

Message from the Vice President



Reflecting on the previous year of work, in the form of an annual report, has the potential to be just another exercise in compiling and printing data and information. For Student Affairs, a look back offers an opportunity to more fully understand and appreciate the depth and breadth

of our work. Here, we share a narrative that only begins to describe the fullness of the Lehigh student experience. This past year, we interacted with students in ways that sometimes seemed insignificant in the moment but, more often than not, were impactful for students and an important part of their educational journey.

Make no mistake, the COVID-19 pandemic was dominant in its effect on higher education during the 2020-21 academic year. And in no uncertain terms, Student Affairs rose to the challenge. Consistent with our traditional spirit of leadership and exploration, our university welcomed students back to campus beginning fall semester. While we strategically housed fewer students in our on campus residences and, in the interest of health and safety, some classes reverted to partial or fully remote instruction, Student Affairs was consistent in envisioning and delivering a full range of programs and services designed to meet the evolving needs and interests of a student population.

Student Affairs partnered and led in various efforts to help ensure the best possible student experience within an otherwise impossible set of circumstances. Our simple yet sincere mantra, "if students are here Student Affairs will be here with them" took both figurative and literal form. Our live-in professional staff (along with Gryphons) in residence halls were in many ways on the front lines of community building. The Office of Student Engagement and Lehigh After Dark were responsible for a host of popular virtual and in person programs that proved it is possible to make new friends and have fun safely in a pandemic. And the Counseling Center, Health Advancement & Prevention Strategies, and the Health & Wellness Center worked seemingly around the clock to lead our efforts in prioritizing all forms of student wellness. These offices and all others within Student Affairs engaged in meticulous planning, real time polling, observation and interaction, and directly responded to students' requests and suggestions for interesting, innovative, educational,

and often fun ways for students to be involved in a somewhat different, but still distinctly Lehigh experience.

Student Affairs' accomplishments amounted to what can only be described as a successful year. With "success" being the support, growth, development, and education of our students. The 2020-21 academic year will surely be remembered as a critical time in our history as we

Exhaustion has been a universal theme over the past academic year. Our students are mentally and emotionally spent, as are our faculty and certainly our Student Affairs professionals and support personnel. I continue to be impressed and inspired by our staff and their willingness to always contribute "just a little bit more" to the various ways we support student success.

-Dr. Ric Hall

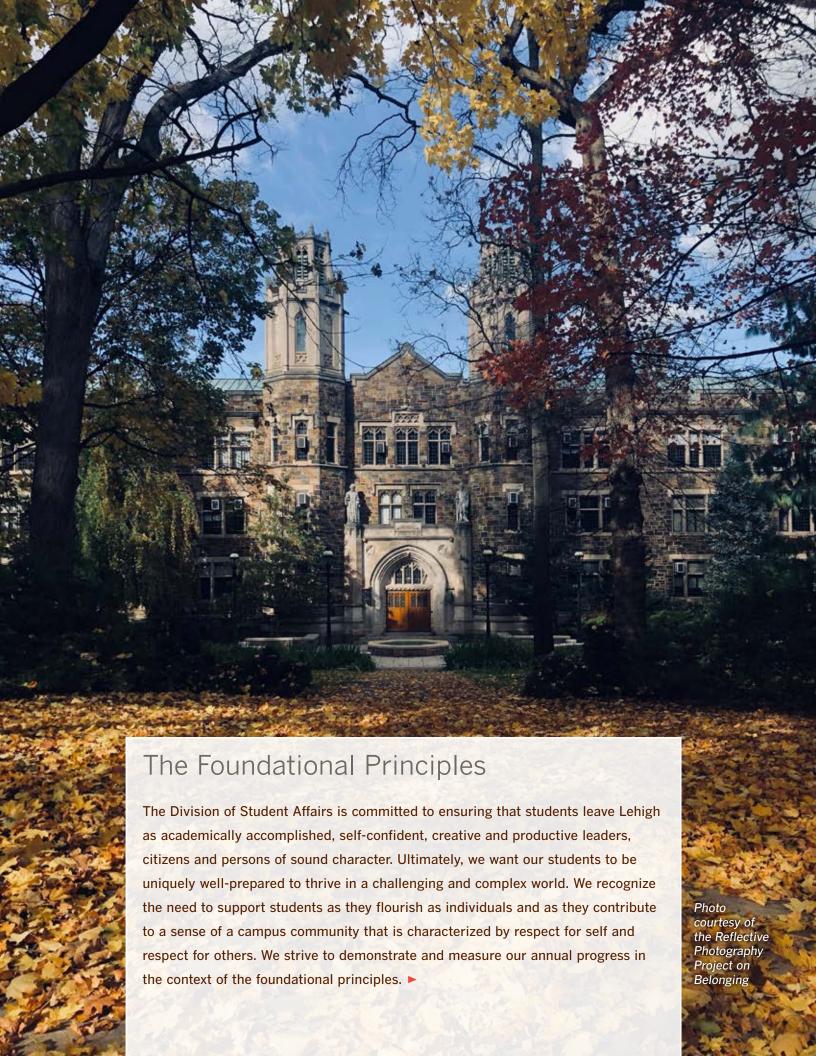
came together as a community to confront various forms of crises and put forth our best efforts in support of each other and the university. While we cannot predict what 2021-22 will bring, we know that Student Affairs will be prepared and ever in tune with our talented and engaged student body.

