

College Council Reports

September 2020

Finance & Administration
College Council Report
September 2020
Carol Bishop, VP for Finance & Administration

HIGH LEVEL COVID19 RESPONSE

- Provided IT solutions and support to quickly move to online/alternative instruction delivery systems as well as necessary technology to allow non-essential employees to work from home
- Developed a plan, calculated and processed student room, board and fee credits and refunds totaling over \$4M
- Developed and implemented campus hiring freeze and spending controls plan in conjunction with SUNY and New York State guidelines
- Preparing and submitting weekly COVID19 expenditure and impact tracking reports to SUNY to ensure that all costs associated with special emergency preparedness and response are consistently and accurately tracked. Also, the information will aid SUNY in collecting and submitting information required by the State Division of the Budget (DOB) and potential FEMA claim. As of August, Delhi had expended over \$235,000 in cleaning supplies and equipment, PPE supplies, and IT software, hardware and equipment.
- Served on Campus Planning Task Force groups to develop and implement Delhi's Fall 2020 Reopening Plan
- Applied for and received federal CARES Act stimulus funding; established a methodology to determine eligibility criteria for students; developed student application and funding distribution processes; complying with extensive reporting requirements
- Developed electronic employee and student health screening tools
- Developed database to track and report testing information via a campus dashboard
- Working to construct and install wastewater testing equipment to conduct weekly testing for campus residence halls including Riverview

COVID19 FINANCIAL IMPACTS

The campus has essentially had minimal cash inflows since mid-spring. The controls we put in place have helped us to sustain operations, however we are using significant cash balances to do so. We have not had to consider faculty or staff retrenchments or layoffs. With the continuing uncertainty of COVID19 and ultimate financial impact to NYS and SUNY, we will continue to be vigilant in our response and management.

- State immediately implemented budget bulletins – hiring freeze and spending controls. As a result, Delhi's hiring decisions are centralized at the leadership level, where positions, planned hires and replacements are being prioritized based upon health and safety; direct instruction in high-needs, highly enrolled programs; student retention, recruitment or service; and strategic hires. Non-payroll purchases are limited to critical needs only and must align with priorities of addressing health & safety, direct academic instruction, and/or student enrollment and retention.

- State tax support payments after March ceased. On June 30, SUNY received 80% of the cash that was originally expected from NYS covering April, May, June and July. SUNY used the transfer to provide campuses with 90% of 2019-20 total allocation levels. Delhi's original State support = \$6.4M; after receiving July's distribution of \$2.8M, our final allocation for 2019-20 = \$5.7M.
- Delhi issued over \$4M in refunds to students for spring 2020 semester consisting of: campus room rents ~\$2.1M; mandatory fees ~\$0.2M; CADI meal plans~ \$1.5M; and ~\$0.2M of Foundation owned Riverview room rents.
- Delhi applied for and received CARES Act stimulus funding of \$2.4M, of which half must be provided as direct COVID19 support to students; following guidance and approval by SUNY and NYS, the 2nd half was used to offset lost revenue from student refunds. CARES Act funding could also be used for mandated part-time payroll payments from GOER, PPE and other COVID19 related expenditures, and to support other critical purchases necessary to support distance learning – if award amounts exceeded total student refunds.
<https://www.delhi.edu/covid19/cares-emergency-grants/information.php>
- HESC payments (NYS TAP grant and Excelsior scholarship payments) for spring 2020 have not been released (~\$630,000). In mid-August an announcement was made indicating we may be receiving 80% of 2019-20 academic year funding for student awards as July 31.
- SUNY financial plans for 2020-21 have been approved by SUNY Board of Trustees but ONLY reflect campus tuition revenue; because of uncertainty, no State support for fall 2020 was provided in our financial plan; SUNY projects a minimum 20% reduction from prior year equivalent to \$1.1M (\$5.7 to \$4.5M).
- Delhi's 2020-21 budget submission to SUNY represents fall only. Budget holders were asked to submit fall only budget requests following spending control guidelines – meaning critical needs only. A second budget phase will be necessary for spring. Budget meetings with the Resource Allocation Team are scheduled for mid-September to review departmental requests and determine funding limits.
- SUNY Board of Trustees did not approve a fall 2020 tuition increase; they still have the ability to act on a change for spring 2021. A \$100 increase for fall only to resident undergrad tuition rates equates to ~\$0.2M for Delhi.
- Delhi is pro-rating fall room and board based upon the number of weeks individual students reside in on-campus housing in alignment with their academic program schedule or individual circumstances. To provide relief to the residence hall capital program, SUNY has issued additional bonds to cover debt service requirements in the short term (1-2 years). Because interest rates are favorable, the overall impact is minimal with only slight increases in annual debt obligations after the initial period.
- In consultation with Student Senate e-board, Delhi reduced specific mandatory student fees (athletics, student activity, transportation) for fall as well as parking and student print fees. We are actively engaging these account holders to revisit their original budgets and plans and reduce spending to remain sustainable, despite these reductions.
- Fall student billing was delayed one month; typically sent in early July, fall bills were issued in August. We also decided to hold the disbursement of student loan refunds until late September because of the uncertainty. Student Financial Services established a process for students to apply for early refunds if they need money for books or off-campus living expenses.

STUDENT SUPPORT & DEVELOPMENT

- Student Financial Services (SFS) has been working remotely since March. Rather than diminishing our services to students and families, somehow, through dedication and resolve, our department has been flourishing in this new remote environment and our services remain excellent. Liz Berry, Director of Financial Aid, and Ivaylo Rachev, Director of Student Accounts,

have worked hard to move most, if not all, of our services online. Financial Aid staff have been busy with virtual one-on-one appointments, which seems to be very well received. In addition, we are offering virtual group “workshops” to review all things related to financial aid processing and billing.

