

## 2020-2021 Annual Report

### I. Mission and Goals /Purpose

The mission of the Office of Campus Life (OCL) is to actively engage students in their academic, personal, and professional development. The Office of Campus Life actively engages students and provides resources that supports student retention, student success, and student learning.

The Office of Campus Life offers the following services and opportunities for student development in these five subgroups:

- i. **STUDENT LIFE BUILDING & CAMPUS INFORMATION SERVICES (CIS)**  
CIS provides quick and relevant information about Lehman College to students, staff, faculty, and visitors. Additionally, CIS manages the daily operation of the Student Life Building and assists student clubs and organizations in promoting events through weekly and monthly calendars.
- ii. **STUDENT GOVERNMENT**  
The Student Government Association provides governance and advocacy on behalf of the entire student body of approximately 15,000 students.
- iii. **CLUB AND ORGANIZATIONS**  
The office hosts student clubs and organizations on campus open to all students. These range from academic societies to co-curricular, religious & spiritual, social, and pre-professional groups.
- iv. **THE HERBERT H. LEHMAN CENTER FOR STUDENT LEADERSHIP DEVELOPMENT**  
The Herbert H. Lehman Center for Student Leadership Development provides opportunities intentionally designed to empower responsible, ethical student leaders.
- v. **LEHMAN FOOD BANK**  
Healthy food options are provided through the Lehman College Food Bank for students in need. This allows all Lehman students the opportunity to prepare well-balanced meals so they can primarily focus on their academic development.

### 2020-2021 Annual Goals/Priorities:

Since the Office of Campus Life (OCL) entails about five different subgroups, OCL's 2020-2021 annual goals and priorities were focused on enhancing the student experience and development, while remaining in a virtual setting. Some annual goals and priorities were specific to the transition of online learning.

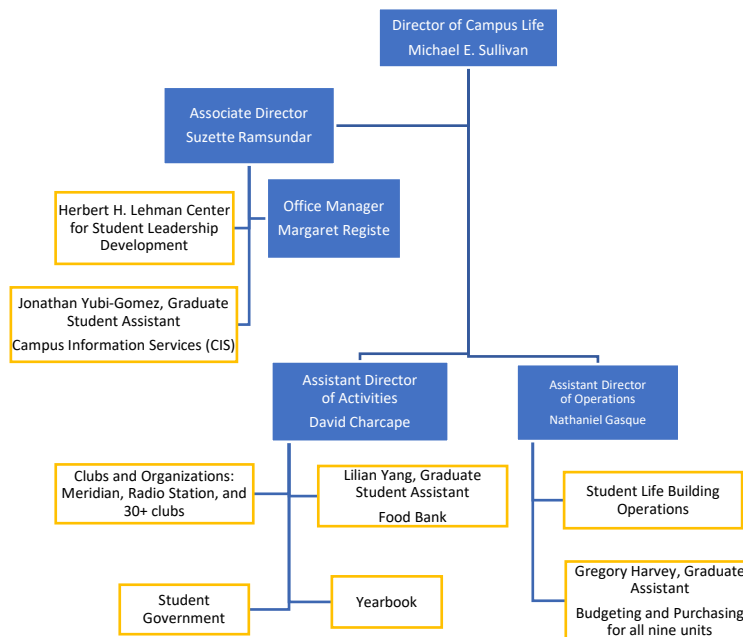
- i. Move all programs online. Create an online repository of "How to videos" on Campus Life website/CampusLink. Move services online as much as possible.
- ii. Administer the MSL and other evaluative measures of our work such as satisfaction surveys & focus groups.
- iii. Assess the new reservation software (Yarooms) with respect to summary reports of reservations data and traffic in the Student Life Building.
- iv. Develop and recommend protocols for partial opening of SLB in Spring 2021 semester which follow CDC guidelines with respect to distances, capacity, and sanitation procedures.
- v. Expand Leadership workshops to offer: an Entrepreneurial module, and a Civics module leading to early Absentee ballots early voting. Create a video "Do you want change? VOTE!"
- vi. Complete a grant requesting funding for the Lehman College pantry
- vii. Daily meetings "Circle of Support" OCL staff will be available to speak to students who want to virtually drop in and speak to us
- viii. Divide clubs in four groups and meet weekly with them.
- ix. Create a hybrid pantry: virtual gift cards & bulk grocery give away to students

## II. Management

### a. Staffing and Meetings

The Office of Campus Life managed the subgroups in the following organizational chart displayed in Figure 1. The nine different subgroups are highlighted in orange in the organizational chart below and the manager of each subgroup is demonstrated in the blue box. The Director and Associate Director oversee the entire OCL unit and are highlighted with blue box as well. Each orange box in the organizational chart has part-time workers that assists with programming activities, logistics and management of each subgroup.

*Figure 1: Office of Campus Life Organizational Chart*



Since the Office of Campus Life oversees nine different subgroups it is critical that each subgroup's managers met as a team daily from Monday through Thursday for one hour to plan the coordination of programs, brainstorm ideas, discuss challenges, and remain in constant communication. This enables the OCL team to work as a cohesive unit to provide the best services to students. In addition, each subgroup also meets individually and prepares topics to be discussed in the OCL daily team meetings. A more detailed description of these meetings for each OCL subgroup is displayed on Table 1.