Thank you to the dedicated staff who comprise Student Affairs, our colleagues and partners across campus and in the community, and to the students who challenge, enlighten, and inspire all of us to elevate our craft, and our university, to even higher heights.

And thank you for taking time to allow us to share with you this summary. I think you will agree that it was quite a year!

Dr. Ricardo Hall

Vice President for Student Affairs





Commitment to Student Learning and Development

We engage students in the discovery of knowledge, exploration of skills, connection with others, and application of behaviors that cultivate self-efficacy and lifelong learning.

Many of our programs are based on our student life curriculum, bLUeprint, an approach which provides students intentional and sequenced learning opportunities within five foundations: Collaborative Connections, Creative Curiosity, Identity Development, Inclusive Leadership, and Professional Growth & Success. This process begins with students' engagement with our Office of First Year Experience's (OFYE) comprehensive NavigateLU program. Through this program, students set goals, address transition issues, learn about university resources, and discover engagement opportunities. Additionally, over 100 small group presentations ("5x10s") were offered to students during fall 2020.

Student Affairs upholds Lehigh's academic mission by providing students with the support they need to achieve their academic goals and personal development. These services and programs include individual and group tutoring, academic coaching, workshop offerings, and supportive services to facilitate individual growth.

- Writing and Math Center served 332 students over 1146 appointments
- Disability Support Services facilitated 807 academic accommodations. provided academic coaching to 53 students during the fall 2020 semester and 68 students during the spring 2021 semester.
- ► The Office of Academic Transitions admitted 39 students to the Summer Success and Aid **Program**, a retention initiative that provides funding for up to 8 credits for low-income students who are behind in their degree progress.
- Student-Athlete Academic Services facilitated approximately 90 team sessions focused on personal leadership development and transition and over 1000 individual academic coaching sessions.



Center for Academic Success group tutoring individual tutoring visits





Commitment to Community

We embrace a prominent role in the shared responsibility to promote an inclusive community characterized by a genuine sense of belonging and demonstrated respect for self and others.

Throughout the academic year, our Community Service office (CSO) has not only provided opportunities for Lehigh students to remain connected with each other but has also done so in a way that allowed our students to remain connected to our Bethlehem community. One of CSO's many service opportunities is the tutoring program America Reads/America counts. Due to COVID restrictions, CSO Tutoring moved to a completely virtual platform where Lehigh student tutors created science experiments, homework help, fun skills, travel videos, book readings, and movie rating videos to ensure that South Side kiddos continued to feel connected.

Our Community Service Office also recognizes that it is most effective when it responds to the needs within the community. One of those needs, especially during the pandemic, has been access to healthy food. As a result of our CSO efforts:

My gryphon has been awesome trying to get us at least a little bit involved with the university other than classes.

[Fall 2020 Student Engagement Survey]

- ▶ 760 meals were served in person at Victory House, one of our local homeless shelters.
- ► Grab n' Go food distribution through Lehigh's community schools averaged 300 meals each week. As a result South Bethlehem kids and families had access to healthy meals during COVID.
- Over 1,000 pounds of food and \$2,500 was collected and donated this academic year. The Lehigh family generously responded to the CSO's Call to Action requesting food for the five food pantries located across the South Bethlehem community.