- Financial Aid staff had virtual one-on-one appointments with all new incoming EOP students.
- SFS will be reaching out to academic deans to offer virtual classroom visits for financial literacy.
- Chris Keaney, Assistant Director of Financial Aid, was integral in SFS’s participation in virtual Bronco Ready days.
- As of August 18, 303 students have been awarded a campus based scholarship for 2020-21.
- Adam Lang, Scholarship Coordinator, presented on the Academic Success Panel at RA training
- A revised structure was approved for fall 2021 merit-based scholarships that utilizes Regents exam scores and course grades in substitution for SAT/ACT scores (as many standardized tests have been postponed or cancelled due to COVID19). This will increase access for students to qualify for merit-based awards.
- SUNY Pathway Scholars Program is a SUNY initiative for new associate degree students with intent to enroll into a 4-year degree program at a SUNY institution. Recipients will receive \$1,500 of aid towards non-tuition expenses. They will also receive \$500 the first year and a \$1,000 stipend following graduation with an associate degree and enrollment into a SUNY bachelor degree program. Currently, 20 students have accepted offers (out of 37 available slots). Remaining slots can be utilized for incoming students for the spring 2021 semester.
- General Scholarship Applications for the 2020-21 academic year closed September 1, 2020. Applications will re-open in December for the 2021-22 academic year. Presidential Scholarship application for the 2021-22 academic class will open October 1, 2020.
- We were able to successfully hire 2 summer 2020 student interns by utilizing SUNY Research Foundation payroll. The students assisted with the New York City Department of Environmental Protection streamside management program directly at DEP job sites. This is the first time SUNY Delhi has taken advantage of SUNY RF employment and payroll services.

INVESTING IN PEOPLE – STAFF EXCELLENCE

- The annual New Employee Orientation (NEO), usually held in-person in August, transitioned to a virtual event. Presenters introduced their departments via Zoom, with the recordings collated into a Vancko Hall “course.” This virtual format will work well for those hired throughout the year, as they will be able to “attend” NEO at the time of their hire, rather than wait for the annual event in August. College cost savings are achieved by elimination of food, beverage, and cocktail hour expenses.
- Due to COVID19, and the SUNYFAP conference moving online, ALL Financial Aid staff were able to participate in some form in the trainings offered. It was great to have such participation, as we normally can only send one or two staff members due to budget constraints.
- Cindy Healey, Director of SFS, helped coordinate and facilitate, along with other SICAS FAUG (Functional Area User Groups) chairs, cross-functional meetings to discuss and brainstorm solutions to multiple processing issues due to COVID19.
- Liz Berry, Director of Financial Aid, has attended several trainings related to regulatory changes that COVID19 has brought. The financial aid world is currently full of changes that are very challenging to keep up with.
- Environmental Health and Safety (EHS), along with Custodial supervision, have had numerous training sessions for Custodial and Maintenance staff in light of COVID19.
- Facilities staff held safety training meetings, including Grounds training on chainsaw and equipment usage.

- In spring, Liz Avery attended the first session towards completion of the Aspiring Leaders track of the CIO Leadership Academy 2020 program, co-hosted by The SUNY SAIL Institute and NYSERNET.
- Grady Miller attended Change Management Training in spring. This is an IT Service Management (ITSM) process that makes it easier for your organization to roll out *changes* to your IT infrastructure, helping to control risk and keep disruptions to services at a minimum.
- CIS purchased SkillSets Online of Silicon Valley, a web-based e-learning platform to provide IT professionals technical training in an asynchronous model. This platform uses a virtual library card that, once assigned, allows a CIS member two weeks to complete a module. Several hundred topics are offered, including technical, IT certification preparation, and soft skill development. Several CIS members have already completed modules and more are currently underway.

PROJECTS

- SFS, in conjunction with CIS, moved the Nelnet Payment Plan option to a different platform, as required by Nelnet. It is not a great product and will probably need to be changed again. I anticipate we will be looking at another vendor for our whole e-commerce platform.
- Thurston and South Hall renovations for Architecture program laboratory and faculty offices is expected to be completed for spring 2021 semester start.
- Installed a new fire alarm system and replaced the roof on Gerry Hall.
- Cleaning protocols have been changed to include disinfecting of frequently touched surfaces.
- Farrell Hall 211 was completely upgraded in spring with 80" touch screens, on-board PCs, ceiling microphones, cameras and wireless presentation capability. This gives the College its largest space to hold virtual/video meetings.
- The upgrade to Lab 111 in the Electrical Technologies building is complete. The Mechatronics and Electrical Controls programs now have the ability for 21 students to program network-based PLCs utilizing the industry's most modern software.
- All servers running the Windows Server 2008R2 operating system have been upgraded, well before the end of Microsoft support.
- Completed the data integration project to move the Advancement Office over to Blackbaud Raisers EdgeNEXT as their primary relationship management tool.
- The BANNER Steering Committee is now known as the Committee on Collaborative Data Governance. This is a broad-based group of function users that discuss campus data and its integration into enterprise systems.
- Steve Cembrinski designed program budgets for SUNY and State Education Department submission for three new academic programs: an MS in Criminal Justice and two BS programs, one in Applied Communications and another in Independent Studies.

RESOURCE DEVELOPMENT

- With a team of 9 people in less than 5 days, coordinated and developed SUNY Delhi's plan for Student CARES Act funding, maintaining compliance with federal, NYS, and SUNY requirements; submission of this plan posted on May 1. Regular meetings were scheduled to implement this plan through Bronco Web, the campus website, emailing students, and the Student Emergency Grants application process through the Scholarship Office.
- Coordinated and applied for Student and Institutional CARES Act funding through grants.gov.
- Developed multiple projections for SUNY Budget Office for planning purposes and discussions with NYS, including the development of a cash-flow analysis complete with specified assumptions for State support and CARES Act inflows.

