



SUNY Delhi
College Council Report
December 2020



Business & Finance
College Council Report
December 2020
Carol Bishop, VP for Business & Finance

Student Support & Development

- As of November 5, 2020, 355 students have been awarded a scholarship for 2020-2021.
- Merit-based scholarships have started to be sent to Fall 2021 students who qualify.
 - Utilizing Regents exam scores and course grades in substitution for SAT/ACT scores, many standardized tests having been postponed or cancelled due to COVID19.
- General Scholarship Application closed September 1, 2020, for the 2020-2021 academic year.
 - Applications will re-open beginning December 2020 for the 2021-2022 academic year.
- Presidential Scholarship application for the 2021-2022 academic class opened October 1, 2020.
 - Will be receiving applications until January 1, 2021.
 - Recipients will be notified by February 1, 2021.
- Virtual Presidential Scholarship Reception was held September 21, 2020, at 6 pm.
 - Video is available on scholarship webpage <https://www.delhi.edu/admission/financial-aid/scholarships/presidential-scholarship/>.
- Student Financial Services (SFS) continues to effectively offer our entire suite of services virtually. In addition to our normal customer service office/individual call volume and email that continues to be answered timely while remote, the following services were delivered remotely/virtually by staff to students/families in place of past walk-in traffic and in-person group presentations:

<ul style="list-style-type: none"> • Virtual Private Appointments beginning 8.10.2020 	<table border="0"> <tr> <td>Number of Virtual Appointments to date 12.2.2020</td> <td style="text-align: right;">152</td> </tr> <tr> <td>Survey Responses</td> <td style="text-align: right;">49</td> </tr> <tr> <td>Response Rate</td> <td style="text-align: right;">32%</td> </tr> </table>	Number of Virtual Appointments to date 12.2.2020	152	Survey Responses	49	Response Rate	32%	<table border="0"> <tr> <td>Other Live & Virtual Presentations Offered:</td> <td></td> </tr> <tr> <td>Presentations with Admissions in the Summer</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Financial Aid Workshops in August</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Classroom Presentations Fall 2020</td> <td style="text-align: right;">6</td> </tr> <tr> <td>HS Presentations</td> <td style="text-align: right;">5</td> </tr> </table>	Other Live & Virtual Presentations Offered:		Presentations with Admissions in the Summer	4	Financial Aid Workshops in August	3	Classroom Presentations Fall 2020	6	HS Presentations	5
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- We used the students feedback from our prior year assessment to improve our classroom presentations, all offered virtually. Of the survey responses we received, all were positive with either 4 or 5 star ratings. The following are some examples of the feedback we received for our Virtual Private Appointments:
 - *“Melissa was beyond helpful. I actually missed my face-to-face meeting, but she took matters into her own hands and gave me a call and offered to help me over the phone. She seemed extremely eager to help, she was well versed on all the matters I needed to talk about, and made it extremely clear to me what I needed to do in order to receive my financial aid. My only suggestion would be to promote this service more so that other students can utilize it and get the help they need. “*

- *“Melissa was extremely helpful, had my documentation on hand when we started, and gave me all the information I needed and more. I'm more familiar with zoom than Microsoft teams, an option of being able to have a zoom conference or on teams”.*
- *“This entire process worked so well and it was helpful to speak with a person "live" rather than on the phone. Thank you for providing this option for families.”*
- *“It's was a easy process to connect with a staff member. The staff members answered all my questions and gave me information needed for future situations.”*
- *“Amy was really helpful. She answered all my question and also she told me about the payment plan that I didn't know about. It's my first time doing this my first child in College. Thank you so much”.*
- *“It was very informative and helpful to have a one-on-one session with someone. I really enjoy having this option.”*
- *“Great service.”*

Investing in People, Staff Excellence, Hiring/Promotions, Training

- Health and Safety:
 - Employee Daily Health Screening: All faculty and staff who are physically present on campus are required to complete the “Daily Health Screening” application on the College’s website.
 - COVID-19 Employee Testing Continues: SUNY Delhi has conducted COVID-19 surveillance testing through the fall semester for those employees who physically come to campus. Nearly all of these employees were tested. In addition, mandatory surveillance testing of UUP (PSNU), PBANYS, and CSEA (OSU, ISU and ASU) negotiating unit employees will continue through June 30, 2021, for those who are required to routinely report in person to campus to conduct some or all of their work obligation.
 - Employee Telecommuting: The Governor’s Office of Employee Relations (GOER) approved continued agreements with various Unions to extend employee telecommuting as a social distancing measure in response to COVID-19. Classified staff and non-teaching professionals who are working from a remote location are required to complete a telecommuting application form and provide weekly telecommuting work plans.
- Training:
 - Although training opportunities were somewhat reduced this past semester, we did rely heavily on our retirement and benefit vendors to provide training and professional development opportunities to our employees. A retirement panel discussion was held with four retirement vendors, as well as our representative from Deferred Compensation.
- Shawn Brislin, Campus CIO, was voted onto the SUNY ITEC Executive Board. The term began in June 2020 and will last 2 years.
- CIS held virtual \$5 Friday gatherings each Friday from March through August as a way for the team to connect.
- Ian Gallagher, Lead Programmer Analyst, left for basic military training in July and is currently attending officer candidates school in Georgia. Upon his return in February, Ian will be serving in the National Guard.
- This fall CIS scheduled departmental meetings on the first Thursday of each month. For the November meeting, Scott May coordinated a guest speaker to present on ransomware, Mike Jones, Sales Engineer from Pure Storage. These meetings also serve as an opportunity for Campus updates, as well as for staff to give announcements or ask questions.
- Several CIS staff attended virtual events, including SUNY Tech Day, SUNY Technology Conference, and Student Information and Campus Administrative Systems (SICAS) Summit

