Submitted by: Keith E. Whitfield, Ph.D.
                  Provost and Senior Vice President for Academic Affairs

_____

ACADEMIC AFFAIRS REPORT

SCHOOLS AND COLLEGES HIGHLIGHTS

- The College of Nursing C2 Pipeline Program has been selected for the 2020 Best of Detroit Award in Education category by the Detroit Award Program. Each year, the Detroit Award Program identifies companies that we believe have achieved exceptional marketing success in their local community and business category. These are local companies that enhance the positive image of small business through service to their customers and our community. These exceptional companies help make the Detroit area a great place to live, work and play. Various sources of information were gathered and analyzed to choose the winners in each category. The 2020 Detroit Award Program focuses on quality, not quantity. Winners are determined based on the information gathered both internally by the Detroit Award Program and data provided by third parties.

- The College of Fine, Performing and Communication Arts' Department of Communication ranked 25 Best colleges for a Bachelor's Degree in Public Relations by GradReports.

- The Wayne State University School of Social Work and the College of Nursing in collaboration with other Wayne State departments is launching a crisis hotline on April 7 for Metro Detroit first responders and healthcare professionals toiling on the front lines of the COVID-19 outbreak. Geared toward health professionals such as nurses, doctors, respiratory therapists, techs and assistants - as well as emergency response and law enforcement personnel - the crisis line will be staffed six days a week by professionally licensed social workers, psychiatric/mental health nurse practitioners, and psychologists, who will offer critical emotional support for those working under extremely stressful conditions. These conditions include intense grief, ethical dilemmas, and fears about the well-being of themselves and their family members.

TEMPORARY CHANGES TO ACADEMIC POLICIES
The following is a summary of many of the temporary changes to academic policies that have been or will be implemented to mitigate the stress of the novel coronavirus pandemic. Information on these changes, other related initiatives from the Office of the Provost, and general information on the university's response can be found on https://wayne.edu/coronavirus.

- Deadline to Withdraw: The deadline to withdraw has been pushed back to the last day of classes, Monday April 20.

- Pass-No Pass Grading Option for Undergrads: At the end of the semester, professors will enter grades normally using the ABCDF scale. Students may elect to have those grades converted to the PN scale, where FD=N and ABC=P. The F=N conversion will be processed automatically. However, departments, schools, and colleges may decide how to apply P/N grading to curricular requirements such as program advancement, graduation, or accreditation compliance. These requirement decisions

should be communicated to students through advisors so that students are fully informed when weighing grading options. Details on procedures are forthcoming asap. Details on this policy can be found at: https://wayne.edu/registrar/records/grades/winter-2020-pn-grading/.

- Clearing Existing Incomplete Grades: Incomplete grades must normally be cleared within 12 months of them being assigned. Students whose 12-month period expires during Winter 2020 term will be extended to the end of Spring/Summer term.

- Assessment of Student Learning: Program assessment requirements have been reduced from assessing two learning outcomes to assessing one. In addition, programs can choose a qualitative analysis alternative if they are unable to gather valid data using their normal assessment methods. Details and supporting documentation are on the WSU Assessment website (https://wayne.edu/assessment/). The General Education Oversight Committee approved a qualitative alternative to normal Gen Ed assessment, which is underway for DEI, QE and SI. In place of submitting rubric scores, instructors can opt to complete a survey about the impact on the Gen Ed learning outcomes of the modifications to their courses. Information will be posted on the General Education Program website (https://provost.wayne.edu/general-education) soon.

- Online Student Evaluations of Teaching:. We have expanded the use of online SETs to all classes, and faculty may opt out of SETs for Winter 2020.
See https://testing.wayne.edu/evaluation/winter2020

- Option to Pause Tenure/ESS Clock: Tenure-track faculty whose scholarship has been significantly impacted by the COVID-19 pandemic are encouraged to exercise the option of stopping their tenure clock for one year. Similarly, employment security status track academic staff who feel their case for ESS has been significantly impacted may stop the ESS clock for one year. Interested faculty and staff should contact their chair and/or Dean for more information on the steps required for the request. The process to request a tenure/ESS clock stop is also outlined on page 54 of the AAUP CBA (https://provost.wayne.edu/pdf/aaup_contract.pdf).