*Table 1: Staffing and Meetings*

Clubs and Organizations	<ul style="list-style-type: none"> <li>- Student Clubs are led by 4 elected cabinet leaders (President, Vice President, Secretary, Treasurer) and at least one faculty/staff advisor.</li> <li>- David Charcape serves as a general advisor for all clubs.</li> </ul>	Student clubs create their own agendas and schedule their meetings freely. However, they are asked to create 3 events to engage the larger Lehman student body. David Charcape has one meeting per semester with each student club. Club leaders are invited to attend club trainings workshops at the start of each semester.	The number of club meetings and event has decreased since the start of the pandemic.
Student Government	<ul style="list-style-type: none"> <li>- Student Government is composed of 13 officers and 33 senators</li> </ul>	The Student Government meets every month to discuss their programming and legislative initiatives.	
Campus Information Services (CIS) & The Student Life Building	<ul style="list-style-type: none"> <li>- Michael E. Sullivan</li> <li>- Suzette Ramsundar</li> <li>- David Charcape</li> <li>- Nathaniel Gasque</li> <li>- Jonathan Yubi-Gomez</li> <li>- Eight student workers</li> </ul>	CIS met twice a week. On Mondays, the team would review a weekly agenda and assign weekly tasks such as online programs and answer student questions. Wednesdays were allocated for updates. Meetings were also held to discuss receiving deliveries, on-campus food distributions, and plan a future re-opening.	
Food Bank	<ul style="list-style-type: none"> <li>- Suzette Ramsundar</li> <li>- David Charcape</li> <li>- Jonathan Yubi-Gomez</li> <li>- Lilian Yang</li> <li>- Part-time Interns</li> </ul>	Weekly meetings on ways to improve student's claiming gift cards, online programs, on-campus distribution, and grant applications.	

Student Leadership Development	<ul style="list-style-type: none"> <li>- Suzette Ramsundar</li> <li>- Jonathan Yubi-Gomez</li> <li>- Part-time leadership instructors</li> </ul>	Meetings were held biweekly to discuss virtual leadership course implementation and improvement.	
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#### b. Space and Equipment

The Office of Campus Life utilizes many offices and meetings spaces throughout campus to be able to reach students at different areas of the campus community. The main office space is located at the Student Life Building, Room 219.

Prior to the COVID pandemic, most programs and services were hosted in the Student Life Building, which provides office space for the Student Government, the Meridian Student Newspaper, the Student Radio Station, the Lehman Food Bank, The Career Closet, The Leadership Program, and a majority of the student clubs. The Student Life Building has 25 club rooms with computers, a common printer, two conference rooms, two multi-purpose rooms, and a game room equipped with pool tables, air hockey, and other games. Typically, clubs and student leaders utilize all the common areas around the campus to hold their activities, including the Music Building's dining rooms, the Quad, lecture halls in Carman Hall, and various other classrooms in multiple buildings.

#### c. Technology

- i. **Website:** The Office of Campus Life website is updated every summer. New links to register for programs are made available during this period.
- ii. **Club Central:** 280,280 visits in AY 2020-2021. 42% from mobile devices and 58% from desktops. The student clubs utilize Anthology's Engage software, known in our campus as Club Central (clubs.lehman.edu), a cloud-based service that provides administrative tools to both students and staff. In Club Central students can find all club events and the club directory. Club Central also gives club leaders tools to manage their membership roster, hold elections, store documents, create events, and publicize news. Moreover, Club Central hosts several forms including those for the Lehman Food Pantry, as well as provides the tools to run online student elections.
- iii. **Social Media:** The Office of Campus Life uses many technological platforms and social media accounts to be able to reach and engage students within Lehman College. The main social media accounts for OCL are on Facebook (/lehmanocl), Instagram (@lehmanocl), YouTube (Lehman Office of Campus Life), and most recently, TikTok (@lehmanocl). The Facebook account has 882 likes, Instagram account has 707 followers, and YouTube account over 1,600 views.
- iv. **Student Life Building:** There are 18 desktop computers for Student Government, and one desktop computer in each of the 25 club rooms. There are also 3 common computer stations and a printer in the main hallway. CIS lends laptops and VR headsets for use within the building.
- v. **YAROOMS Booking system:** Over 500 events were book in the 2020-2021 AY using the YAROOMS software.

#### d. Internal and External Partnerships

- i. **Lehman Food Bank:** The Lehman Food Bank has an external partnership with the Food Bank for New York City, which provides subsidized food for pantries in New York City. Our internal partners include: The Lehman College Foundation, and The Dietetics, Food, and Nutrition Program. The Lehman Food Bank is currently developing an advisory board for the next academic year.
- ii. **Student Clubs:** All student clubs have internal partnerships with a faculty/staff advisor. This advisor works at Lehman and is knowledgeable in the subject/interest that the club focuses on. Although advisors are mandatory, they do not have voting power within the club they advise. Club advisers are there to make recommendations and to help the students achieve their organizational goals.