- Stephen Cembrinski, Budget Director, attended NYSICA webinars on thriving in the new normal, fraud risk management, cybersecurity and risk assessments.
- Environmental Health and Safety (EHS) continued to work with the Campus community to assist staff to perform their duties in compliance with COVID19 regulations in place.
- EHS, along with custodial supervision, held numerous trainings regarding COVID19 procedures for custodians and maintenance staff.
- The annual non-residence hall construction project work plan meeting was held in September with representatives from campus and the State University Construction Fund to review status of current projects and discuss future five-year capital planning priorities.
- SFS had another challenging semester, as we billed students for room rent and meal plans based on the length of time a student was to be on campus; it's difficult to bill on prediction. We are still working with Residence Life and CADI on finalizing room and meal plan charges for fall 2020.
- SFS staff continue to keep current on all normal regulatory changes as well as the additional trainings due to COVID.
- SFS is successfully applying the benefits and leniencies that the US Department of Education (DEC) issued for Federal award programs quickly signed into law with the passing of the CARES Act to help offset the burdens of COVID for students who have definitely felt devastating educational set-backs. It's been an overwhelming, often conflicting, misinterpreted, ever-changing struggle.
- SFS, as part of the CARES Act committee, successfully disbursed the remaining CARES Act funds of \$126,975.65, issuing \$158.72 to each to 800 students. It was a tight deadline of November 24, only issued on November 10.
- Cindy Healey, Director of SFS, will be the College's "Editor" to Budget Director Steve Cembrinski's Annual Reporting "Submitter" role. The two will be responsible for the remaining reporting requirements for the CARES Act funding to students and the Institution. A total of 1,680 students received some amount of CARES Act funding totaling our full allocation of \$1,218,425.
- Federal Student Aid (FSA) Conference for the first time was held virtually this year. This four-day conference is one of the biggest and most informative there is in the financial aid world. There is never a fee to attend, but because there were no travel expenses involved, all SFS staff could attend sessions.
- Cindy Healey received the SICAS Partner award. Cindy currently serves as the Functional Area User Group (FAUG) chair for the Accounts Receivable area.
- Liz Berry, Director of Financial Aid, worked collaboratively with Enrollment Services and Educational Opportunity Program (EOP) to finalize a new, revised approach to the EOP application/acceptance process. She developed a new web page specific to EOP applicants' financial verification steps. SFS is now making contact with students earlier by phone, email and mailed letters with instructions to guide them through the process and to help keep them engaged.

Projects, Construction, Innovations, Procurement

- A coordinated team effort from CIS made for a smooth transition for faculty, staff and students to be able to work from home and attend classes online as well as attend and teach in person. Included in this deployment were additional laptops, soft IP phones, re-imaging labs, and adding monitors with web cameras into classrooms.
- Respondus Lockdown Browser was employed as a solution for security administering online assessments.

- CIS worked with the Division of Student Life and the Registrar's office to finalize the Chosen Name process and move it into production.
- Enterprise Systems worked to program:
 - spring semester refunds for students
 - Cares Act applications and distributions
 - billing for fall semester on-campus students
 - re-coding fall classes to ensure which were online, onsite or hybrid.
- Enterprise Systems completed a project with University Police to integrate data into the upgraded Autocite ticketing system. The previous system was end of life.
- Enterprise Systems worked with Barnes and Noble to integrate data into their new systems faculty will use to order course materials.
- The Campus Electronic and Information Technology (EIT) committee completed the plan for Accessibility of IT and submitted it to SUNY by campus EIT Officer Gabriella Vasta. Gabriella and Shawn Brislin continue to work on the EIT procurement process.
- Customer Support and Infrastructure Services worked together to implement microscope cameras for Veterinary Science labs, allowing students to work in smaller groups.
- The PC support group has been installing iDrive on all campus computers. This software places a copy of local files in the cloud for disaster recovery. If a computer breaks, is lost or stolen, files are able to be retrieved.
- Cheryl Dietzman has coordinated price reductions with several vendors. One vendor, Carlson, is giving Delhi students their software at no charge.
- Stephen Cembrinski, Budget Director, is actively participating (ending January 2021) in the SUNY SAIL College Business Officers Leadership Academy; his applied learning project will entail developing a web-based campus budget submission tool, as well as other alternatives for streamlining the campus-wide budget submission and compilation process.
- The Networking Team completely upgraded the networks in Evenden Tower and Farnsworth Hall, allowing redundant connections which should improve uptime, and also allowing the College to implement 802.1x authentication in those spaces.
- After an earlier upgrade of the Learning Management System failed, Infrastructure Services worked with academics to identify a time in August to redo the update to bring the system up to date and make it secure.
- Customer Support Services applied for and received two online grants from Extron, Inc.
 - One grant supplied the College with a wireless lanyard mic, which we were able to utilize as a proof of concept design for our EIT classroom solution.
 - The other grant supplied the College with a lecture capture system, which allows faculty to walk in, insert a portable media device, and completely record their lecture.
- All CIS business units worked together to purge old student accounts which needed to be cleaned up; this brought us into compliance for both licensing and security.
- Customer Support Services have implemented:
 - a virtual Help Desk station which allows users to contact the Help Desk and utilize technology for assistance, reducing the need for face-to-face support.
 - a no-touch pick up/drop off locker solution for hardware lending.
- The Budget office worked with the Purchasing office to help develop a central repository for campus office supply purchases and distribution as a cost-saving measure.
- Construction Project Updates
 - Completed:
 - New roof for Gerry Hall
 - Furniture for South and Thurston Halls
 - Installation of flash tank in Steam Plant

- Installation of fiber optics to South and Thurston Halls is in construction.
- Construction for new sign at main entrance is ready for spring academic semester.
- Evenden Tower masonry and window project is being awarded; low bid was under budget
- Anthony Alba completed walking inspection of all facilities with the Office of Fire Prevention and Control (OFPC).
- Procured, assembled and placed into service COVID19 sewage testing equipment.
- Dave Loveland is part of the team for the NYSERDA solar array at the lower valley campus.

