

July 16, 2020

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MEG KOBE, Student Health Outreach and Promotion Director
MARIAH LYONS, Director of Slug Support
ANA MARTIN, Undergraduate Student
DANIELLE MELLO, Colleges Advising Coordinator
ERIKA PE, Undergraduate Student
LUCY ROJAS, Assistant Vice Chancellor & Chief of Staff (Committee Chair)

Re: Task Team on Service Delivery

Dear colleagues,

I am writing to confirm your participation as a member of the Task Team on Service Delivery. Each of you were selected because of your unique perspectives and contributions to student services on campus and because of your dedication to student success.

Over the last several months and weeks, colleagues from across campus have been engaged in various aspects of planning and preparation to support response during the COVID-19 pandemic and in preparation for remote instruction and service delivery, and the future return to campus. The Academic Recovery Planning Workgroup has been guiding these efforts with a number of sub committees and task teams engaged in various activities.

This is one of three task teams established by the Division of Student Affairs and Success. Each task team will meet regularly over the next several months, to research and explore a number of guiding questions and to develop recommendations that are responsive to those questions in the context of the CP/EVC's guidance that we "develop plans to return to our mission of being a fully residential research university, recognizing that we will do this in a post-pandemic world".

Guiding Questions for the Task Team on Service Delivery:

- *Explore operational service delivery considerations such as: what is essential and must be completed in-person, what can be delivered remotely, hybrid?*
- *What have we learned during remote work/instruction that informs which services are best delivered in a remote environment?*
- *Where are the positive impacts and opportunities of remote operations? How do we increase those opportunities? Which should be continued even after remote operations? Which remote service models have best engaged students and created a positive service delivery environment?*

- *What new services or support are necessary given the new circumstances of remote or hybrid instruction? What services or support may be less needed than usual?*
- *What needs (e.g. basic needs, technology) are difficult for students to access during remote instruction? How do we build bridges to those resources?*
- *Is there an efficient and effective approach to taking a student census to collect the following data points that would help inform our service delivery questions: how many students will be living on campus? How many students will be living in the Santa Cruz area? How many students will be remote (e.g. living at home with family, etc.). Recommend a strategy for conducting a census, and implement the census.*
- *What impacts on students do we anticipate as we return to more in-person learning and service delivery? What will students need?*
- *Each task team will work in collaboration with the Fostering Care and Community campus workgroup to produce a 90-minute workshop. The project lead will provide more details.*

Deliverables and Timeline:

Task team leaders will coordinate with Lucy Rojas, the project manager for this process, to share the progress that the task teams are making and to share options and recommendations as they emerge (to assist with the socialization and implementation process). Each task team is asked to update the project manager regularly with findings and recommendations, with an initial set of options and recommendations made no later than Friday, August 28th. The work of the task teams will continue into fall quarter with adjustments made to timeline and outcomes to be based on actual circumstances.

In terms of deliverables, please consider developing ideas, options, and recommended actions that can be implemented by a variety of services and units. For example, in response to the guiding question: *Where are the positive impacts and opportunities of remote operations?* The task team may:

- Identify and analyze any data that has been collected during remote instruction/remote work to determine student satisfaction with services and to help answer the question - what is going well?
- Use that data to develop recommendations for unit managers and senior administration on service delivery.

We will launch the three task teams all together on Wednesday, July 22, 2020 at 1:00 pm. You will receive a calendar invite shortly. We look forward to seeing you.

Please contact me or task team leader Lucy Rojas should you have any questions.

Thank you in advance for your participation and service. I know your time is valuable and I deeply appreciate you lending some of it to this important process. Please contact me should you have any questions.

Appreciatively,

Jennifer Bagile

Jennifer Baszile
Interim Vice Chancellor
Division of Student Affairs and Success

cc: Associate Dean Arao
Interim Associate Vice Chancellor Dunn
Director Gubash
Director Harriman
Director Herzon
Special Assistant Jenkins-Sleczkowski
Associate Vice Chancellor Matthews
Associate Vice Chancellor Naiman
Assistant Vice Provost Sketo-Rosener
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