### III. Fiscal Management

The Office of Campus Life adjusted their finances to accommodate the needs of the units due to the COVID-19 pandemic. Table 2 shows the complete breakdown of the campus activities funded by the Lehman College Association for Campus Activities.

*Table 2: Lehman College Association for Campus Activities allocation:*

OFFICE OF CAMPUS LIFE	TOTAL
Personnel	\$458,383
Contractual Services	\$1,500
Travel (Conference/Retreats)	\$1,876
Leadership Development Workshops	\$2,500
Special Publications	\$5,000
Rent (Student Elections)	
Research Foundation Surcharge	\$16,657
Advertising	\$5,000
Equipment & Supplies	\$10,000
Film & Film Rentals	
Honoraria, Speakers, Performers, etc.	\$5,000
Insurance	\$125
Refreshments	\$5,000
Telephone	\$1,200
<b>Grand Total</b>	<b>\$512,241</b>

In comparison to 2019, Campus Life was funded by the Association for a total of \$388,466 dollars, the Auxiliary Campus Information Services a total of \$168,191 dollars and a combined total of \$556,657 dollars. In 2020, The Lehman College Association for Campus Activities decided to move the Campus Life Auxiliary budget to the Personnel line of the Association Budget. Since OCL staff were not going to be physically on campus, the budget was reduced to accommodate remote programming. As such Travel/Conferences and Retreats lines was reduced from \$48,000 to \$1,876 and the Leadership line was reduced from \$25,000 to \$2,500. The total budget was reduced from \$556,657 dollars to \$512,241 dollar. Therefore, 89% of the FY20-21 Campus Life Association budget is earmarked for Personnel expenses. Of that 89%, Full-time and Part-time personnel expenses are split 80% to 20% respectively. OCL anticipates full expenditure of Full-time funds and estimate less than a third of part-time funds will be remaining by the end of the fiscal year. The part-time surplus is due to COVID-19 campus closure. The programming/operations budget of \$53,858 will exceed 80% expenditure mainly due to honoraria expenses through zoom leadership workshops and the distinguished speaker series. No program expenditures for travel or refreshments were completed for the 2020-21 AY due to COVID-19 restrictions. Additionally, all Campus Activities expenditure was initiated on CUNYFirst, and there were no means to execute autonomous P-card expenditure. In 2019, 90% of our departmental expenditures were initiated using a P-card, therefore reducing the number of steps to complete a transaction.

A complete personnel breakdown of the Campus Life Tax Levy Budget can be shown below in Table 3. 100% of the Campus Life Tax levy budget is earmarked for personnel expenses. Full-time Personnel accounts for 95% of Campus Life tax levy funding. OCL anticipates full expenditure of the full-time personnel line.

*Table 3: Campus Life Full-time Personnel Tax Levy Budget*

Position	Amount
HE Associate	\$101,572
CUNY Office Manager	\$40,527
Part-time Personnel	\$8,003.55
<b>Total</b>	<b>\$225,489</b>

*Table 4: Campus Life Part-time Personnel Budget*

Type	Amount
Peer Educator	\$5,992.50
Non-Teaching Adjunct (data collection/focus groups/Report)	\$2,011.05
<b>Total</b>	<b>\$8,003.55</b>

Each subgroup part of the OCL team has had their own fiscal management that will be referenced below to present positive and negative ways in which each budget was impacted by the COVID-19 pandemic.

a. Food Bank

The Lehman College Food Bank Foundation account began in FY21 with a balance of \$15,038 dollars. The total FY21 Lehman Food Bank fundraising income is \$178,295 at the end of the fiscal year. Of that amount, during the pandemic, Campus Life has received the following grants/allocations:

*Table 5a: Lehman Food Bank Budget for 2020-21 AY*

Source	Amount
Starting balance	\$15,038
Individual donations	\$33,303
Allocation from the Lehman College Foundation	\$50,000
Petrie Food Insecurity Account (TR2124) Lehman College Foundation account	\$30,000
Food Bank for New York City (with an additional \$17,000 in groceries)	\$17,454
NYC Department of Youth and Community Development	\$10,000
The New York City Council Food Insecurity Program (Tax Levy Funding)	\$10,000
The Lehman College Association for Campus Activities, Emergency Food Line	\$10,000
Target Corp Grant	\$2,500
<b>TOTAL</b>	<b>\$178,295</b>

The Office of Campus Life was able to fund the following gift cards for students based on the grants and funds raised above, the complete breakdown of gift cards by budget source is presented in Table 5.

*Table 5: Lehman Food Bank Expenditures by Budget Source*

Date	Number of Gift Cards	Gift Card Dollar Amount	Vendor	Budget Source	Total Expenditure
22-Jul-20	150	\$25.00	Target	Foundation	\$3,750.00
10-Aug-20	N/A	N/A	Foodbank NYC	Groceries	\$17,000.00
10-Aug-20	349	\$50.00	Target	Foundation	\$17,450.00
8-Oct-20	327	\$50.00	Target	Foundation	\$16,350.00
9-Dec-20	200	\$50.00	Target	Foundation	\$10,000.00
23-Dec-20	500	\$100.00	Target	Foundation	\$50,000.00
8-Jan-21	400	\$25.00	Morton Williams	Association	\$10,000.00
17-Mar-21	1200	\$25.00	Morton Williams	Foundation	\$30,000.00
15-Jun-21	N/A	N/A	Shop Rite	Tax Levy	\$10,000.00
<b>Total</b>	<b>3126</b>			<b>Total Expenditure</b>	<b>\$164,550.00</b>

b. Leadership

The budget for leadership mentors/instructors for 2020-2021 AY was \$3,750.00. That budget covered facilitating the workshops and the back-end administrative work. In the Fall 2020 semester, \$2,400.00 was allocated for this semester and \$1,350.00 was allocated for the Spring 2021 semester.

