre approved re-recognition of Pi Nu Epsilon and Delta Theta Gamma based on presentations and recommendations. Their successful process now brings the total number of recognized chapters to 18. That having been said, the pandemic has taken its toll on some chapters due to reduced activity and recruitment efforts.

Elections for the 2021-22 Student Senate Executive Board will be postponed until September. This follows what has been a challenging academic year to date with struggling to reach quorum at many of the weekly Student Senate meetings. Elections for the 2021-22 Greek Council Executive Board may also be postponed until September. Alternatively, there may be an incomplete executive board elected with hopes of filling vacant positions in September. Generally speaking, the prevailing thought behind the reasons why are linked to the overall large reduction in co-curricular output from student leaders and student organizations over the last 13 months.

The 2021-22 Student Senate Budget process may have to be passed in two sections, once by the end of the semester and the final version in September. The Student Senate Finance Committee has struggled to be able to meet enough to get through the requests. This is a direct result of lack of availability due to the shifted academic schedules and priorities of students in the pandemic. A possible strategy will be to have the Finance Committee continue to meet in the early summer to get through all the budgets so they are ready for a fully ratified budget in September.

As of the date of this report, CSLE wrote and got approval of a modification to the Spring 2021 COVID-19 campus policies to allow for outdoor events held by student organizations to have up to 50 people, social distanced and still wearing masks. Additional requirements are in place for approval and implementation of these events. Though a small remaining window of time, it is hoped that student groups will try to take advantage of the opportunity.

The online course component of the 2021 Bronco Ready Day orientation program was given minor updates and is being implemented for this cycle of dates for May/June. Potential to expand Bronco Ready Day Committee to a larger Orientation Planning committee that will encompass all components of new

student orientation (January bronco Ready, Spring Bronco Ready, and August Welcome Weekend.) This will include reassessing regular committee composition, regular check-ins with individuals and departments that have a role in implementation of any programs.

The final candidate for Assistant Director of the Multicultural Center will be on campus April 22-24 to visit and search for housing options. It is anticipated candidate will accept the offer at the conclusion of his visit so that onboarding can commence.

MOSAIC successfully partnered with Art Force 5 by joining a SUNY-wide effort to celebrate Women's History month in their Women's Empowerment Draft, including a community art project of painted mosaic tile portrait completed by our students featuring an icon in Women's History.

Partnered in a SUNY System-wide Virtual Spring Concert/Festival, taking the place of the traditional Senate-sponsored Concert this semester. SUNYFest will be headlined by Kesha with Special Guest AJR.

The Center for Student Leadership & Engagement will place emphasis on planning for an in-person Welcome Weekend Program this Fall, with anticipated modifications and precautions due to COVID-19. Additionally, conversation will continue for a possible Family Weekend/Homecoming for Fall 2021.

A recent student satisfaction survey yielded the following results, allowing CADI to focus on improving food variety and quality.

Area	Rating out of 5
Cleanliness	3.8
Service Quality	3.7
Hours of Operation	3.4
Speed	3.4
Food Choices	2.8
Food Quality	2.8

CADI hosted several special menus this semester: Beach Day (free snow cones, sunglasses and served empanadas and slushies, Lobster Night (seafood boil option for dinner), Prime Rib night, a Caribbean Day co-sponsored with CSU, Sushi Days and a day for custom grilled cheese and burgers.

Bluestone has been successfully running Wednesday – Saturday, and will move to a 7-day operation in March. The summer schedule is already filling up with gold tournaments. By mid-September the School of Hospitality will assume operations at the restaurant as part of their hands-on curriculum.

CADI Employees are being celebrated on April 29 for being rock stars through the pandemic. Conversation cookies were purchased from Baker's Street Bake Shoppe to thank all CADI employees for their hard work and dedication to provide delicious meals safely and efficiently.

Due to changes in regulations, CADI is able to apply to claim an Employee Retention Credit (ERC) to recover additional funds for qualifying employee wages.

CADI is developing training sessions help with employee retention and recruiting of student workers, investing in software programs that will improve operational efficiencies in the field and streamline



administration processes, along with investing in management training for improved outcomes in a post-Covid world.

The O'Connor Foundation grant application requesting continued support for the O'Connor Center for Community Engagement is completed, with review and award notification to be in June, 2021.

Kudos for a Community Resident-SUNY Delhi Students connection! Jack Church, electrical construction, Alick Lloyd, criminal justice, Sebastian Hernandez, electrical construction and Peter Psycopeda, electrical construction stacked cords of wood for a woman who is disabled with limited resources, who was grateful stating they did excellent job. She shared that her image and perception of how she imagined college students was transformed.

The Bicentennial Community Service Day/Earth day was Saturday, April 24. SUNY Delhi Students, community residents and Delaware Academy students engaged in separate service tasks throughout the Village. Student clubs and organizations jumped on board to volunteer with a goal of having 200 participants in honor of the Village of Delhi's birthday. Students were involved both on campus and in the community. Online students will be serving the communities where they reside to share in the connective service.

Thanks to a grant awarded to SUNY Delhi from the SUNY Chancellor's office, Regalia, "The Student Ready Store" will be installing a refrigerator to provide additional healthy choice food items.

The OCCE is changing what community service looks like beginning in Fall 2021. In collaboration with community partners, students will be provided with the needed opportunities that will enhance their resumes as well as develop the needed skills to lead, serve and follow effectively as a SUNY Delhi student and graduate.

The Office of Residence Life hosted 174 in-person, small scale programs this Spring semester and increased marketing efforts for returning student housing selection for the 2021-2022 academic year to target two main areas: students taking classes remotely due to COVID-19 who might be missing messaging due to not being physically on campus; students who have lived on campus for three or more semesters and taking classes in the fall in the hopes to retain them in the residence halls

Residence Life hired a Residence Hall Director for an extra six weeks over the summer to work on Residence Life's First Year Experience Living Learning Community in O'Connor Hall.

Residence Life will be encouraging summer staff to collaborate with community agencies for programming to improve town-gown relationships and community service and seeking to increase student requests to live/participate in Living Learning Communities by 15% (specifically Men of Distinction Living Learning Community).

Student Rights & Responsibilities held restorative justice community circle sessions in February (on the January 6<sup>th</sup> Capitol Riot) and April (on sexual harassment). The Alcohol & Other Drug Task Force sponsored a 'Marijuana History' program in April.

A new pilot Student Probation Reduction Process allow students to reduce their sanctioned probation period by engaging in service to the campus, allowing them to return to "good standing." The program is

co-sponsored with the O'Connor Center for Community Engagement & the O'Connor Residence Hall First Year Experience.

SR&R has been managing campus restriction process for students who miss mandatory COVID-19 pool testing; completed the set up for the Campus Security Authority (RAPID) training on Vancko Hall for mandated reporters.

The Student Code of Conduct will need to be reviewed before the Fall semester, and consideration will need to be made regarding the changed drug laws.

University Police continues to increase the department's racial diversity, and is happy to announce the hiring of Troy X. Patterson as a University Police Officer. Troy will be attending the Police Academy being held at Alfred State starting in May.

University Police continues to manage and distribute appropriate PPE's to the campus community.

Additional goals for UPD it to increase positive student engagement and student interaction when COVID-19 health and safety restrictions allow.

[Redd](#) is active in Residence Hall trainings this semester, recently meeting with Riverview residents.