Resource Development, Compliance, Budgets, Billing & Fees

- All fall 2020 spending plan budgets for 30 different areas were received and information compiled for distribution to the Resource Allocation Task Force and led the campus budget meeting on September 17, 2020. Initial allocations for the College to use based on health and safety and instructional needs only were developed and published.
- Residence Life, Facilities and the Budget Office completed Residence Hall Capital Plan for SUNY, as well as 2020-2021 DIFR budget for the Residence Halls.
- Through our purchase request process using a mach form, the Budget Director worked with the Controller to assess and deny or approve critical OTPS requests as they came in.
- The first 2020-21 fiscal year tuition revenue re-projection for the campus has been completed and related questions answered for the SUNY Budget Office; although we are down slightly compared to fall 2019, enrollment results are better than was originally projected for budget purposes.
- As of December 3, 2020, 3,251 students were billed for the fall 2020 semester, including 66 offsite students, 501 BSN students and 101 MSN students. Total outstanding balances still to be collected is ~1.4 million representing a 93% collection rate.
-

Financial Aid:	Fall 2020
Student loans received	\$ 5,379,170
Parent loans received	1,513,985
Excelsior Scholarship	486,200
Excelsior Tuition Credit	36,983
Other Grants	6,084,568
Foundation Scholarships (including Merit)	299,144
External Scholarships	570,307
<i>TOTAL AID Paid/Anticipated</i>	<i>\$14,370,357</i>

SUNY Delhi

College Council Report Highlights from September 2020 – November 2020

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

The Office of Marketing and Communications began this quarter focused on communicating with our campus community about the new campus protocols to keep everyone healthy, and provide information to all our of constituents about the important things happening at SUNY Delhi. This report reflects our continued effort with balancing communicating about COVID-19, helping students succeed, celebrating innovation and creativity, while moving forward with recruiting our next class of students.

DIGITAL & SOCIAL MEDIA ACTIVITY & ENGAGEMENT:

With our student body divided between remote and on-campus instruction we remained with the split strategy of storytelling & information sharing during this quarter.

Highlights:

- Sakari Smithwick, class of 2016, participated in an Instagram takeover from Paris, France. He was living in Europe at the time and recorded videos to take followers on a culinary tour through the city. The Instagram story posted was watched by over 500 people and the videos were stitched together and posted on YouTube so Admissions and Culinary Arts could share Sakari's adventure with prospective student



- Utilized Instagram & Facebook stories to issue weekly reminders about COVID testing on campus.

SUNY Delhi NEWS
ON-CAMPUS POOL SURVEILLANCE TESTING INFO!
THERE IS ANOTHER ROUND TUESDAY, 10/6!
Details available at delhi.edu/covid19

SUNY Delhi SURVEILLANCE TESTING
ON-CAMPUS & IN-PERSON STUDENTS:
DO YOU KNOW IF YOU ARE SUPPOSED TO BE THERE?
Details available at delhi.edu/covid19

SUNY Delhi SURVEILLANCE TESTING
STUDENTS WILL BE NOTIFIED IF THEY ARE SELECTED FOR A POOL TEST VIA THEIR DELHI.EDU EMAIL.
CHECK YOUR EMAIL NOW!
Details available at delhi.edu/covid19

SUNY Delhi SURVEILLANCE TESTING
THE EMAIL WILL CONTAIN INFO ABOUT THE DATE, TIME, & LOCATION OF THE TEST.
THERE WILL ALSO BE A LINK TO A PORTAL FROM SUNY UPSTATE.
Details available at delhi.edu/covid19

SUNY Delhi SURVEILLANCE TESTING
STUDENTS SHOULD REGISTER FOR THE PORTAL AND FILL IN HEALTH INSURANCE INFORMATION PRIOR TO ARRIVING FOR THE TEST.
REMEMBER YOUR PORTAL LOG IN INFO. IT WILL BE REQUIRED AT THE TEST SITE.
Details available at delhi.edu/covid19

SUNY Delhi SURVEILLANCE TESTING
POOLED SURVEILLANCE TESTING IS REQUIRED FOR ANY STUDENT LIVING OR TAKING CLASSES ON CAMPUS.
Details available at delhi.edu/covid19

SUNY Delhi SURVEILLANCE TESTING
DIFFERENT GROUPS OF STUDENTS WILL BE SELECTED EACH WEEK.
STUDENTS WILL BE SELECTED MORE THAN ONCE, AND EVERYONE WILL BE TESTED EVERY 2-3 WEEKS.
Details available at delhi.edu/covid19

SUNY Delhi SURVEILLANCE TESTING
QUESTIONS?
CONTACT HEALTH SERVICES AT 607-746-4690 OR HEALTHSERVICES@DELHI.EDU
Details available at delhi.edu/covid19

- Redd, our new K-9 search and rescue officer, was the most liked and shared post on Facebook, Instagram, Twitter, and LinkedIn for the quarter. Across platforms this story was seen by over 15,800 people and shared 230 times. The photo posted on Instagram gained the most likes ever on a photo posted by SUNY Delhi, with over 700 likes!