Both of [my gryphons] have been extremely supportive and I would be so much more lost without them. They both make time for me when necessary and are valuable assets.

[Fall 2020 Student Engagement Survey]

Residence Life professional staff, in addition to the Gryphons, were a continuous on-campus presence during the past year often stepping in to support the needs of campus partners, to provide triage support and troubleshooting assistance when needed, and to address concerns that arose within the community. These efforts included providing ongoing support for students in quarantine and isolation over the course of the year.

The Office of Residence Life adapted and evolved its community building strategies and initiatives due to COVID protocols. The presence of our Gryphons, and in some areas the ability to have a smaller Gryphon-toresident ratio, allowed Residence Life to provide more individualized support to residents and additional points of connection through our G-Chat program. In doing so, the Gryphons utilized a collaborative approach to resident engagement that incorporated interest-based

and resident specific community building initiatives to help find students opportunities to engage with one another in meaningful ways.

Both national and Lehigh data indicate that mental health concerns have been heightened during the pandemic. Our University Counseling and Psychological Services (UCPS) have been committed to supporting students with a range of concerns.

- ▶ 790 students attended individual UCPS sessions during the 2020-21 academic year.
- UCPS staff met for over 345 individual consultation meetings with campus partners (Staff, Faculty, Coaches, Parents, and concerned others) to provide support, guidance, and aid in the facilitation of care and overall student success.
- ► On-going therapeutic Group Gatherings UCPS staff members provided over 1470 hours of small group social support and gathering spaces for undergraduate and graduate students presenting to the center for a range of psychological concerns; most commonly associated with interpersonal concerns, stress, anxiety, and disruptions in mood.
- ► In the 2020-21 academic year UCPS staff engaged with 1274 students outside of the therapy/ counseling setting via workshop/outreach formats (some examples of student groups include: Gryphons, orientation leaders, graduate students, international students, student athletes, fraternities and sororities, student senate, peer health advisors. break the silence, LUSSI students).

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Service Office continued to serve as CSO tutors with the America Reads/Counts program.





Commitment to Purposeful Action

We empower students to integrate learning and development by leading with integrity and contributing to the community as active, engaged citizens.

Student Affairs offers students various opportunities for growth in the area of leadership development.

The Peer Health Advisors, supported by the Health Advancement and Prevention Strategies Office, took a lead role in promoting student health and wellbeing. They led the implementation of Headspace, a meditation-based app to all undergraduate and graduate students starting Fall 2021. Headspace is an award-winning research-backed digital tool for mindfulness and meditation with more than 1,200 hours of themed meditations, sleep content, mindful movement exercises and focus music. During the spring semester over 1000 students enrolled in Headspace.

In addition, the Peer Health Advisors developed the <u>Let's Face It</u> Campaign, a social norms campaign focusing on disseminating information, education and

resources made by students for students. The campaign addresses students' challenges in adjusting to the pandemic and how to best communicate with friends about following COVID protocols. They also collaborated with the Diversity Peer Educators to develop a call to action to students, staff and faculty about how to apply practical skills in becoming anti-racist.

Our commitment to purposeful action also includes opportunities for students to develop leadership skills and abilities.

I've started meditating a few times a week which is so great!

It has brought a greater sense of self-awareness and
mental clarity to my life, which is much needed!

[Lehigh Life Survey]



94%

of Headspace users indicated that Headspace positively impacted them in at least one of the following ways: managing stress, improving sleep, increasing focus, and increasing productivity





The most rewarding part was getting to know the [First Year Student Athletes]. I really enjoy helping people out and guiding them in the right direction, so the most satisfying part was helping them along their journey at Lehigh.

-Student Athlete Mentor on Flight 45 Experience



- ▶ 107 student athletes participated in Flight 45, a leadership program grounded in the areas of self-awareness, integrity, competitiveness, toughness, and team first mentality.
- ▶ 34 students participated in our Greek Emerging Leaders program. The 6-week immersive leadership development program for Sophomore students had the theme of "Finding Our Purpose, Living Our Values".
- ► The Office of Student Engagement co-facilitated the Engineering Leadership course with Industrial Systems Engineering faculty.







Commitment to Staff Professional Growth and Development

We foster a professional culture that values and promotes staff member learning and engagement, as well as the sharing of knowledge and expertise, both on and off campus.