c. Student Clubs and Organizations

Student clubs are fully funded by Student Activities Fees. Clubs make their funding requests to the Student Government's Committee for Co-curricular Development (CCD) at the start of every semester. Funding is restricted to clubs events and programs. Their proposals are reviewed by CCD, who approves or denies the requested funds. After approval of the funds, the club must send a purchase order to the Office of Campus Life, where all the documentation is collected and submitted to the Purchase Office for processing. Because this multiple-step process can be very lengthy and cumbersome for student leaders, a start-up fund is usually given to clubs as soon as they register. This fund is usually from \$200 to \$300 and aims to cover the expenses related to their first event of the semester. This gives clubs enough time to request further funding if they need it.

During this academic year 2020-2021, the student clubs have experienced a particularly restrictive and bureaucratic process when it comes to spending their requested funds. Although their requests for services or goods fall well within the guidelines of the CUNY Fiscal Handbook for the Control and Accountability of Student Activity Fees, many of them could not be processed. For instance, a student club created a book reading group and requested funding to purchase books. However, the Purchasing Office denied sending individual items to students, as all items must first arrive to the college campus. Moreover, electronic books were also denied as it goes to specific students. The distant learning format has prevented student clubs from utilizing much of the available funds for their programing.

IV. Outcomes/Results

a. Frequency Data/Utilization Rates

The Office of Campus Life served the college community through the various OCL's subgroups and specific outcomes of each subgroup is highlighted below.

i. Food Bank

Since in-person food pantry was put on hold due to COVID-10, the Virtual Food Pantry took off servicing 450 students with 2,329 virtual cards for the 2020-2021 academic year for an average of 5 cards per student. Gift card values ranged between \$25, \$50, and \$100 value. The claim form was a required part of the recurring online service. The claim form was filled out 2,397 times by 437 students for an average of 5.5 claim forms per student. Students completed the claim form self-reporting that they purchased the following items with their gift cards: grains, dairy, meats, fresh produce, etc. 80% of pantry users have been recipients of the Lehman College Carroll and Milton Petrie Student Emergency Grant Fund. 75% of pantry users live in the Bronx, with an additional 20% of students living in one of the other 5 counties in New York City. The top 5 zip codes are all located in the Bronx, and account for 29% of students. The zip codes are (in descending order) 10458, 10468, 10467, 10452, and 10453. 76% of pantry users are full time students, and 89% of users are undergraduate. Over half of pantry users are unemployed. 20% are employed full time, and 27% are employed part time. Pantry users were asked to report their income both before and after COVID. The percentage of students in the income bracket '\$0-\$30,000' increased from 54% prior to COVID to 79% after COVID. The top household income bracket- which represents 1% of pantry users, fully disappeared after COVID. Table 6 demonstrates the change in income relative to COVID.

*Table 6. Household income brackets before and after COVID*

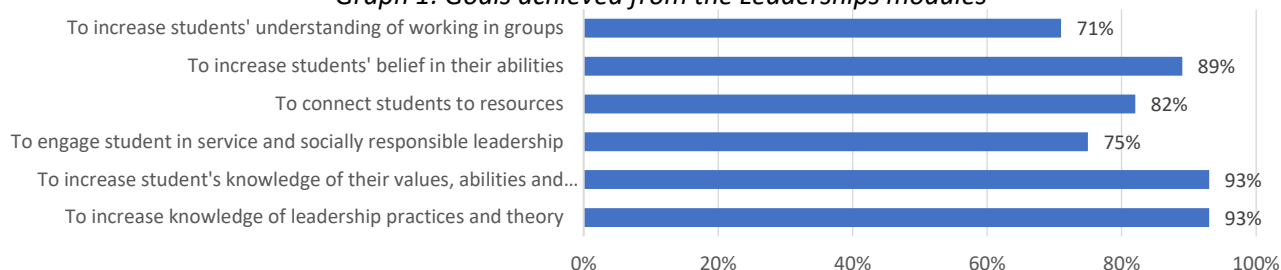
	Before COVID	Percentage	After COVID	Percentage
\$0 - \$30,000	242	54%	353	79%
\$30,001 - \$48,000	118	26%	59	13%
\$48,001 - \$75,000	70	16%	30	7%
\$75,001 - \$110,000	14	3%	7	2%
\$110,001 and more	5	1%	0	0%
Grand Total	449		449	