ENROLLMENT MANAGEMENT
- Wisr – Yield Peer Engagement Program: The Office of Undergraduate Admissions has launched a new platform that matches prospective future Warriors with current Wayne State students for a virtual peer mentorship experience. This Wiser Warriors program creates a personalized experience for all newly admitted WSU students by combining one-on-one and community engagement opportunities through instant messaging, message boards, and both live and pre-recorded video events. The goals of the program are to foster a deeper connection between prospective students and Wayne State University by leveraging peer and staff engagement while creating new avenues for prospective students to gather information that will help them make the decision to matriculate to WSU in fall 2020. Prospective students will also be able to interact with staff from a variety of offices throughout campus via the platform.

- <u>EM Cross Functional Yield Groups</u>: In an effort to decrease summer melt and remain focused on freshman yield during the pandemic, EM has developed ten cross functional yield groups to engage over 11,000 applicants. Each group has representatives from OSFA, UGA, and the SSC that are charged with supporting applicant pools of approximately 1,100 students. Additional students are added to each group as new admissions offers are extended for fall 2020. Automation of this work is facilitated through a newly designed custom interface in Slate, which all units are utilizing. While our division has a history of excellent collaboration, this is the first time we've formalized cross-functional groups across units to focus on yield. Regular reporting on outcomes is in development and we will have metrics available for the next meeting.

- <u>W - Chat Bot</u>: In collaboration with AdmitHub, EM is embarking on a month-long outreach campaign to connect with undergraduate students via text message. W, an artificial intelligence powered chat bot, allows current students to engage in quick and simple text exchanges that support academic success. Students receive instant support responses that provide tips to stay engaged and focused during this uncertain time. Answers also assist in informing university student success strategies on best ways to support current students. Frequent text messages throughout the month of April will engage learners as they finish out the semester. Campaigns include topics such as wellness, check-ins, study skills for finals and words of encouragement. So far, only 500 students have opted out. The first campaign yielded a 28.2% response rate. That is very good, considering the sheer number of students we're attempting to reach.

- <u>Update from the Office of Financial Aid</u>: The Office of Financial Aid has successfully transitioned to serving our students remotely. We are processing verifications, spring-summer loan requests, and packaging students with aid for this upcoming term. OSFA staff is adhering to the ideal of "radical hospitality" and are providing students, continuing and perspective, with answers to their financial aid questions. While we are steadily navigating ways to connect with students in this remote environment, we are participating in events with colleagues across the University that are geared towards potential FTIACs, including a "How to Read Your Award Letter" event with WSU's TRiO Office. The Office of Financial Aid has created audio/visual recordings to be used as training resources and kept in touch with staff, both internal and external, as they adjust to this transition and greater dependence on technology. We were able to create forms to facilitate the student employment pool process and were pleased to share our office business continuity plan with other offices. OSFA has also effectively transitioned student content traditionally delivered in person or via paper communication to email and video content, and is continually brainstorming additional ways to effectively reach students. Finally, OSFA is closely monitoring processes to ensure that we remain compliant while remaining on top of all processing needs and providing a high quality of service to our students and across the University.

- Update from the Student Service Center: The Student Service Center has transitioned well to the remote environment. We are able to take inbound calls as well as make outbound calls to students just as if we were in the office. In addition to supporting students via our phone system and email platform, we are performing outreach to all students with current freshmen standing. In these calls the focus is wellness. We are checking-in to help students move their financial aid requirements and outstanding questions forward so that they are ready for Spring/Summer or Fall classes. In the first week, the SSC team closed 1,055 cases. (Each case represents a single interaction with students). During the second week of working remotely, the SSC closed 1,591 cases. With the exclusion of today, this week, we have closed 1,580 cases. Additionally, the SSC is preparing to perform outreach alongside the Student Success team to students who are not as engaged since the remote transition.