Professional development is a priority in the division of Student Affairs. It is our philosophy that supporting staff in lifelong learning and growth contributes to excellence in the field and beyond. In support of this philosophy, our long standing Professional Development Committee assesses staff needs annually and provides opportunities to engage in both personal development and skill based growth throughout the year. Below are examples of staff professional development experiences.

The Office of Assessment and Student Life Curriculum hosted the **Seventh Annual Student Affairs Assessment Symposium** in January 2021. The symposium is open to staff across the university as well as other LVAIC (Lehigh Valley Association of Independent Colleges) institutions. The event provides opportunities to advance assessment skills, showcases exemplary work being done, and highlights the use of data for decision-making and continual improvement. At this year's symposium there were 18 presentations, 30 presenters, and 117 staff members in attendance.

Katie Guynn, Director of Student-Athlete Academic Services, and Kara Uhrich, Director of the Center for Academic Success, presented at **ACPA's National Convention** in March 2021. The presentation was titled "DIY: Academic Accountability Groups for Athletes and Non-Athletes."

Dr. Laurie Gray Evans, Director of Student Support & Case Management Services was a member of the inaugural **Global Staff Fellowship program**, a partnership between LU and Dortmund Technical University (Germany) faculty and staff that met weekly through the Spring 2021 Semester.

Carol Hill, Director of Student Center Facilities, participated as a faculty member for **Associations** of College Unions International (ACUI)
Building Manager Certificate Program Fall 2020.

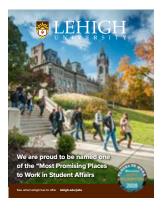
Acknowledging Excellence

Dr. Katherine Lavinder, Dean of Students, earned her Doctorate in Higher Education Leadership from Northeastern University.





Micha Fell, Coordinator, Associate Dean's Office, earned her Masters in Educational Leadership from Lehigh's College of Education.



The magazine *Diverse: Issues In Higher Education*included Lehigh University
in its 2020 list of "The
Most Promising Places to
Work in Student Affairs".





Unwavering Commitment to Diversity, Inclusion, and Equity

Student Affairs supports the University broader goal of becoming an anti-racist institution through student development, empowerment, advocacy and support. Intentionally supporting diversity, inclusion, and equity is at the core of our program and service planning.

- ► The Office of Fraternity Sorority Affairs approved two new multicultural chapters, Phi Sigma Chi Multicultural Fraternity and Sigma Gamma Rho Sorority. Over 50 students expressed interest in joining culturally based Greek organizations, double the interest expressed in Spring 2020. Panhellenic and IFC also highlighted diversity, inclusion, and equity throughout the first ever virtual recruitment and those councils also saw increased interest.
- ► Student Center Facilities student staff training included a variety of programs and initiatives during weekly staff meetings. This was done to create a student work environment that embraced diversity, inclusion, and equity. Students deepened their understanding of current issues, and developed skills to address them. Examples include: Developing Inclusive Communities, Creating Common Language, Dimensions of Diversity, What is an Ally?, Stereotypes in Ads, How Does the World See You, A focus on biases and identity, Global Citizenship in the Workplace, Active Citizenship.
- ► To ensure that all first year students were exposed to the same information and messages regarding diversity, inclusion, and equity, the Office of First Year Experience partnered with the Office of Multicultural Affairs to deliver a revamped diversity and inclusion program during Orientation, The Defamation Experience.

Student Affairs has long been committed to diversity, inclusion, and equity and has worked to build a stronger, better Lehigh Community. Much of our work is focused on student development, empowerment, advocacy and support.

-Dr. Ric Hall

- ► The Community Service Office Director, Carolina Hernandez, has been selected to the highly prestigious Campus Compact Anti-Racist Community of Practice for community engagement professionals.
- ► The Health Advancement and Prevention Strategies Office (HAPS) partnered with the Office of Multicultural Affairs (OMA) to offer the Everfi Diversity, Equity, and Inclusion training course.

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1,836
Lehigh community members
Tipleted this Talk.





Partnerships and Relationships with Faculty and Staff

Students benefit when there is integration of their academic and co-curricular experiences. Student Affairs supports the academic mission of the University and looks to do so by collaborating and strengthening working relationships with faculty and staff to enhance the academic experience.