Pantry users reported their household size and the age groups within households. The following was reported: 59% of pantry users had between 3-5 members in their household with an additional 12% of users having more than 6 people in their household. As well as 56% reported having children at home, and 26% reported having elderly living at home. This data was collected to help the Food Bank better understand the needs of our students, and the percentage of students living with people at high risk of serious illness due to COVID. Although the Food Bank was primarily virtual there were four on-campus food distributions in the 2020-2021 AY with 391 students registered for the on-campus grocery distribution. The four distribution dates were on September 2 for start of semester, a holiday distribution on November 19, a spring break distribution on March 5, and an end of semester distribution on May 20.

ii. Leadership

During the academic year of 2020-2021, Herbert H. Lehman Leadership Program concluded with celebrating the achievements of 46 "Introduction to Leadership: Develop the Leader Within You" graduates, 19 "Civics and Social Activism" graduates, and 19 "Innovation and Entrepreneurship" graduates, for a total of 84 students graduating from a module of the leadership program. Registration for leadership development courses opens one month prior to the beginning of the first workshop. The "Introduction to Leadership" module had 90 students register, with a 51% graduation rate; the "Civics & Social Activism" module had 61 students register, with a 31% graduation rate; and the "Innovation & Entrepreneurship" module had 59 students register, with a 32% graduation rate. The overall graduation rate for students in the workshops was 40%. The class standing was diversified, with freshman accounting for 18% of students to register for one of the leadership workshops; sophomores accounting for 10%; juniors accounting for 23%; seniors accounting for 37%; and graduate students accounting for 12% of total registrations. Twenty-eight (28) academic majors represented the student population interested in completing the leadership courses and the top 5 majors were Health Services Administration (13%), Business Administration (9%), Biological Sciences (8%), Nursing (8%), and Health Education (7%). Based on the responses of the student feedback surveys, the following impacts were self-report as shown in Graph 1 by the 46 students in the Introduction Module, 19 students in the Civics module, and 19 students in Entrepreneurship module.

**Graph 1: Goals achieved from the Leaderships modules**

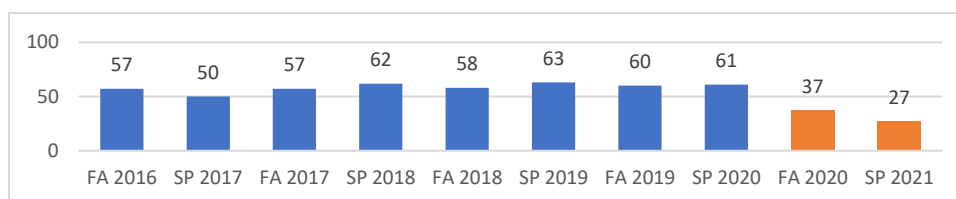


As shown in Graph 1, 93% of students reported that they increased their knowledge of leadership practices and theory as well as increased their knowledge of their values, abilities, and behaviors. All leadership modules goals were achieved with a 71% or higher including increasing student's understanding of working groups.

### iii. Student Clubs and Organizations

Given the COVID-19 pandemic and the reduction of student engagement, student club's goal was to have at least 50% (30) of clubs registered and have each club create at least 3 events per semester. In the Fall 2020 semester, 37 clubs were registered (34 returning and 3 new clubs) consisting of 147 student leaders among these clubs. The average GPA of the student leaders was a 3.2 GPA. In the Spring 2021 semester, 27 clubs were officially registered with 100 student leaders with an average of a 3.3 GPA.

**Graph 2: Club Registration per semester**



A complete list of the diversity of the clubs that were registered with the Office of Campus Life can be found below in Table 7. Note that many of the clubs were not active both Fall 2020 and Spring 2021 semesters.

**Table 7: Diversity of Student Clubs and Organizations Fall 2020 – Spring 2021**

Type	Name of Club
<b>Ethnic and Multi-cultural (8 clubs)</b>	<ul style="list-style-type: none"> <li>- Arab Student Association</li> <li>- Caribbean MeltingPot Association</li> <li>- ExplorAsian Club</li> <li>- Hana Maru Club</li> <li>- Latinx Student Alliance</li> <li>- Lehman Francophone Club</li> <li>- Muslim Student Association</li> <li>- Muslim Women in Leadership</li> </ul>
<b>Academic and Educational (10 clubs)</b>	<ul style="list-style-type: none"> <li>- Lehman College Nutrition Club</li> <li>- Obscura - Lehman's Literary and Arts Magazine Club</li> <li>- Pre-Law Society</li> <li>- Psychology Connection Club</li> <li>- Social Work Club</li> <li>- Student Association of Environmental Professionals</li> <li>- The Biology Club</li> <li>- The Meridian - Student Newspaper</li> <li>- The S-STEM Club</li> <li>- Women In Computer Science</li> </ul>
<b>Religious and Spiritual (4 clubs)</b>	<ul style="list-style-type: none"> <li>- ACTS Prayer Meeting</li> <li>- ASEZ</li> <li>- Seekers Christian Club</li> <li>- PENSA Campus Ministry</li> </ul>
<b>Community Service, Social Justice, Political (9 clubs)</b>	<ul style="list-style-type: none"> <li>- American Red Cross Club</li> <li>- Celebration of Accent and Culture Club</li> <li>- Circle K International</li> <li>- CUNY Coalition for Students with Disabilities</li> <li>- Greek Life Club</li> <li>- Lehman College's Veterans Club</li> <li>- Lehman Crystal Queer</li> <li>- Lehman D.R.E.A.M. Team</li> <li>- Project Sunshine Lehman College</li> </ul>
<b>Pre-professional Associations (10 clubs)</b>	<ul style="list-style-type: none"> <li>- African Nursing Students Association</li> <li>- Association of Latino Professionals for America</li> <li>- Minority Association of Pre-Health Students</li> <li>- National Association of Black Accountants</li> <li>- National Student Nurses' Association</li> <li>- National Society of Collegiate Scholars Club at Lehman College</li> <li>- National Student Speech Language and Hearing Association</li> <li>- Nursing Students Association</li> <li>- Society for Human Resource Management at Lehman College</li> <li>- Society of Hispanic Professional Engineers</li> </ul>
<b>Recreation and Leisure (3 clubs)</b>	<ul style="list-style-type: none"> <li>- Lehman College Brazilian Jiu Jitsu Club</li> <li>- Namaste Yoga Club</li> <li>- The Bibliophile Socialites</li> </ul>