This story had such a wide reach and positive appeal that the local newspaper The Daily Star and Spectrum TV news reached out to do individual interviews with Officer Czaplicki.

SUNY Delhi
Published by Karyn T W · Favorites · November 16 ·

A new four-legged friend has joined the SUNY Delhi family. Redd is a Dutch shepherd puppy who will be working with UPD officer Peter Czaplicki, and if you see them on campus please say hello! Redd is sweet and friendly and will be out and about regularly.
Soon she will receive special training in explosive detection and search and rescue to assist UPD and other local law enforcement agencies in sweeping venues prior to hosting large events or looking for missing persons. Click below to read more about Redd and learn about her training - like that these goggles aren't only adorable, but will help her in her work!
#SUNYDelhi
<https://sunnydelhi.exposure.co/meet-redd>

SUNY DELHI EXPOSURE.CO
Meet Redd - SUNY Delhi
A dutch shepherd puppy joins SUNY Delhi UPD as a search & rescue and...

3,907 People Reached 1,260 Engagements [Boost Post](#)

You and 236 others 9 Comments 85 Shares

- An alum posted some beautiful photos of the golf course after a visit with faculty member Jim Lees. <https://twitter.com/GorseNod/status/1313854631626375168>

Other Highly Engaged Social Media Posts/Stories Included:

- A campaign with mental health resources and reminders is ongoing. Regular posts featuring services available from our Health Services as well as SUNY, and New York State. Reminders about staying on track and active academically, physically, and socially were included in this series.
- Mask up & other COVID-19 campus protocol reminders were shared on a regular basis across platforms.
- Admissions recruitment events are being shared on Facebook, Instagram, Twitter, and LinkedIn.
- Partnered with Graduate & Online admissions for National Distance Learning Week in November. Profiles from seven students studying in online programs and featured them on social media and linked their profiles to the online programs' webpage.
- Worked with faculty in Culinary, Hotel & Restaurant, & Event Management to share tips for creative twists on Thanksgiving celebrations via Instagram, Twitter, & Facebook stories.
- Voter Registration & voting plan reminders for students were shared in the early fall.
- Partnered with Alumni Affairs & College Advancement on featuring 2020 alumni award winners on social as well as promoting the virtual alumni weekend & Octobeerfest fundraiser.
- Currently running social media ads for BSN & MSN recruitment.
- A “follow Friday” Instagram and Facebook story was posted on the first Friday of the semester and featured links to all the other active SUNY Delhi Instagram accounts to get students to follow the departments and offices individual profiles.

Facebook: Our following jumped over the past three months by over 1,000. We currently have 13,206 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 4,570. Instagram continues to be a the best platform for engaging current and future students

Twitter: We currently have a following of 2,918 and saw a significant increase in impressions on our tweets during the months of March, April, May, and June. We averaged 30,200 impressions per month from September – November.

LinkedIn: We have 14,097 followers on LinkedIn and continue to engage well with alumni as well as faculty and staff on this platform.

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

- SUNY Delhi was mentioned in media articles (radio, TV, newspaper, online) 186 times this quarter resulting in an earned media/ad equivalency value of over \$124,000 for websites and \$35,700 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 two achievements recognizing over 950 students for academic accomplishments. 445 high schools and 268 government representatives received these updates about students originating from their districts. The number of achievements is much lower than previous years because of the lack of trips, competitions, and other activities cancelled due to the pandemic. These achievements resulted in over 2,400 views to students' merit pages as well as 9.7 thousand impressions on social media shares of the achievements.

Critical Mention:

Our TV and radio monitoring software has alerted us to one mention of SUNY Delhi on the TV news. The story was Spectrum Local News' coverage of Redd the new UPD police dog. We have decided that our subscription to Critical Mention is something we can forego for a year to help the college save money as we are not receiving that many mentions on TV or radio news.

PHOTOGRAPHY & VIDEOGRAPHY ACTIVITY:

- Several photo shoots were completed including photos of creative classroom instruction due to the pandemic, cars donated to the Automotive Program by Bassett Healthcare, Redd the police dog, UPD Captain Hess' retirement,
- Several photo shoots were completed, including campus scenes (views, first day of class, students around campus, etc.), student and faculty headshots, leadership team photos, portraits for student spotlights, Cyber Operations classroom photos for web and marketing, MSN in Nursing Education photos, ice carving lab, student exhibit, residential construction site, and more. A total of 18 photography projects.
- Videography projects included: Student PSA about COVID-19 precautions, Presidential scholarship virtual reception, Citizenship awards virtual ceremony, SUNY Delhi Scholarships video. Four videos completed, two other shoots for later.
- 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:** 5 media releases, including announcement about new provost, Delhi's rankings in the U.S. News and World Report, Alumni Awards, Out of the Darkness Suicide Prevention Experience.
- **Published Stories including** Meet Our New Provost (Exposure), Gather: A Community Poem (Exposure), Black Lives Lost Too Soon (Exposure)
- **Student Spotlights** for Molly Greene (sports and recreation facility management), Nelson Mondaca (culinary arts management), Jamal Thomas (cyber operations management), Rohan Johnson (liberal arts – alum)

- **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:

- Completed 20 graphic design project requests that included such things as: program sheet updates, postcards for Hospitality and Cyber Operations, Great Things Happen Here postcard, newspaper ads for spring admissions, various accepted student materials. (Riikka)

Web Updates:

- Completed 112 Web Requests for updates and changes in this period.
- Continuous ADA compliance training for website accessibility and Deque University training.