Aarsenio Perry had been helpful in guiding me and my organization toward success. He has always made himself available to students within my organization such as myself, and continues to be a supportive mentor on campus.

[Fall 2020 Student Engagement Survey]



- ► The Office of Assessment and Student Life Curriculum established a research partnership with members of Lehigh's psychology department and the Office of Health Advancement and Prevention Strategies. Collaboratively, they assessed various aspects of students' well-being, primarily focusing on students' sense of belonging and community. Part of the research project included a photography component, in which students reflected and shared photographs that represented how they found belonging and community at Lehigh. These results were presented at NASPA's Conference on Student Success in Higher Education.
- ► The Office of Gender Violence Education and Support is partnering with Dr. Nicole Johnson and the Resistance Lab on a custom gender violence prevention program for Lehigh's



Office of Gender Violence Education and soror

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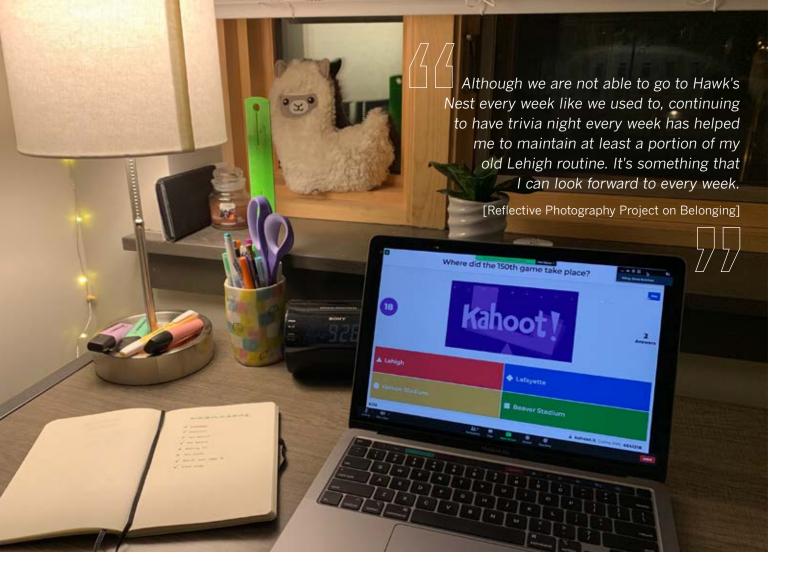
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ence students from 8 fraternities and sororities were trained on gender violence



- ► Military Science and Leaderships' most outward facing community program is the newly branded Armed Forces Support Club at Lehigh. This supports military and Veterans' initiatives on campus and in the community, actively linking our efforts to the Lehigh Valley Military Affairs Council, City of Bethlehem Chamber of Commerce, and United Way for support.
- ► The Office of Assessment and Student Life Curriculum and the Assistant to the VPSA partnered with the Provost's office, LTS, and the Office of Institutional Research and Strategic Analytics to develop the Fall 2020 Student Engagement Survey. The survey offered valuable insights regarding student needs and mental health concerns. Student Affairs was able to leverage the information and create multiple student support initiatives.

Nick Christy [Office of Student Engagement] has been very understanding and flexible during all of this. His positive attitude and encouragement makes the stress of this semester more manageable. I'm on staff at Lamberton hall and he's done everything in his power to keep things as "normal" as possible while still keeping us all safe.

[Fall 2020 Student Engagement Survey]





Enhanced Access to Student Affairs Offices and Staff members

We have committed to having access to our services and programs be seamless. While traditional modes of contact remain, our offices have also incorporated Zoom meetings, online/real-time chat, virtual office hours, and various other uses of social media and technology to remain in touch with students and student organizations. The plan addressed a year filled with many changes and challenges including new ways of delivering student services and programs and incorporating partially and fully remote.

Lehigh's Health and Wellness Center (HWC) has been at the center of our effort to keep the Lehigh community healthy and safe. The Executive Director of Health & Wellness, Dr. David Rubenstein, along with our Medical Director, Dr. Sarah Stevens, assumed a lead role in our campus wide Covid-19 response efforts. This included

service on the Covid Response Team, being the primary liaison to Lehigh Valley Health Network, Bethlehem Health Bureau, State of Pennsylvania and CDC public health officials. In addition, the Health and Wellness Center implemented Covid-19 testing for symptomatic students, the front desk staff fielded as many as 200 calls per day, and recruited volunteers including contact tracers & testing tents workers. This service, and Health and Wellness Center's centrality to our delivery of Covid-19 related information and services, has both continued and increased.