- Created an all-funds budgeting and stress-test tool to assess the effects of multiple variables on our overall cash position – from changes in enrollment, to changes in non-payroll savings targets, to scenarios eliminating athletics.



**College Council Report – August 2020
Highlights from February 2020 – August 2020**

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

The Office of Marketing and Communications began this quarter focused on marketing efforts to recruit our next class and share the outstanding work being done on the SUNY Delhi campus. By mid-March, our focus shifted to gathering COVID-19 related information from all areas of campus and disseminating that information to all constituencies. The report below reflects our efforts to balance communicating about the pandemic while moving forward with recruiting our next class of students.

DIGITAL & SOCIAL MEDIA ACTIVITY & ENGAGEMENT:

This was an unusual and unique time for our social media efforts and engagement. There was a shift from storytelling and promotion to crisis management and sharing news, facts, and updates – and back and forth between those two strategies a few times due to COVID-19 and the social unrest across the nation and in our area.

Highlights:

- SUNY Delhi themed Valentine’s Day cards with the intention to capitalize on affinity that our followers have for the college and some familiar scenes and settings, which was extremely well received. Posts reached over 3,947 people, with 20 comments, and 27 shares.



- A profile of Senior Japheth Chambers who is delivering meals to shut-ins in NYC during the pandemic was another post with a lot of engagement across platforms. It reached over 4,696, had 509 likes, and garnered 10 comments. and was shared over 30 times.



Other highly engaged social media highlights included:

- Held six virtual Delhi Green Days – keeping the campus tradition of wearing green on Friday’s encouraging people to send in selfies wearing green.
- Posted video tips from students on topics such as baking and cooking, fitness, health & personal safety, improving your golf game at home, and videos of faculty and staff wishing students luck with virtual learning, healthy tips from Health & Counseling staff & peer educators.
- Other social media efforts included “Delhi From A Distance” Community Service Day, Financial Literacy Week tips, Future Bronco (new student) Highlights and advice on why accepted students should “decide on Delhi”, had two social media takeovers (one student on an internship in Connecticut and one alumnus who is a licensed vet tech on Long Island), and shared the Virtual Commencement & week-long graduation celebration on social media.
- A photo of deer on the empty campus received the most likes on Instagram for the first quarter. A drone photo of campus with the reopening announcement was received the most likes for the second quarter. Close seconds were a post celebrating new incoming students on College Decision Day, May 1, and a post of 2020 graduates with decorated mortar boards posted during graduation week.





Facebook: Our following continues to increase and we currently have 12,305. Facebook has been 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 4,380. Instagram turned out to be an irreplaceable way to engage and interact with current and incoming students during the pandemic. Several question and answer sessions and the Instagram Story feature were used to ensure important campus news and updates were being shared and reached the students.

Twitter: We currently have a following of 2,900 and saw a significant increase in impressions on our tweets during the months of March, April, May, and June. We averaged 31,400 impressions per month from February – July.

LinkedIn: We have 13,868 followers on LinkedIn and continue to engage well with alumni as well as faculty and staff on this platform.

Digital Advertising: A very successful Facebook & Instagram ad campaign was completed for the online BSN & MSN programs. We received over 40 inquiries for more information on the programs.

Merit (our media monitoring software and student achievement recognition platform):

- SUNY Delhi was mentioned in media articles (radio, TV, newspaper, online) 430 times this quarter resulting in an earned media/ad equivalency value of over \$4 million for websites and \$29,000 for social media (What it would have cost if we placed ads to promote those stories. This is estimated using page views and social media impressions on pages and platforms on which our stories appeared).
- Published 19 achievements recognizing over 1,660 students for academic accomplishments. 609 high schools and 357 government representatives received these updates about students originating from their districts. (this number is so much higher than previous reports because it includes 2 quarters and in July we post the Dean’s List as well as Graduation achievement which have around 1,000 students on each list.) These achievements resulted in over 22,000 views to students’ merit pages as well as 10.5 million impressions on social media shares of the achievements.

Critical Mention: Our TV and Radio monitoring software has alerted us to 20 mentions of SUNY Delhi on news stations in Albany, Binghamton, Utica, and Syracuse. Twelve of the mentions

were about a faculty member, Dennis Aiken, who used our 3-D printer to create pieces for PPE masks for frontline workers. Five mentions were from CBS 6 out of Albany as they interviewed Dean Nancy MacDonald for their Trades Employment Education and Mentoring series. Nancy was featured in several stories where she spoke about the trades industry and how SUNY Delhi is preparing students to succeed in various trades-based fields with our unique two and four-year degrees. One mention was about an incoming student who was highlighted as a graduating senior from a local high school, one was about a current student and her sister for their at-home graduation celebration, and one was about our reopening plan announcement.

PHOTOGRAPHY & VIDEOGRAPHY ACTIVITY:

- Several photo shoots were completed including Dennis Aikens/3D printer, the Junior golf program at the college golf course, Bronco pledge photos (students, staff in masks), the new SUNY Delhi entrance sign, capturing photos of move-in day and taking the Residence Assistants headshots and group shots.
- Videography projects included: Delhi Faces for admissions, Employee Appreciation Day, Virtual Commencement speakers, Health & Counseling Healthy Tips, Words of Encouragement for Online Learning, and Reopening Messages.
- In order to communicate with the campus community, our office assisted in the Laliberte Live President's weekly video recording and dissemination.