Marketing Requests:

- We received 61 new individual marketing requests through our automated system and over 30 that were received via individual email.

Print Shop Updates:

- Continue to complete print jobs, such as lab manuals, signage, course-related documents, etc. as submitted by the campus community.
- Staff in the print shop have partnered with other administrative offices and academic areas in innovative ways during this fall semester, expanding the portfolio of services offered to campus beyond the traditional “printing mission” and broadening the skill-sets of the staff in this area.

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, Employee Assistance Program committee, Reopening Task Force committees, etc.
- Employees have also attended multiple webinars on topics such as crisis communications, race in higher education, racial justice, suicide prevention workshops, QPR training, and training on how to use video in marketing.
- Karyn attended and presented at the SUNY Council for University Advancement (SUNYCUAD) online conference in September.
- Cabrina Simmons, our administrative assistant, has completed the Administrative Assistant Traineeship I: Online learning Partnership, a four-part series, with 52 courses in all.

Major Projects:

- Continued to work with Hearst Media Company for SEO and SEM digital marketing work with encouraging results. 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 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. To date, we have published eight editions since April.
- Finished building a redesign of the Master template for use across the SUNY Delhi website, with a focus on using them to replace the current academic webpages. A redesign of the academic majors/programs list webpage was also completed. Both of these new webpage templates are awaiting manual ADA testing through Deque before making them live on our website in January 2021.

Staff Updates:

None to report.

**College Advancement
College Council Report**
December 2020
Michael Sullivan, Vice President

Student Potential

SUNY Delhi students and their families continue to be adversely impacted by the COVID-19 crisis. Through the fall semester students were encouraged to submit applications for support from the Student Emergency Fund, created through the charitable gifts of SUNY Delhi alumni and friends. Through December, emergency grants of roughly \$29,000 have been administered to students for a broad array of needs, from food, housing and rental assistance, to technology, and transportation needs.

Alumni Engagement

SUNY Delhi's Alumni Affairs Office hosted a second webinar in a series for—and from—the alumni community, in conjunction with the School of Nursing on September 24. There were 31 registrants for *Delhi Nurses, Stories from the Front Lines of the COVID-19 Pandemic*. The session, moderated by Susan Deane, received a rating of excellent or good from 90% of attendees.

The SUNY Delhi Alumni Association hosted the 2020 Homecoming and Alumni Weekend activities fully online on Oct. 24-25. There were 154 registrants to the virtual reunion and homecoming sessions. Alumni donated \$1,480 to the Delhi Annual Fund in honor of the event. Survey results indicate that over 90% of respondents would be interested in attending Delhi virtual events in the future.

The [2020 Annual Alumni Awards honorees](#) recognized at homecoming include: Distinguished Alumnus Peter Gioffe '94, Distinguished Alumna Sandra Wiltshire '72, Alumnus of Merit Rohan Johnson '07, and Exemplary Service Award recipient Lori Barnes. Details can be found at www.delhi.edu/alumni/weekend



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

School of Nursing (SON)

Dr. Susan Deane, Dean

- Final NCLEX pass-rate for the Pre-Licensure program is at 91%.
- Libby Marigliano will join the Pre-Licensure program as a faculty member in January 2021. Libby has been with the SON in a variety of rolls for over 10 years.
- Susan Deane and Alicia Zupan attended the 2020 National League for Nursing (NLN) Virtual Nurse Educator Summit in September.
- Susan Deane was granted recertification as a Certified Nurse Educator by the National League for Nursing (NLN) 2020-2025.
- Jamie Murphy and Nancy Winters presented "Comparative analysis of an open educational resource textbook and commercial textbook on student outcomes in an online nursing course" [Lightening Talk] virtually at the Open Education Conference, <https://openeducationconference.org>.
- Marguerite Goulet presented "How to Be a Better Online Instructor" at Delhi; "Creating Social and Emotion Presence in Online Classes", at the National Distance Learning Week, SUNY Online Webinar and she presented "Assessment Focused Course Activities - Bring One, Get One," and "Best Practices in Teaching and Assessment," with Paula Reardon and Tracey Caponera.
- Cheryl Levitt, Susan Deane, Barbara D'Anna, and Nancy Winters completed multiple book and article reviews for journal and publishing companies.

Resnick Library

Carrie Fishner, Director

- Thirty four instruction session requests were received by Librarians for faculty during the fall semester. Librarians have responded to these requests for instruction through synchronous Zoom meetings or by developing asynchronous videos that could be embedded into the course via Moodle, thus interacting with approximately 300 students via instruction. Fifty-four students have completed the library's new digital escape room as part of their library orientation in several classes as well.
- Library staff developed a [video to introduce the staff and services](#) to students, many of whom would not be visiting the library in person this semester. The video won the "Best Video Award" from the South Central Regional Library Council in October.
- Carrie Fishner co-presented "*Non-Classroom Assessment, Leading by Example*" for the Assessment Network of New York with Christina Viafore in September.
- Katelyn Baroody deployed a survey to students and faculty/staff in September, to assess library services. 120 responses were received, 88% were student responses. 96% of respondents Agreed or Strongly Agreed with the statement "Resnick Library provides a supportive environment for my studies, research, and other work".
- Reference interactions, both long (over 15 minutes) and short, are up by 40% this semester, over the same time frame (August 25 – November 16) as last year. Questions about computers/troubleshooting network issues have tripled and directional questions have doubled over the same time frame from last year.
- Carrie Fishner continues to co-coordinate, in collaboration with Shawn Brislin and Jeff Stedman, the distribution of the SUNY purchased laptops for students who need access for online learning. There are currently 45 laptops on loan.
- The library has done two "Take & Make Craft" programs this semester for students. Paper bags containing instructions and all supplies needed to create a simple craft are

placed in the library for students to take to their room to make on their own. Each time the kits were all taken within two days, and student response has been very positive.