- Update from the Office of Undergraduate Admissions: The Office of Undergraduate Admissions has successfully transitioned over to the new virtual working environment and is continuing to provide a high quality of service to our students. We have extended our decision deadline from May 1 to June 1, 2020. We have extended our transfer student merit scholarship deadline from June 1 to June 30, 2020. Heart of Detroit applications as well as the FAFSA deadline have been extended to May 1. In order to assist students during this crisis, Admissions is also accepting self-reported grades and test scores as well as unofficial transcripts for incomplete applications. Admissions has enacted a new format for communicating with our students via daily "Virtual Appointment with Admissions Counselors" as well as providing virtual campus tours, virtual information sessions, Admitted Student days, and student panel sessions. The Director of Undergraduate Admissions has also recorded and disseminated a video message to parents. The AVP of Enrollment Management published an article in the Detroit News to the Metro Detroit community as well as addressing the University community via the South End. The AVP will be joined by the Director as well as special guest Annmarie Cano to reach out to parents via video chat to answer questions. Admissions will continue to explore engagement new virtual engagement opportunities to connect with our prospective student population.

EDUCATIONAL OUTREACH (EO)

- Transfer Student Success Center (TSSC): Wayne State University is one of only 122 four-year schools in the nation and three in Michigan named to the *Phi Theta Kappa Honor Society 2020 Transfer Honor Roll* in recognition of the dynamic pathways it has created to support transfer students and help them succeed. This is the third time the university has received the honor highlighting efforts led by the TSSC. To continue serving current and prospective transfer students during these uncertain times, the TSSC has added a live chat feature to its website so students can talk to staff in real time during regular office hours. The team also is offering virtual advising appointments to students, which they can schedule at their convenience through the online platform tssc.youcanbook.me/. A variety of virtual events continues to keep current transfer students involved and connected to the university and one another.

The TSSC, on behalf of the university, has created a new bachelor of social work articulation agreement with Schoolcraft College to provide a seamless transition for social work students between our two institutions.

- Executive and Professional Development (EPD): EPD is developing eight new workshops for recertification in the EAP Specialist Program at UAW-Chrysler. Approximately 50 staff members have completed the certificate program so far and this new effort will help them to continue developing their knowledge and skill. EPD is leveraging faculty from the School of Social Work to develop the workshops, with the intention of delivering them in the fall 2020.The Procurement Technical Assistance Center is working remotely to assist clients with government contracting. PTAC staff has provided 28 hours of counseling to 13 clients while promoting government resources for small business owners dealing with Covid-19, including how to deal with impacts to their business and how to leverage their capabilities to assist government in responding to the increased need for medical supplies. Webinars and one-on-one remote counseling sessions have replaced face-to-face training classes, and 19 WSU PTAC clients participated in a March 31 webinar hosted by PTACs of Michigan.

- Harris Literacy Program: Funded through the generosity of Mr. Mort Harris, the Harris Literacy Program was launched in 2013 as a turn-key educational enhancement program for adults whose literacy levels in math and reading are equivalent to the third- to eighth-grade range. It has served more than 1,700 Detroiters since its creation. This semester, HLP is offering classes at Southwest Economic Solutions and on campus, in the Adamany Undergraduate Library. Southwest averages nearly 40 students in class. On campus, 19 students are registered for both the math and reading classes, with 13 students regularly participating. This is the second semester that on-campus programming has been offered, and the participation rates are encouraging. One of the principals of the program is collaboration, both with adult literacy professionals, community partners and stakeholders. The program is offered where the need is most pressing, and over the years has worked with Focus: HOPE, Michigan Veterans Foundation, Mack Alive, Michigan Works: Highland Park and Mariners Inn. Small class sizes are a hallmark of HLP, and lesson plans incorporate emotional intelligence principles that help build community in the classroom and address soft skills that may be deficient.

- Office of International Programs (OIP): For the second year in a row, the Institute of International Education (IIE) selected OIP to host Fulbright Pre-Departure Orientation for American Fulbright awardees heading to the Middle East and North Africa region in June 2020. In response to the ongoing pandemic and social distancing guidelines, and thanks to Wayne State's technical capabilities and collaboration with IIE and the U.S. Department of State, OIP has been approved to host virtual Orientation for awardees. The program will run in a series of video conferences during July and August.

- English Language Institute (ELI): As the university moved to online instruction for all classes this semester, the ELI moved online and worldwide! Many students returned to their home countries but continue to login to their scheduled ELI classes no matter

what time of day it is. Students have joined classes via Zoom from as far away as Abruzzo, Italy, and Daegu, South Korea. Staff also delivered/loaned (while following social distancing guidelines) university laptops to three students at their local residences who needed computers to run a language platform called CAN-8 that is used for teaching in ELI.