iv. Email

Although the campus was closed to students during the 2020-2021 AY since everything was virtual, email outreach became one of the main means of connecting with students as well as through social media and YouTube platforms. From August 26, 2020, to June 17, 2021, the inboxes for Campus Life and Food Bank email addresses received 3,447 emails from 1,219 people and sent 11,847 emails to 5,107 people which is detailed by month in Table 8.

v. Social Media

The Campus Life YouTube channel published 73 videos in the 2020-2021 academic year. The channel had 1,603 views and 7,403 impressions and the details of these views are highlighted in Graph 5. The channel had 67.6 hours of total watch time with an average of 2:31 time per video, and 38 subscribers. The top 5 viewed videos account for 41% of the channel's 1,603 views.

Social Media was heavily relied on since distance learning began. The reach of Campus Life's Facebook page for the period January 1, 2021, through June 17, 2021, was 1,779, up 12% from the previous 6-month period. The reach of Campus Life's Instagram page for the same period is 1,717, up 35.9% from the previous 6-month period. Campus Life's Facebook and Instagram posts received 343 likes for 30 posts, with an average of 11.43 likes per post.

vi. Campus Information Services (CIS) Student Staff

With the outbreak of the COVID-19 pandemic, services shifted online. An immediate shift in the primary role and responsibilities of CIS was needed, therefore, one of the largest projects undertaken through the 2020-2021 AY was the call list.

A list of 960 students that have participated in programs administered by the Office of Campus Life was compiled and these students were contacted and provided with detailed information about any resources and provided detailed feedback on any concerns, comments, or questions. To summarize the students' experience over the past year, they were asked to rate the impact of COVID on their lives. They were asked to rate it on a scale of 1 - 5, with 5 being 'really bad' and 1 being 'relatively normal'. 53% of the 274 students that answered this question rated the impact of COVID on their lives between 3-5, or 'somewhat bad' to 'really bad'. The second prompt was to summarize their experience during COVID in one word. 272 students responded to this prompt using a total of 93 unique words. Of the responses, 8 words had a positive connotation. The top 10 words used accounted for 51% of the responses and all had negative connotations. The top 10 words were *stressful*, *difficult*, *depressing*, *hard*, *hectic*, *scary*, *frustrating*, *horrible*, *challenging*, and *devastating*. The third question prompted students to explain what they were most worried about regarding the ongoing pandemic and its effect on their semester. Answers were filtered into broad topics, with 'exams & coursework' accounting for 20% of the 346 responses provided to this prompt. The second most worrying topic for students was labeled as 'online/distance learning', with 15% of the 346 students mentioning online and distance learning as their greatest concern regarding the semester and the ongoing pandemic. Table 10 highlights the rest of the concerns as well as the percentage of students based on these concerns.

*Table 10: Concerns of students in virtual learning*

Regarding this semester and the ongoing pandemic, what are you most worried about?	Number of students	Percentage of students
Exams & coursework	68	20%
Online/ distance learning	52	15%
No worries	50	14%
Time management	29	8%
Lack of academic resources	26	8%
Returning to Campus/ Virus resurgence	23	7%
Family & health	17	5%
Food insecurity and/or financial stability	14	4%
Internships & Job placement	13	4%
Communication	11	3%



Internet & technology issues	10	3%
Tuition	10	3%
Connecting with resources	9	3%
lack of physical interaction	8	2%
Faculty/Staff compassion	6	2%
Grand Total	346	

The final scripted question was regarding resources as shown in Table 11. This question left the most room for conversation with students. Students were asked if they knew of the services and resources available to them by Lehman College. If the students did not, the CIS team would list several resources available to them and provide them more detailed information about any resources of interest.

*Table 11: Students asked about the following resources available*

Do you know of the services and resources available to you? What resource would you like to learn more about?	Number of students	Percentage of students
Lehman Food Bank / virtual service	83	33%
General info on campus life	54	22%
Clubs	33	13%
Leadership Program	30	12%
Academic Counseling / Registrar	14	6%
Financial Aid & Microgrants	13	5%
Tutoring	7	3%
Career Services	10	4%
Laptop & Internet Program	4	2%
E-Permit courses	1	0.4%
Total	249	

## V. Reflections and Highlights

In this very volatile year, the staff has shown great resilience, dedication, and efficiency. For the 2020-2021 academic year, the Office of Campus Life saw many successes. One full time employee, Nathaniel Gasque and two part-time students, Jonathan Yubi Gomez and Lilian Yang graduated with a master's degrees. The director of Campus Life, Michael Sullivan ended his twenty-three years of service to the college and will be celebrating his retirement.