Resnick Academic Achievement Center (RAAC)

Jeff Stedman, Director

- The academic advising office offered four days of help sessions to support students struggling with registration. These sessions were offered online to accommodate our fully remote students.
- We are advising a number of first year Nursing students as well as supporting students who are not able to progress through the Nursing program.
- The RAAC continues to work with students remotely and is offering the same high level quick response time to questions and assistance needed to support our student's success.
- Tutorial services were remote during the semester and continued through finals week.
- Starfish Success was used to track students we consider to be No Shows. All faculty were asked to report, and 90.3% responded to the survey.
- There have been 3,986 flags of concern raised through Starfish Success and 2,173 kudos raised for students. The Starfish Success system also now automatically notifies and advisor if their student has received three or more concern flags.
- 4,947 appointments have been scheduled between students with faculty and staff.
- C-PASS has 28 first year students and 26 returning students they are working with
- 45% of AEP (academic exploration program-undeclared students) from the fall cohort have midterm grades above a 3.0 average.
- Access and Equity Staff has proctored a total of 33 exams both face to face and remote testing this semester. We are working to obtain ReadSpeaker, a reading software that is compatible with the Respondus Monitor Lockdown Browser.
- Access and Equity Staff continues to work closely with the New York State Disability Council on issues directly related to the changes in our learning and work environments.
- Access and Equity Assistive Technology Coach Kally Lauther, Co-Chair of the Access Technologies Committee, presented a Q&A for members to share technology resources.
- Access and Equity Learning Coach, Jessica Scanlan-Fleming presented a webinar on Navigating Online and Hybrid Courses for all students. This help session covered resources available to all students, how to receive tutoring, tips, and strategies for online and hybrid learning.
- Access and Equity participated in Mosaic Week and presented Disability as Diversity: Access in the Digital Age.
- Gabriella Vasta and Shawn Brislin are working to change the process for the procurement of technologies, in order to comply with EIT guidelines. CIS developed an additional form in Footprints to allow community members to submit a request for all obtainment of technologies for use in any capacity on campus. Shawn and Gabriella are currently assigned to reviewing these tickets and determining the approval of a request.

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

- Jason Cash delivered a guest lecture, "Just Play: Narrative and Ludic Approaches to Social Justice in Mainstream Video Games" for the course "Digital Media and Public Responsibility" and for the "Video Game Culture" course at the School of Visual Arts in November.
- Shelly Jones's interactive fiction "The Waymaker's Grave" was published in Pendragon, a video game from Inkle Studies in September.
Shelly moderated two panels on fan studies and presented her paper "Pronouns & Play: Analyzing Gender-Inclusive Language in Games" at the Northeast Pop Culture Association conference in October.
Shelly's poem "The Promise of a Heron" was published in Plum Tree Tavern in November.
- Lori Tremblay's edited volume, "The Bioarchaeology of Structural Violence: A Theoretical Framework for Industrial Era Inequality" was published in August, 2020.
- Scott Swayze attended the Federal Bar Association fall seminar on Police Liability covering legal issues of Neck Restraints, Immunity Defense, De-Escalation/Crisis Intervention, Wrongful Death, Facial Recognition, and Marijuana Arrests. Scott also attended a seminar at Syracuse University School of Law on the 2019-2020 U.S. Supreme Court term with presenter Adam Liptak, Supreme Court Correspondent for The New York Times.
- Erin Wagner's book, "An Unnatural Life," was published in September through Tor.com Publishing (an imprint of Tor/Macmillan).
- Rhonda Harrow-Engel has been elected President/Director of the MURAL Gallery in Hobart and has facilitated two virtual exhibits of local artists; Karen Graves and Janet Wentworth and two in-person, masked and socially distanced exhibits, with a third in production. Rhonda has run ceramic, drawing and painting workshops in the art center all semester which have been attended and enjoyed by students as well as staff.

School of Business & Hospitality Management
Dr. David Brower

- Richard Celli and three students will be working to revamp the informational database for the Catskill Watershed Corporation. This applied learning project will be multifaceted and will require that students apply significant technical knowledge to ensure that the database is user-friendly and functional.
- Business and Technology student Christopher Neer who is graduating in December, has accepted a position with the Federal Emergency Management Agency and will be based in Mississippi. Christopher will assist with technical infrastructure and logistics.
- Peter Gioffe, a graduate of our Business Program - Business Administration, received the distinguished alumni award for 2020. This honor was presented publicly at the 2020 Stay-at-Homecoming event in October.
- We continue to collaborate with the Community Foundation to launch phase one of the Innovation Hub. Due to the pandemic, the project has been modified and will now provide participants the opportunity to participate and receive support remotely. Phase two and three will be directly related to workforce development pipelines and targeted training efforts.