WRITING:

- **Press/Media Releases:** 16 media releases (including for SUNY Delhi Designated Military Friendly College, Hosting Math and Science Day for Local High Schools, Chancellor's Award for Student Excellence, Esports Tournament, Virtual Enrollment Events, Student Emergency Fund, and our most widely shared story of SUNY Delhi Manufacturing Key Parts for Protective Equipment during Pandemic).
- **Published Stories including** Hero Stories for Remote Learning – Students and Faculty Adjust to New Normal; Delhi Nurses on the Front Lines – Fighting the COVID-19 Pandemic; Why I Chose Delhi; The Road to Graduation: Class of 2020 (four student profiles). Other written projects included Students in Essential Majors (student quotes and photos for admissions email campaign), 2020 SUNY Delhi Career Fair (newsroom), Commencement speeches, Welcome, Delhi Broncos!, webpage content.
- **Student Spotlights** for Rocio Fukuda (culinary); Amanda Distin (hospitality); Justin Rabjohn (architecture); Bram Veldkamp (residential construction); and Charlie Clark (construction management). One **Faculty Highlight** story was developed for Scott Purdy (criminal justice).
- **COVID-19 Communication:** There were countless COVID-19 communication pieces that were sent to students, parents, faculty, and staff, as well as media interviews and meetings. Content for the webpages and updates were, and are, continuous.

Graphic Design Projects:

- We completed over 30 graphic design project requests that included such things as: Nursing postcard; email headers; graduation graphics and social media frames; academic program sheet updates; covers for employee benefit brochures; Discover Delhi Open House posters

and postcards; Accepted Student package inserts, Counselor & Student Updates 2020-211 Transfer Student Guide 2020-21; Visit poster; Athletic table card; Junior & Senior insert letters, Accepted student EOP insert; and Bronco social distancing poster.

- We have been unable to secure a graphic design intern for this quarter due to not having funds to offer a paid internship.

Web Updates:

- Completed 131 Web Requests since January
- Continuous ADA compliance training for website accessibility and Deque University training.
- Designed several new webpages including the Delhi Difference page, Commencement pages, and multiple COVID-19 Information and reopening plan pages, with continuous updates and changes.

Marketing Requests:

- We received 61 new individual marketing requests through our automated system and over 20 that were received via individual email.

Print Shop Updates:

- Working with facilities and departments on campus designing, printing, and laminating COVID-19 related signage.
- Over 50 plus types of signs designed and 2000 plus signs printed for campus for COVID-19 related guidelines and protocols.
- Printing lab manuals and course materials for the beginning of the Fall semester.
- Working with Student Accounts to create an online payment system for student printing.

Professional Development:

- Employees in our area are active on many campus-wide committees including: Employee Appreciation Committee, Out of the Darkness Suicide Prevention committee, Bronco Ready Committee,
- Employees have also attended multiple webinars on topics such as crisis communications, race in higher education, racial justice, and using video in marketing.
- Cabrina Simmons, our administrative assistant, is working on completing the Administrative Assistant Traineeship I: Online learning Partnership, which is a four part series, with 52 courses in all.

Major Projects:

- The focus this quarter was updating the information on our webpages that reflected guidelines and procedures for remote learning and access to campus services due to COVID-19. All other major webpage, video, and writing projects were put on hold. This summer, the focus shifted to our reopening plan and communicating the new protocols that would allow the campus to reopen safely.
- We continue to work with Hearst Media Company for SEO and SEM digital marketing work and the results are encouraging. With our prospective and current students being more online than ever before, this work is critical to SUNY Delhi's success.

- The Delhi Today continues to be a tremendous resource to share 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. To date, we have published five editions since April.

Staff Updates:

Nick George, our campus photographer and videographer, resigned on March 16 for a promotion at Hartwick College.

College Advancement College Council Report

Sept. 2020

Michael Sullivan, Vice President

Student Potential

With physical events on hold, the focus of Alumni engagements with students have shifted to virtual environments. Alumni-student networking events were cancelled in the spring 2020 semester, and through the fall 2020 semester. SUNY Delhi's Alumni Affairs office and the Senior Advancement Officer, are working to create individual and small group 'virtual networking' connections through Zoom. The College Foundation continues to invest in students through scholarships created through charitable gifts and grants. As of early September, more than \$450,000 in scholarship support has been awarded to Delhi students.

Alumni Engagement

Like other areas of campus operations, alumni events and engagements have also moved to virtual and online. The SUNY Delhi Alumni Association has moved the 2020 Homecoming and Alumni Weekend to a fully online format. The event will be held the Oct. 24-25. Details can be found at www.delhi.edu/alumni/weekend

In the summer of 2020 the Alumni Association also launched a webinar series:



Throughout the year, the Association will host webinars for—and from—the alumni community. The purpose of this on-going series, is to showcase the knowledge and experience of alumni, faculty and friends of the college to provide for the sharing of insights, skills, experience and knowledge about a wide range of topics.

Campaigns

In the final quarter of FY2019-20 the college foundation established a student emergency fund, to assist students with emergency needs brought on by the pandemic, or other unexpected challenging live events.

- Over \$43,000 raised from SUNY Delhi donors
- Total donors: 195
- Average Emergency Fund request size: \$1,313
- Charitable gifts doubled by a matching gift from individual donor to the SUNY Impact Foundation—SUNY Delhi College Foundation received a matching gift of just over \$43,000 for our campus based emergency fund.