- ▶ 1,032 non-COVID related in-person appointments
- ▶ 3,073 telehealth appointments
- ▶ 1,159 in-person covid exams

Health oversav 42 42,863 COVID tests, including and surveillance testing.



While the mode and delivery of many services and programs shifted during the year, our commitment to continued access to our programs and services remained intact.

- ► The Office of Student Engagement reported a total of 972 student activities including club meetings, events, and office programs over the academic year recorded in our club management system LINC.
- Lehigh After Dark (LAD), our late night programming initiative, conducted 81 programs. Assessment data shows that this programming has been particularly impactful for students, with students reporting that they are finding belonging, consistency, and a sense of community through participation in these programs. Assessment results show that:
 - 35% of students met someone new at a LAD event
 - 59% felt less stress by attending a LAD event
 - 64% stated LAD has positively impacted their Lehigh experience
- A Student Affairs Chat Line was created to increase access to Student Affairs. Non-exempt staff was trained and manned calls. Staff fielded questions from a range of areas including Covid-19 testing, conduct, building access, off campus living, and faculty concerns.
- University Counseling and Psychological Services implemented teletherapy. Staff psychologists obtained temporary licenses to continue to support students living in one of Lehigh's primary catchment areas. UCPS also developed a referral protocol and preliminary referral list of available telehealth providers across the country to meet the needs of students residing outside of PA.
- Office of Student Conduct has adjudicated over 800 covid related cases since August.



Disability Support Services provided notes for 228 classes the largest number of note taking requests ever filled.

- Student Engagement offered 254 Virtual programs and 176 in-person programs in the fall.
- Student Support & Case Management Services monitored 145 Student of Concern cases and held 375 individual student meetings.

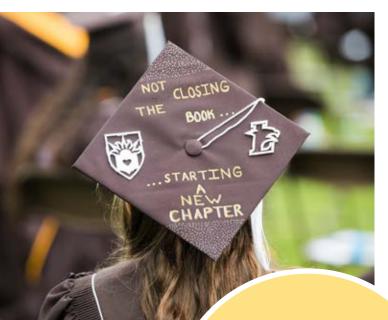
I think the office of first year experience has been particularly helpful in navigating this "new normal" during the Fall 2020 semester. Because I am studying remotely, I have found it quite hard and complicated to connect with fellow peers and often feel left out of activities. However, the amount of opportunities provided by OFYE has really made me feel a part of the larger community without even being on campus.

[Fall 2020 Student Engagement Survey]



LOOKING FORWARD:

Priorities and Goals for the 2021-2022 academic year



Beginning fall 2021, the campus – and higher education – landscape will be much different versus fall 2020 or even 2019. The planned return to in person instruction and staffing will follow 18 months of mostly remote academic and work environments. Student Affairs priorities and goals for 2021–2022 and beyond will acknowledge this new normal, while building upon lessons learned, and positive strides made, during the pandemic. The 2020–2021 priorities (commitment to diversity, inclusion, and equity; partnerships with faculty; enhanced access for students to services and staff) will remain in place for 2021–2022. In addition, more specific goals have been identified based on the evolving landscape. These goals include:

RE-ORIENTATION

Approximately 1,500 first year students were welcomed to Lehigh in fall 2021.

To begin the academic year, Student Affairs will provide a "re-orientation" experience for the Class of 2024. In addition to navigating health and safety related measures, Student Affairs will welcome an undergraduate student population that will have graduated half of its students since the last full Move-In and Orientation (2019). The rising sophomores will be like freshmen in many ways as they will be largely unfamiliar with campus spaces, will have had little to no in person contact with staff, faculty and classmates, and will not have participated in many of the formal traditions and informal rites of passage experienced by other first year students. The re-orientation effort will touch all classes and span the entire academic year.

COMMUNITY AND SENSE OF BELONGING

There will be an intentional effort to bolster students' sense of belonging. Recent and current surveys and student interactions have sent clear and consistent messages that students' sense of belonging and feeling that they are a part of a community have suffered during the pandemic. Student Affairs will take full advantage of the planned return to in-person campus engagement to improve these and other indicators of student satisfaction



Student Affairs is committed to enhancing the University's educational mission. One way that we achieve this is through our partnership with faculty and staff across the University. Our staff partners in research, teaching, and supporting students on their academic journey.