- The Hospitality Management Department concluded their residential/hands-on instruction on November 20. Students had the opportunity to enroll in laboratory courses in intensive three-week blocks to ensure efficient completion. The block schedule approach assisted with lowering density of students within the department and across campus.
- Amanda Holland organized and hosted a virtual panel discussion featuring board members from the National Society of Black Wedding & Event Professionals in October. Students were able to ask questions and hear from three distinguished professionals from a segment of the hospitality industry that has been hard-hit by the effects of COVID-19.
- Brianne Slocum facilitated a service learning project with her Nutrition I course where students recorded videos of themselves preparing healthy dishes utilizing traditional Thanksgiving leftovers. The video was shared with students from Gilbertsville Mount Upton Central School District as part of their Thanksgiving celebration.
- Faculty and graduates continue to work with Rob Piurowski and Misty Fields from admissions to facilitate recruitment efforts for on-campus, offsite, and online programs. Eight additional sessions are scheduled for mid-December and early January.
- Students and faculty hosted a recruiter from Clarkson University's MBA program to learn more about opportunities with their graduate degrees. SUNY Delhi and Clarkson have entered into a formal agreement where Delhi students may be accepted with enhanced benefits including scholarships, assistantships, and course waivers as long as relevant criteria are met.
- The Hospitality Management faculty and students collaborated with the College Advancement Office and partners from Andrew Distributing Company in Texas to host the fourth annual Octoberfest. In true 2020 spirit, this event was hosted virtually and featured beer experts/cicerones, interviews with brewers, demonstrations by students and faculty, and a wonderful menu of food items paired with incomparable brews.
- David Brower attended the annual meeting of the New York State Hospitality and Tourism Association, where he has served on the board since 2007.
- Barb Sturdevant, Adriene Clifford, and David Brower participated in the Hanford Mills Museum strategic planning retreat series which was organized as a project by students from SUNY Oneonta's Cooperstown Graduate Program.
- In an effort to maximize communication and transparency, David Brower hosted one-on-one meetings with faculty throughout the semester to answer questions, field concerns, and to offer guidance on handling issues with students, online instruction, and whatever else was deemed important. The sessions were well received and helped to further establish a sense of community during times that may otherwise be isolating.
- Michael Barnes, Victor Sommo, and Brianne Slocum hosted informational web presentations as part of the SUNY Delhi 2020 Stay-at-Homecoming event. All sessions were educational and fun for alumni participants.
- Jessica Backus-Foster, Brianne Slocum, Sean Pehrsson, Victor Sommo, Amanda Holland, and David Brower collaborated with the Office of Marketing and Communications to record quick videos highlighting tips for hosting a successful Thanksgiving celebration. The videos will be featured on the SUNY Delhi Instagram page.
- Mathew Heath VanHorn, Barbara Sturdevant, and David Brower hosted a virtual information session for students from the Newburgh Free Academy P-Tech program on the new Cyber Operations degrees offered at the college. These students graduate from NFA with an associate degree from Orange Community College and would enroll at Delhi as juniors.

SUNY Delhi

College Council Report for Student Life Division
Dr. Tomás A. Aguirre, Vice President for Student Life & Chief Diversity Officer
November 2020

All members of the Student Life Division continue to support each other, the college and most importantly the students. A volunteer buddy system was established to ease the burden of departments who were inundated with those who were able and willing to establish a collaborative working relationship. Each department continues to connect with students as often as possible to support them in any way needed.

The Senior & Extended Leadership team continue to meet on a rotating weekly basis to ensure communication is clear and understood with regards to campus policies & procedures, Middle States & assessment updates, along with answering any questions raised. We all look forward to completing this semester safely, and opening in the Spring successfully.

The Athletics Department Administrative and Athletics Training staff cleared eligibility and compliance required for participation for the approximate 220 students intending on participating in athletics this academic year, while developing proper practice protocols and procedures to be able to conduct athletically related activities safely. The Athletics Department and coaching staff followed all NCAA “Re-socialization” plans for safe return to play and conducted over 230 practices since late September which involved approximately 150 students.

Planning is underway, in conjunction with the North Atlantic Conference, to possibly resume athletic competitions in hopefully late February 2021. The proposed Clark Fitness Center open hours for the spring 2021 semester are planned to be expanded to include early evenings weekdays and a half day on Saturday. Additionally, a faculty / staff hour is planned to be scheduled.

SUNY Delhi scholar student athlete, Rachael Scoones, has been selected as one the NAC National SAAC representative for the North Atlantic Conference. A tremendous honor and learning experience and opportunity to be actively involved in the NCAA Division III governance process at the National level.

Enhancements to the EOP Admission process will help streamline the entry process, with the intent to entice prospective students to make their decision to attend SUNY Delhi early. This collaborative change took the work of EOP, Enrollment Services & Student Financial Services.

Delhi Dollar Scholars continue to find innovative ways to connect with the campus (Ex: social media tips and tricks for Financial Awareness week) and present information regarding College Financial Deadlines and general Financial Wellness topics. The team has high hopes for Spring 2021 and are looking forward to making more of an impact on campus.

Ten students were eligible for induction into the Chi Alpha Epsilon (XAE) EOP National Academic Honor Society. Due to restrictions regarding in person gatherings, the ceremony was unable to take place.

EOP staff continue to work on assisting their student accounts balances, to allow them access to registering for Spring 2021 classes.

Health Services implemented a detailed, low risk, successful and safe process for SARS CoV-19 student surveillance testing based on the population on campus. Electronic invitations were managed by Health Services, with Tuesday testing days volunteers coming from a number of departments within and outside the Division. This weekly testing allowed quick identification and initiate the isolation and quarantine process. Health Services was able to communicate daily up to date information regarding cases, and testing numbers to the campus and extended community. Health Services also assisted the Human Resources department to provide surveillance testing for employees.

Daily calls were made to the students in the Quarantine/Isolation space to check on both their physical and mental health. Any needs or requests were share with several campus constituents and met in a timely manner.