Academic Programs and Services
College Council Report
September 2020
Thomas Jordan, Ph.D., Provost

Office of Admissions (Enrollment Services)
Robert Piurowski, Director

- **New Initiatives**
 - Operational
 - Gecko Engage (Event Management, Visit, and Inquiry Capture Platform)
 - Our area is currently building out the system to embed on our admission pages. Target Launch: September 10, 2020
 - Admissions Review
 - Moving to a Test Optional Admissions Policy for the following semesters:
 - Applicable Semesters: Spring 21, Fall 21, Spring 22
 - Collaborated with our Scholarship Coordinator to amend our merit scholarship requirements for the upcoming admissions cycle
- **Additional Information (data points as of 8.24.20)**
 - Total Campus Student Enrollment (All Modes) – 3077 (flat compared to F19)
 - Breakdown of New Student Enrollment
 - 55% First Year, First Time Students
 - 33% New Transfer
 - 8% Re-Admission (Former Students)
 - 4% Graduate Students
 - Academic Profiles (First Year, First Time Students)
 - BBA, BS, BT Degree Students (86 HS GPA, 1050 SAT)
 - AA, AAS, AS Degree Students (84 HS GPA, 1010 SAT)
 - AOS Degree Students (82 HS GPA, 970 SAT)
 - Admissions has been working with Marketing and Communications to update recruitment collateral for the upcoming admissions cycle.
 - Campus Tours (Walking) projected to start on September 28, 2020.
 - Additional Fall 20 Programming (Anticipated)
 - Saturday Campus Tours (Walking)
 - Virtual Campus Tours and Information Sessions
 - Virtual Group Tours
 - Bronco Drop-Ins (Academic Class Previews)
 - Virtual High School/College Classroom Visits
 - SUNY Virtual Fair, OpInforms (School/College Counselor Sessions), and Information Sessions

School of Veterinary and Applied Sciences
Dr. Bret Meckel, Dean

- Professional Golf Management (PGM) faculty and students conducted the Golf in Schools programming during the 2019-2020 academic year. Ten schools in two different counties have benefited from this specialized instruction, exposing hundreds of children to the game of golf, who otherwise might not have that opportunity.
- Tom Phillion and Jim Lees provided eight days of golf instruction this summer at the Stamford Golf Course Junior Golf Camp.
- Jim Lees and Max Wordon, PGM senior provided eight days of golf instruction for The College Golf Course at Delhi's junior program to over 50 juniors.
- Two Veterinary Technology graduates—Yiannis Stathopoulos (AAS) and Tyler Ward (BS) were accepted at Cornell University (one for Veterinary School and one for Masters in Public Health.)
- Thirty Veterinary Science majors returned to campus August 10-14 to complete hands on skills needed for graduation (interrupted in spring 2020).
- COVID-19 impacts include:
 - Research Animal Techniques and Farm Animal Skills Camps were not held during the summer
 - Program promotion at golf events for PGM program this summer were cancelled
- Farnsworth Hall renovation project planning continues. Surge space in the Large Animal Teaching Facility has been identified and is being designed with a proposed timeline of May 2022-Dec 2023 for construction.

School of Nursing
Susan Deane, Dean

- Current NCLEX pass-rate for the Pre-Licensure program is at 94%, still awaiting remaining two results.
- Susan Deane and Donna Cutting attended The Delaware County Rural Healthcare Alliance Meeting in July 2020.
- Beth Boyd co-authored a chapter in a textbook: Boyd, B & DeNisco, S. (2021). Homeless populations in the community. In D. Mager & J. Conelius (Eds.), Population health for nurses: Improving community outcomes (pp. 61-74). Springer Publishing Company.
- Barbara Ann D'Anna published reviews for Academic Libraries Publication.
- Jamie Murphy was awarded the United Nations Sustainable Development Goals Open Pedagogy Fellowship, which, is an inter-professional collaboration in open pedagogy with English and Reading faculty from Montgomery College to create three "open" assignments that can be used or adapted to any college course.
- Cheryle Levitt invited speaker Strategies for online learning: Best practices for successful outcomes. Jerusalem College of Technology, School of Nursing (August 2019)
- School of Nursing Scholarship Committee with Principal Co-Investigators Nancy Winters and Cheryle Levitt submitted and were approved for a 2020 SUNY IITG grant for telehealth education in nursing. However, the grant will not be funded due to budget restrictions due to COVID-19.
- Nancy Winters accepted for publication a manuscript entitled: Comparative Analysis of an Open Educational Resource Textbook and Commercial Textbook on Student Outcomes in an Online Nursing Course.
- Cheryle Levitt, Susan Deane, Elizabeth Pratt, Nancy Winters, and Kirsty Digger completed multiple book and article reviews for journal and publishing companies.

Resnick Library
Carrie Fishner, Director

- Librarians conducted ninety-eight instruction sessions for faculty during the 2019-20 academic year, which means that Librarians had contact with approximately 1,750 students during class sessions. Librarians also responded quickly to the need for emergency remote teaching in the fall, developing multiple asynchronous tutorials that could be embedded into courses in Moodle.
- Librarians developed two LibGuides in response to the campus moving all teaching online for the spring semester. *Resnick Library Emergency Online Instruction Resources for Faculty* and *Stress Less @Resnick Library* were both deployed after the campus moved to remote instruction. These two LibGuides were two of the top 10 most viewed guides for the academic year. We continue to update these for this academic year.
- Carrie Fishner and Jenny Collins attended the final OER Sustainability Cohort Workshop in June virtually. Delhi was one of fifteen campuses in the first cohort, and completed the first year successfully.
- Carrie Fishner was elected Chair of the Board at the SUNY Libraries Consortium (SLC) virtual spring meeting in June.
- Amanda Calabrese, Jennifer Collins, Katelyn Baroody, and Carrie Fishner attended the SUNY Librarians Association (SUNYLA) virtual annual conference in June. Carrie Fishner presented a pre-conference workshop, "Promotion & Tenure Boot Camp".
- Carrie Fishner coordinated, in collaboration with Shawn Brislin and Jeff Stedman, the distribution of the SUNY purchased laptops for students who needed access for online learning. This program is continuing this fall with the library distributing laptops to students.