### *Full time staff*

David Charcape, who typically managed the clubs, took a strong leadership role with the Lehman Food Bank, along with the help of Jonathan Yubi Gomez, a part time graduate student. Together they managed the majority of on campus food distribution, and entire restructuring of the Food Bank, moving it to a different location. The Food Bank in particular has been a necessary, but time-consuming program as the allocation of grant money often meant going to campus to receive large shipments. The pantry has received over \$30,000 in groceries delivered to the campus loading dock, to be moved to the Food Bank in the Student Life Building and packed in bags for students.

Nathaniel Gasque has done an exceptional job in budgeting events and programs, not just for clubs, Leadership Center, Orientation, Housing and Student Government but the Lehman College Food Bank.

Margaret Registe has done an excellent job of verifying students are enrolled for Food Bank, Student Government and Laptop Loaner program. She also submitted time sheets for all employees and booked all events on YAROOMS.

### *Part-time staff*

Jonathan Yubi Gomez has helped create a strong social media presence, with a new Campus Life channel and various platforms. He has also done a brilliant job, answering the thousands of emails from Food Bank, Leadership Center, Campus Life and coordinated the calling campaigns and student engagement programs.

Lilian Yang has distributed all the virtual food cards to students for the Lehman College Food Bank in a timely manner and helped set standards and policies for the Food Bank.

Although the staff has risen to the occasion it was very evident that at many times, they were stretched thin. In the next academic year, the office will restructure responsibilities and hire a full-time staff member.

## Focus Group

Some of the lessons learned this 2020-2021 AY were that some subgroups of the Office of Campus Life had a much smoother transition to virtual setting than others. An annual focus group was conducted in Summer 2021 with 10 students that have participated in programming activities hosted by Lehman College's Campus Life, specifically in the leadership program, student clubs, Food Bank as well as students who have worked in Campus Life. The focus group was conducted and formatted like the previous years to learn about these student's experiences participating in Campus Life. Students were asked to describe their experiences with Campus Life and its benefits, as well as improvements, expectations and skills obtained while participating in Campus Life. In addition, this year, participants were asked to provide feedback on how the Office of Campus Life transitioned as Lehman College transitioned to online learning due to the COVID-19 pandemic.

### *Theme 1: Networking: It's power and limitations online*

Lehman students expressed how much they missed the many connections and friendships that came out from their in-person involvement with the Office of Campus Life when the campus was open and not virtual. Students described the Office of Campus Life as their escape place, place where they go between classes and where they made most of their connections. One student went on to describe the Student Life Building as their only source of "freedom and my own time." Due to their hectic personal life and responsibilities, this student expressed how much they missed having the Office of Campus Life serve as their temporary getaway. Another student stated that "virtually you don't get the connections you would get in person, and through zoom you cannot tell if the connections are genuine or not." Many feelings of longing for in-person interactions were expressed from students in the focus group. One student expressed their "resentfulness and frustration" with everything being on zoom and constantly staring at the computer screens. One participant expressed the importance of networking and provided context of how that helped them achieve their success. Participant stated, "you do not know who is sitting next to you and how helpful they can be to your career" and went further to explain that is how he has achieved his success and accomplished his career goals. But also felt that "doesn't happen in virtual environment, students cannot bond with speakers, so I really think it's the critical piece that is missing with online learning." Another example was provided how a connection made through the OCL has open this student's gate of career opportunities. The student stated that "someone reached out to me personally because of how I presented myself as a leader in student government and they were like 'hey you are the only person that I know will be great at this.'" Campus Life provides students a place of comfort, belonging, socialization and connections that build the student personally and professionally. Although the same was not translated when students began distance learning, students did not attribute this lack of connection to the Office of Campus Life. It was more of a personal challenge students experienced since their lives shifted, expressed zoom fatigue and lack of motivation to make connections via online due to the connection not feeling "real."

### *Theme 2: OCL provides Life-Changing Experiences/Knowledge*

Lehman students expressed in various examples where the Office of Campus Life provided them with life-changing experiences and knowledge. One student expressed "OCL has been life changing, just the other day I saw that impact come into fruition, a student I worked with in student government was campaigning for a politician. And while I was talking to that peer the politician started talking to me and immediately asked if I wanted to work with him in their campaign. I made that connection with that student during my time in student government and that would have never happened if I did not come to OCL." Another participant provided examples about how they mentor students; advising them that although they can be "book smart" and get top grades they need to get involved with the opportunities that OCL provides for them. A participant stated there are students who are quiet and then get an opportunity to be a leader in a club and it "helps the student to do things that sometimes, they believe they are not capable of. Although they are hesitant at first, they start doing these activities and start to really like it. They are empowered by these experiences. The Economics club was re-registered after a few years of hiatus... and students helped organize the first big event, an online panel, and the students gained so many skills and motivation from it." It was through this experiential and hands-on experiences that quiet students referenced above were able to gain life-changing knowledge that is easily transferable to their personal and career journeys. The Office of Campus Life provides students with opportunities in their many subgroups on how to gain transferable skills, feel empowered, and gain life-changing experiences.