Counseling Services provided services to the campus community following a student suicide. Including critical incident stress debriefing to Residence Life staff, grief counseling for students, outreach and support in both in-person and online classes, as well as consultation with faculty/staff and parents/family members in regards to concerns for individual students following this incident.

Health Services would like to develop a video message from students who have been directly affected by the COVID virus to share their experiences with the virus, quarantine/isolation process. The goal is to increase adherence to the safety protocols.

Counseling staff would like to increase outreach to targeted groups of students surrounding services offered, management of anxiety and depression, and attempt to assist with decreasing feelings of isolation.

Communication to the campus is a priority to decrease campus concerns and reactivity by increasing campus wide knowledge of the measures that are in place to keep the campus healthy. Foreman staff will be reaching out, attending department, and student meetings.

The Center for Student Leadership & Engagement (CSLE) continue to innovate with virtual offerings: Student Activities Fair through Bronco Connect, Welcome Weekend Programming, Fraternity & Sorority Recruitment & New Member Education,

Two unrecognized chapters seeking recognition may be ready for recognition by the end of this semester. One other has been granted additional time due to the constraints of normal operations in the pandemic.

Kunsela Pool and the Farrell Art Center reopened for students on limited basis. Under guidance of NYS and approval from the College, Okun Theatre will reopen with specific guidelines.

MOSAIC provided multiple opportunities for students, staff, faculty, and local community members to engage in diversity-related topics: Antiracism and Decolonization Educational Series (Part I, Part II is scheduled for Spring 2021), a highly successful Inaugural MOSAIC Week, a collaborative effort with Black Student Union and Caribbean Student Union on an event honoring Black lives, an special event with the Student Veteran Association moment of silence on Veterans Day recognizing suicide awareness among Veterans, and finally with College Advancement (Alumni Services) a program honoring Veterans and Military-Affiliated individuals.

CSLE will develop a survey in hopes of being more purposeful on what the departments offer for entertainment and activities.

The Virtual Citizenship Awards Program recognized the Club/Organization of the Year-Upsilon Delta Epsilon; Community Partner of the Year-Mr. Will Outsen, local business owner of Main Street Cards & Gifts; Community Program of the Year-Dairy Drive Thru's led by Mrs. Jacqueline Oliver; Student Citizenship Awards-Samuel Irion-Nursing program, Dennis Almeida, Architecture program.

Over 700 community service hours have been recorded by our students since September with a monetary equivalent of \$8,546. Examples of service include-Woodland Cemetery raking for October, "adopt a spot" weeding and raking on campus, Regalia, Student Ready store volunteering, writing letters of thanks to Veterans and Community walk and workshops to bring awareness to suicide prevention and mental health.

O'Connor Center for Community Service continues to communicate to students the important of volunteering and sharing options for them to serve their community through Delhi Today, collaborating with Community Partners and beginning to develop spring service projects. The OCCE is also involved with preparing events for the Village of Delhi Bicentennial & Community Service/Earth Day in the spring.

The Resident Assistant Team and the Residence Hall Association offered 162 programs this semester. O'Connor Hall's First Year Experience had 13 programs towards adjusting to college life and academic success.

Keeping social distancing in mind and in line with the academic calendar, Residence Life had 1048 residential students that stayed for various durations over the course of the fall semester. We welcomed students over 9 move-in weekends, and assisted during 6 move-out weekends.

Residence Life would like to continue to develop an appropriate and robust Resident Assistant Training for spring 2020 balancing the desire from RAs for in person learning and online training. Additionally, the department seeks to increase marketing activities for housing selection to increase retention rate of current students living in the residence halls for the 2021-22 academic year.

Residential Custodians did their absolutely best work keeping building disinfected to help prevent the spread of COVID-19 while meeting the Board of Health guidelines to maintain and operate the Clark Fitness Center. Staff will be working to deep clean Murphy, the Residence Hall that was used for the Quarantine/Isolation space.

Quarantined students received high quality, customized meals through Bronco Connect ordering system. Process was highly effective and coordinated across various departments to meet students' needs during this stressful time.

CADI introduced the GET app as an additional venue for touchless payment at all locations and for customers to pre-order meals and reduce wait time in the Commons.

The NYS Shared work program was implemented with the CADI union staff this semester permitting full time employees to retain their benefits, while reducing wages worked. This allowed CADI to retain all its staff.

Several “Cooking with CADI” zoom sessions, run by Hannah Hauser, MacDonald Dining Center Manager, informing and entertaining attendees on how to make the mother sauces, healthy eating habits, hydration, and classic French cuisine.

CADI management and admin staff will take a 2-3 week vacation period during the December / January to rest and recharge. Management is also working on adjusting the Spring 2021 Hours of Operation to better align with the student’s needs on weekends in addition to expanding the Points of Service during peak time.

Student Rights & Responsibilities kept up to date with issues new COVID-19 related policies to the campus, along with the adjudication of violations. The department held a Restorative Justice Community Circle program in early November, allowing students to reflect on 2020 challenges. More community circles will be available to allow groups a stress relief outlet.

All current Student Conduct Council members and appeal panel members were training on the judicial processes & Title IX mandate changes

SR&R will be reviewing the current Code of Conduct with the Student Athletic Advisory Committee for better understanding and assessment purposes.

Congratulations to Captain Tim Hess who recently retired after 31 years of University Policing. Welcome to the following new members of the campus community: David Vorsiek, University Police Lieutenant; Michael O’Donnell, University Police Lieutenant; and Redd, K9 Puppy, who will be trained as an Explosive and Search & Rescue Unit in 2021.

University Police partnered with the Automotive Students to host their annual Winter Vehicle check so students, faculty and staff traveling would be safe on their way home from break.