Resnick Academic Achievement Center (RAAC)
Jeff Stedman, Director

- During the previous fall 2019 and spring 2020 semesters, the staff working in the Academic Achievement center had over 30,000 student contacts.
- Our amazing secretary Theresa Miller received two awards:
 - Chancellor's Award for Classified Service
 - 2020 Barbara Jones Leadership Award
- The advising office has been working with the orientation committee to develop and implement the two different points of contact with new students (Bronco Ready Days and Welcome Weekend Advisement):
 - Planning all the zoom rooms and breakout rooms for different schools and majors, communicating this information to students and offering support for everyone involved. We were able to connect with the large majority of our incoming class to make sure they had the resources and knowledge needed to begin their time in college
- RAAC members have attended multiple academic school meetings to discuss:
 - Advisement
 - Starfish Success
 - Access and Equity
 - Tutorial Services
- We continue to work with students remotely and are offering the same high level quick response time to questions and assistance needed to support our students success

- Tutorial Services are all being offered remotely during the fall semester through use of Zoom and Starfish Success platforms
- Advisement presented to the Educational Opportunity Program summer transition and discussed success strategies as well as technologies that will assist them in staying on track for graduation
- Delhi participates in the monthly Starfish Success SUNY meetings virtually through Zoom. SUNY campus representatives talk about integration and usage to act as a community of practice for new and veteran campuses with this Early Alert/Communication student success tool
- Starfish Success is not the scheduling platform for all tutoring appointments for students, the Library and Career Services areas are also using for scheduling
- Starfish Success has developed a Student Information Form that can be filled out by the student to give additional information to academic advisors, also there are now more attributes to link students and their support areas together (Residence Life, Athletics, Honors, Clubs, Cooking teams, Veterans, International students, Mosaic Multicultural Center, etc.)
- Starfish Success is developing "flags" to help with notification of students who are not in compliance with health screenings due to Covid-19
- Starfish Success developed integration flag with Moodle to alert advisors of students who have not signed into Vancko Hall after a period of days
- C-PASS (Collective Pursuits of Academic and Social Supports) an access program for incoming students who will need additional support to be successful, admitted 31 students for the fall 2020 semester
- C-PASS for the students from Fall 2019, 25 of the 33 will be returning for the Fall 2020 semester (76% fall-fall retention rate)
- Jeff Stedman, Nikki Hoffman and Rob Mazzei are now advising 47 students in the Dual-Degree Nursing program to help out the school of nursing
- Webinars offered and well attended over the summer about multiculturalism and effectiveness in our jobs
- Academic Exploration Program (AEP) assisted Enrollment Services by contacting over 200 undeclared student to encourage enrollment
AEP also redesigned the Student Success course for online delivery
- The Access and Equity Staff developed new procedures for test proctoring for fall 2020, and will work with faculty and students to promote these changes and accommodate the campus community needs
Access and Equity also revised its annual summer transition program to a one full day online format to accommodate students, families, and staff during the pandemic.
Access and Equity also participated in the Summer Camp Series by providing a webinar on Accessibility Best Practices for Online Instruction.

Curriculum, Instruction, and Assessment

Katie McGowan Bucci, Dean

Assessment

- Dean of Curriculum, Instruction, and Assessment provides ongoing support in all stages of assessment to academic, non-classroom, and administrative units; Provides infrastructure for campus assessment efforts; Provides education to SUNY Delhi faculty and staff on assessment practices and processes; Promotes a culture of assessment, evidence-based planning, and decision-making throughout all SUNY Delhi departments; Collaborates and works closely with Assessment Coordinator, Assessment Committee, Dean's Council, Director of Institutional Research, Budget Director, and Leadership Team
- Worked with the Provost and Deans to revise our Institutional Learning Outcome (ILO) process and course sample and schedule. Implemented in 19-20; preliminary data is showing the need to potentially re-think ILOs – work to be undertaken in 20-21.
- In Summer 2019, led workgroup to create an assessment of the Strategic Plan and development of Institutional Report Card; Authored Outcomes for each Strategic Theme; Spearheaded the design of the Strategic Plan Lookbook disseminated at the January Opening Meeting; Gathered Campus-Wide feedback; Provided draft of the SUNY Delhi Annual Report to Leadership in Summer 2020; Leading discussions in early Fall 2020 with Leadership to identify priorities and action plans; Dissemination of Annual Report will occur in late Fall 2020
- Schedule for Academic Program Review was created; schedule is maintained by the Dean; Program Review Template was re-done in collaboration with Director of IR and Effectiveness and Assessment Coordinator
- In 2019-2020, developed an Assessment Professional Development and Microcredential Program, offering monthly workshops for faculty and staff centered on Professional Development; This was a collaboration with the Center for Teaching Excellence and Innovation
- Assisted in leading the Assessment Committee via monthly meetings, assessment of the ILOs, and planning of Assessment Days
- Held June 2020 Assessment Day via ZOOM, over three days, due to COVID.
- Created and disseminated Teaching, Learning, and Support through COVID surveys for students, and for faculty and staff; Executive Summaries were shared
- Held spring 2020 assessment meetings with 84 of 89 units
- The Assessment Resources Page in Vancko Hall is kept active, and is heavily trafficked by faculty and staff
- Annual Report of Assessment Activities, fed by all units annual assessment submissions, was created and shared in July 2020
- The Institutional Effectiveness and Planning guide will be finalized and shared in fall 2020.

Applied Learning and Career Center

The center had a productive 2019-2020 year, considering the amount of events, presentations and recruitment that were cancelled due to COVID.

