The Post-Pandemic Student Experience

CSU Board of Trustees
Committee on Educational Policy—Item 6
July 13-14, 2021

Voices from the Pandemic

“I was living in my car. The university has many resources like the pantry and housing and university jobs. I was able to make some connections and get some housing and work here at the university. They have given me housing which is huge.” Brian, Chico State

“A lesson I’ve had to learn over the years is that it’s OK to accept help. And sometimes a student just isn’t ready to ask – but letting them know that if they ever do need it, it’s here. I think Sac State does a really good job of waiting for students to be ready.” Regina, Sacramento State
Student Engagement and Closing the Equity Gap

- Improving retention rates
- Closing equity gaps
- Reducing time to degree

Factors in Student Persistence

- Cognitive
- Social
- Institutional

Student Experience
Student Affairs: A Primer

Student Affairs as the Work
• Supporting student development in and outside of the classroom
• Creating transformational experiences for students

Student Affairs as the Structure
• Varies by campus

[Diagram showing the Student Affairs Ecosystem with various services such as Career Services, Medical Services, Mental Health Care, Child Care Centers, Recreational Sports & Intercollegiate Athletics, Student Clubs & Activities, Housing & Residential Life, Disability Accommodations, Basic Needs, Advising/Coaching, Leadership Training, Health Promotion, Orientation/Transition Programs, Diversity, Equity & Inclusion, Learning Support Services, Educational Opportunity Programs, Identity-Based Centers, Community-Building Initiatives, Financial Aid, Student Conduct, Learning Support Services, Health Promotion, etc.]
Voices from the Pandemic

“As we all made adjustments for an unknown remote world, as educators we were able to utilize our diverse skill set to create space to support and connect our students in the Cal State LA community.” Angelique, Staff

“As the semester progressed, we realized that we needed to focus on the other dimensions of wellness too, so our focus on intellectual wellness provided beneficial ways to manage students’ academic life.” Kristen, Student Tutor

Lessons Learned
Responding to the Pandemic

• Redefining community and belonging
• Leveraging flexibility of online services
• Encouraging campus collaborations
• Understanding complex needs
The Evolution of Student Affairs

- Declining California birthrate and impending enrollment cliff
  - Returning and older adult students
  - Increasingly BIPOC
- Continued statewide workforce demand
- Flexibility in time, place and modality
- Holistic wellness and basic needs support

Student Voices