### *Theme 3: Office of Campus Life is the Heart and Brain of the Lehman College campus*

Lehman students also expressed how "the Office of Campus Life is the heart and brain of Lehman College". One student stated that before being part of Campus Life programs, it was hard for her as a transfer student to navigate the campus. The student

would visit the offices within Shuster Hall and never got the answers she needed for specific questions. But once student got involved with OCL everything changed, "When I joined the Student Life Building.... I would get every information I needed because OCL is the brain, if you need information about where to get borrowed laptop, how to get library resources... everything, everything that you need as a college student, it's accessible with the OCL team... OCL guides you with resources you need to be a successful student, even if it comes to you by sharing resources among your peers... it's the best place that you could keep contact with another student in your major which is very important. It is a big community." The same sentiment was expressed by other students quoting that OCL is the main source on campus to gain knowledge and share useful information amongst each other. One student noted how she got involved in OCL and it started with an enthusiastic student tabling and recruiting students for the leadership program. A student reiterated how much that interaction "opened a whole new world for [her] in [her] college career" and that is why she considered OCL the "brain and heart of the Lehman College campus." During the transition to virtual learning, face-to-face interactions were very limited, but the OCL adapted and found creative ways to stay connected with students. One initiative that proved to be a success was the Call List Initiative. It gave students the closest feeling to an in-person OCL interaction. Close to 1,000 students were contacted and asked about their needs and how they were feeling during distance learning. The students expressed how nice and helpful it felt to get this personalized attention from OCL. Although the call list only outreached to about 5% of the campus community due to the amount of work it took, it was still a success, "after every call we wanted to personalize responses and email them back individually with any information that they wanted and needed." The phone calls also helped students express their frustrations about online learning and express the challenges they were facing; it was a moment that student got to "release their frustrations." The Office of Campus Life is the heart and brain of the Lehman College campus because it allows students to feel part of a larger community, get information they seek, share resources, and rely on each other for support throughout their studies be it in-person or online.

#### *Theme 4: Suggestions on Outreach, Communication and Accessibility of OCL specifically in virtual learning environment*

Lehman students expressed in various occasions their frustrations with zoom fatigue and bombardment of emails because that is what they had to rely on for all their communication of academics, personal, social, and other aspects of life. Students expressed the overwhelming feeling and disengagement they felt from receiving another email with an event zoom link. Although students found the event interesting or creative, they also felt disengaged from the fact it came in form of an email. The Office of Campus Life sent emails and added information on club central, yet these students did not have the energy to join another zoom meeting from that outreach method. One student expressed that she "would wake up at 9am and stay on the computer screen until 9pm, losing a sense of reality and forgetting if [she] had eaten or not. [She] would forget about [her] needs therefore [she] hated zoom and emails because of it." Students expressed that they would have preferred being contacted about events through other means. One student suggested that phones are at the disposal of students' hands all the time so outreach and information of events should be sent in that manner. The student expressed "I was part of a WhatsApp group, and it was the best way for me to find out what was happening virtually on campus." For example, this student went on to explain that she would post about events that are happening now and students would immediately join. This was the case when a cooking event was happening, she shared information by WhatsApp and text messages and attendance increased. Then she would ask her peers why they did not know about event before and they would express feelings of being jaded by emails and that they saw it was taking place but moved on to the next email. OCL should use other methods to outreach students besides email because due to the nature of being virtual, emails have lost the impact they used to have. One club leader also suggested that the Slack app has been very successful in her outreach to club members. Slack has helped her feel part of a virtual community, as a club leader, she "tries to hit up everyone on the ALPFA slack, so that we are always connected...we know when someone has an interview coming up and they might be shy, so we always try to reach out and make sure they practice and feel prepared for their interview." The creative ways some of these students have taken to continue to stay connected shows the resiliency of the Lehman College community and should guide OCL in finding ways with modern platforms like Slack, Discord and other methods to outreach and stay connected with students virtually.

**VI. Goals & Objectives for the 2021-202**

- a. Continue to grow viewership on YouTube channel and an online repository of “How to videos” on Campus Life website/CampusLink by 10%.
- b. Implement reopening plans and hybrid programs that follow CDC guidelines with respect to distances, capacity, and sanitation procedures.
- c. Expand Leadership workshops to offer a Food Justice model that teaches students about systemic racism and how this has influenced food insecurity
- d. Establish a Food Bank Advisory board with faculty and staff
- e. Host an off-campus retreat with student leaders and Lehman senior administrators
- f. Return to attending Albany retreats in spring 2022
- g. Hire an additional staff member to assist with the running of the Lehman Food Bank
- h. Develop an outdoor Game- Room and space for activities for the Student Life Building and redecorate the inside of the Student Life Building to welcome students in the next academic year
- i. Ensure conference rooms are equipped with cameras and speakers to facilitate hybrid programs