- The center hosted a variety of events, which included Resumes that Rock, Career Ready, Career and Summer Jobs Fair, and a Business Networking event held in conjunction with Alumni, and two mock interview events
- Forty-two presentations were provided with 1,049 students in attendance, and seventeen recruitment events occurred across majors

- The part time Applied Learning Career Center (ALCC) position ended this fiscal year, as the SUNY Applied Learning PIF sunsets

Callas Center for Educational Technology and Instruction

- Created an additional 76 Video Tutorials (since March)
- Revised the Faculty Lounge (online) to be more usable, including the creation of a searchable Ed Tech Encyclopedia
- Rebooted the Student Orientation page to be more usable, updated, and current for students who were moved to a fully online format
- Developed a Teaching Through Disruption resource page for faculty and staff to access
- Since March, we have held 21 workshops with attendance at approximately 288 participants
- Relunched the Instructional Design & Teaching course, in addition to this launched a three-week virtual hybrid session of the Instructional Design & Teaching course
- All Helpdesk tickets responded to within 72 hours, typically 48 hours except for weekends despite an increase in tickets created of 148% for the March through end-of-semester time period
- Researched and implemented a proctoring software for use by the campus (Respondus)
- Worked with non-academic stakeholders to develop and create virtual spaces for students, faculty, and staff including, but not limited to, student orientation activities, EOP Summer College, and COVID-focused training modules

Delhi Advantage College in the High School (DACHS) Program

- We are working on improving our concurrent enrollment program through NACEP accreditation standards, and developing internal and external support for motivated high school students to embark on college early
 - In 2019-2020, we developed a Delhi Advantage Student Welcome Package, and classroom visit
 - Submitted Pre-Application for NACEP Accreditation; application placed on hold due to COVID; will continue this effort in 2020-2021
 - In Summer 2020, created a Video Welcome to be shared with all newly registered students

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

- Tessier, J.T. 2020. Shallow Corms of *Erythronium americanum* (Trout Lily) Die from Herbivory in the Summer and Freezing in the Winter. *Northeastern Naturalist* 27:318-329.
- Tessier, J.T. 2020. Wintergreen ferns. (Radio interview) WIOX From the Forest Program, Roxbury.
- Tessier, J.T. 2019. Forests: a consideration at different scales. (invited oral presentation) Delaware-Otsego Audubon Society, Oneonta.
- Tessier, J.T. 2020. New Fronds of *Dryopteris intermedia* Develop More Slowly When the Stipes of Overwintering Fronds are Broken. (Video presentation) Botanical Society of America, Virtual Conference.

- Ben West had his article "'A really dark landscape': Cormac McCarthy's Blood Meridian and Modest Mouse's The Moon & Antarctica" accepted in the *Journal of Popular Culture*. |
- Kathryn DeZur's article "Here's the Thing: Absence, Metonymic *Prosopopoeia*, and Handwritten Correspondence in Sir Philip Sidney's Works" will appear in a forthcoming issue of *Sidney Journal*.
Kathryn DeZur's two poems, "Star-Self" and "Tea," appeared in *FEED Literary Magazine* in August 2020.
Kathryn DeZur's photograph, "Tulips," won second place in the People's Choice Award in the CANO Members Art Show.
- Shelly Jones's short story "The Foraging" was published in *The Future Fire* in July 2020.
Shelly Jones's short story "Enora's Buttons" published in *Timeworn Literary Journal* in April 2020.
Shelly Jones's poem "Snow Child" published in *Silver Apples Magazine* in August 2020.
- Kirby Olson published an article in the *Imaginative Conservative* entitled "Marianne Moore's Baseball Poems." He also had another article accepted in *Journal of Travel Writing* entitled, "Henry J.M. Levet: Diplomatic Travel Poet." In the *North Dakota Quarterly*, three poems appeared earlier this summer. One of them documents P.D. Ben West's excellent three-point shot.

SUNY Delhi

**College Council Report
Student Life Division
Vice President for Student Life & Chief Diversity Officer
September 2020**

The Voter Engagement Committee has planned messaging to the campus regarding registering to vote, requesting absentee ballots and NYS deadlines and is communicating two virtual Constitution Day Events this month.

Parent & Family electronic communication was an important factor in sharing the recent changes in policy and procedure. Five emails were sent from the college containing important information about Fall 2020 Reopening, a Message from the Provost, a Letter from the President and additional updates that were opened by an average of 1400 individuals.

Health and Counseling redesigned the clinic to allow for a well wing and a sick wing to decrease density and risk for both students and employees. The counseling staff were given a separate entrance to help keep people separated. Services were expanded to allow for both tele-health and tele-counseling visits.

Health and Counseling implemented a “COVID pre-arrival screening” for all students who returned to campus and were asked to complete it no sooner than 14 days prior to their arrival. Students were either given a clearance certificate or called and given further instructions.

A system was developed for case management of students in quarantine/isolation. A counselor and administrative assistant are working together to contact these students daily to assure that they are feeling well and all of their needs are being met.

Health and Counseling services staff participated in virtual training for the Resident Director and Resident Assistant staffs prior to the start of the fall 2020 semester.

The nursing staff have developed a “weekly tips” feature for the Delhi Today to help faculty, staff and students to stay well. Health and Counseling has provided numerous COVID related posters to the campus in an effort to provide information and to help students and staff stay well.

Health Services Staff is in the process of implementation COVID 19 Pooled Testing for students, starting September 15. Counseling Staff will be outreaching to targeted students to increase awareness of tele-services, address potential impact to mental health related to COVID 19 and changes to campus life, as well as providing additional support.

The Educational Opportunity Program (EOP) ran a successful remote three-week pre freshmen Summer College designed to help facilitate a healthy transition to campus. Students engaged in academic courses (English, Math and Comp/Digital Literacy), took part in various programming, completed days with a study hour and took part in a virtual community service program. 20 students registered with, 19 completing the program. Participants were also provided with an opportunity to get a free laptop, thanks to an anonymous donor. They can keep the laptop as long as they graduate from a SUNY institution.

Lou Reyes, Director of EOP, engaged with Chancellor Malatras during an important EOP Director's Meeting, where the group were told all EOP programs are facing 25% budgetary cuts.

EOP Staff will sustain virtual engagement with students as if we were all physically present on campus. Hallmark programs such as Future Leaders Acquiring Great Skills (FLAGS) and Peer Mentoring Program will be conducted. EOP is also looking forward to enhancing marketing initiatives collaboration within SUNY.