-Dr. Ric Hall

WELL-BEING

Student Affairs will be a leader in campus efforts to see that students are presented with a comprehensive, and better coordinated, array of wellness related services and resources. Holistic well-being has been an important and recurring theme, and will continue to play a significant role in student success.

During spring 2021, the VPSA charged a Committee on Well-being – composed of students, faculty, and staff – with examining

Lehigh's wellness offerings, and making recommendations, including suggestions on a signature/branded university.





Acknowledgement of extraordinary staff efforts during an unprecedented time

Messages to Student Affairs Staff from their Colleagues, Thank You Project Fall 2020

HEALTH AND WELLNESS CENTER

The HWC has been at the forefront of leading and helping our community navigate the impact of COVID-19. They all have and continue to work tirelessly to serve the Lehigh community. Their knowledge, foresight and dedication has resulted in keeping our campus healthier and safer. Their efforts have been nothing short of extraordinary. We appreciate each and every one of you and your outstanding efforts.

The way you have powered through this difficult and challenging time is absolutely incredible. We have seen you sacrifice your own time, sleep, time with family, and sometimes sanity, for the health and safety of the Lehigh community. Thank you for being role models not only for Student Affairs and Lehigh University, but in the healthcare world during this pandemic.

Res. Life Team—you've crushed it in a semester that only threw hardships your way. I'm so grateful for your leadership, mentorship, and the care and support you provided on-campus students. You're frontline heroes!

RESIDENCE LIFE

Residence Life live-on team has stayed on campus managing the impact of COVID-19 since day one. They are the hands-on, go-to people for the many students living on campus while also managing the gryphon staff. They provide support and work to prevent and manage crisis situations. They are our logistical wizards working to keep students safe. Most importantly, they have offered a valuable connection to the student experience, helping us to identify ways to better support students during challenging times. They have been and continue to be...remarkable.

UNIVERSITY COUNSELING & PSYCHOLOGICAL SERVICES

The impact of COVID-19 on mental health has been far reaching and well documented. Our students' mental health needs are not confined to normal business hours during a traditional work week, and the UCPS staff are always there for them, including 'after hours' and weekends. They have been stretched, have adapted, and have more than risen to the challenge of meeting the various needs of our community. We want them to know their efforts are recognized and appreciated.

This is a dedicated and passionate group of human beings whose work is not always visible to the other members of the community and we know it's having a huge impact on the students. Thank you for your commitment, particularly during COVID, to the long and emotionally taxing hours you put in to serve the greater good - you are a critical part of the Students Affairs team!!



Student Affairs Offices

Academic Life & Student Transitions

Williams Hall, Suite 390 610.758.4159

Academic Transitions

Williams Hall, Suite 301 610.758.5181

Assessment and Student Life Curriculum

Williams Hall Suite 380 610-758-6685

Center for Academic Success

Williams Hall, Suite 301 610.758.5181

Community Service Office

University Center, Room B001a 610.758.6674

Counseling & Psychological Services (UCPS)

Johnson Hall, 4th Floor 610.758.3880

Dean of Students

Williams Hall, Suite 380 610.758.4156

Disability Support Services

Williams Hall, Suite 301 610.758.4152

First-Year Experience

University Center, Room C112 610.758.1300

Fraternity & Sorority Affairs

University Center, Room B013 610.758.4157

Gender Violence Education & Support

University Center, Room C109 610.758.1303

Health & Wellness Center

Johnson Hall, 3rd Floor 610.758.3870

Health Advancement & Prevention Strategies Office

University Center, 4th Floor 610.758.0275

Military Science and Leadership (ROTC)

Jordan Hall 610.758.3275

Office of Residence Life

Williams Hall, Suite 320 610.758.6598

Student Center Facilities

University Center, Room C102 610.758.4160

Student Conduct & Community Expectations

Williams Hall, Suite 320 610.758.4632

Student Engagement

University Center, Room C105 610.758.6670

Student Support & Case Management Services

Williams Hall, Suite 390 610.758.4156

Writing & Math Center

Drown Hall, Room 110 610.758.4525





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