The Center for Student Leadership & Engagement successfully pivoted to a virtual Bronco Ready Day program with a comprehensive asynchronous on-line course, numerous videos and additional topics. Nick Wagner, Assistant Director, spent a great deal of time and effort getting the course built and managed.

Jarvis Marlow-McCowan, Assistant Director of the Multicultural Center, has developed an Antiracist and Decolonization Educational Series to provide opportunities to engage in deep learning, healing, and envisioning in the context of recognizing and celebrating humanity. Virtual workshops allow for a synchronous (live and cohort-based) and asynchronous (recorded) model.

Assist student groups with the adjustment to a largely virtual environment for their meetings and functions.

CSLE implement a deferred recruitment model for Fraternity and Sorority Life, to allow new students additional time to adjust to campus life to best retain students. As transfer students will already have completed a college courses, we are more confident in their ability to navigate this new undertaking so they may join in their first semester.

A goal of CSLE is to finalize the transition process towards final review and hopeful recognition of three unrecognized fraternities/sororities. Their process began in the Fall of 2019 and was extended due to the Spring semester issues caused by the COVID-19 pandemic.

The Athletics Department staff have been working on clearing eligibility for the approximate 250 students intending on participating in athletics this fall semester. The department is developing practice protocols and procedures to begin athletic related activities soon. The department and coaching staff will be following all NCAA "Re-socialization" plans for safe return to play. Planning is underway, in conjunction with the North Atlantic Conference, to possibly resume athletic competitions in early 2021.

The Athletics Department staff is developing various intramural recreational activities for the students currently on campus this fall semester, including hiking, frisbee, and esports.

SUNY Delhi scholar student athlete, Rachael Scoones, has been nominated as one of three individuals being put forth for NAC National SAAC representatives for the North Atlantic Conference. Rachel is a Junior and a member of the women's soccer and softball programs. If selected, she would have a tremendous learning experience and opportunity to be actively involved in the NCAA Division III governance process at the National level. Final determinations will be in late September.

The Athletics Department has been working diligently with facilities to develop a safe plan to re-open the Clark fitness center this fall semester for the students following the New York State fitness center re-opening plan. Further details will be communicated to the campus community soon.

University Police added two Communication and Security Specialists (Dispatchers) to overnights giving better service to students, faculty and staff. A goal is to add an additional dispatcher for 24 hour consistent coverage.

All University Police Department members are now trained in Fair and Impartial Policing (implicit-bias-awareness training). All uniformed personnel were issued lifesaving Law Enforcement Safety Kits which include tourniquets and quick clot hemostatic patches which are for self-treatment and aiding others.

University Police distributed 1,837 PPE packets to the campus community which included two masks, ID holder, lanyard, 2oz NYS Clean hand sanitizer, CDC mask cleaning directions and UPD Run Hide Fight wallet cards. Additionally we distributed 3,460 surgical masks, 314 face shields, 13 thermometers and 12 Gallons and 400 2oz bottles.

University Police continues to interact with students safely when able and continues to assist the company community as needed during this unique time.

Student Rights & Responsibilities successfully update the Student Code of Conduct addressing Covid-19/Coronavirus policies and procedures, Title IX policies for compliance with new directives from the US Department of Education and provided compliance training for all members of student conduct program, specifically through the SUNY Conduct Institute.

SR&R also developed several online programs: for students wishing to live off campus for the fall semester (over 160 students having completed this course), virtual educational sanctioning programs to address student conduct issues such as Title IX, Personal Safety and Hazing.

The College Association at Delhi, Inc. applied for and received a \$954,000 loan through in Payroll Protection Program (PPP). These funds were used to provide liquidity for our operations these past four months.

Bluestone re-opened May 18 to provide takeout meals to the public through a walk-up tent or an online ordering website. In July, the restaurant opened for indoor dining continuing to offer the online preorder option to customers. Despite the pandemic, sales are over \$72,000 since reopening.

Have the preordering system through the GET app operational allows students to customize their orders and select a time to pick up their meals in the Commons and Treat Street. There is also a preorder form in Bronco Connect for students that need to quarantine and have their meals delivered. Students select meals and receive deliveries for lunch and dinner with breakfast for the following day.

CADI is researching and developing a strategic plan for recovering and increasing meal plan subscriptions.

The “Delhi From a Distance” Community Service Day/Earth Day Event was Saturday, April 18, 2020. Students, faculty and staff continued this annual service event by sending photos, and videos of making a difference during COVID-19. Students completed over 150 community service projects for the 2019-2020 academic year. Highlights included American Red Cross blood drive, food & toiletry drives, philanthropy fund raising and community beautification initiatives.

On Sunday, September 20, students, staff and faculty participated in the Together to Fight Suicide Experience (formerly the “Out of the Darkness” walk). This years’ experience was a combination of in-person (socially distanced) and online activities to raise funds for suicide prevention.

The O’Connor Center for Community Engagement continues to move Regalia from student ready to student run. Coordinator Michele DeFreece, is investigating honors or business courses as a possible option in developing a new model/framework for the operation and management of Regalia.

Michele DeFreece is also developing a proposal to train student organizations or clubs to manage community service experiences throughout the Greater Delhi Communities. Some features include distribution of needed supplies & equipment as well as following up with community partners after each event or project.

The Residence Life Team contacted every residential student in April and May to do a check-in call with them after they left campus due to the coronavirus health crisis.

SUNY Delhi continues to work with JMZ Architects to complete a Residence Life Master Plan to help guide building new and renovating existing residence halls on campus.

Residence Life developed grants to returning students living in the residence halls each semester to help cover modest financial shortfalls affecting the students’ ability to pay their housing fees and preventing them from stopping their studies or dropping out. The Department continues to research and develop a strategic plan for recovering and increase residence hall occupancy.