

## COVID Reflection Full Group Report-Out (summary) & Goal 4 Afternoon Sessions Report-Out (summary)

### 1. COVID Reflection

#### A. Things we did well:

##### *Student Advising*

##### *Student Enrollment/Recruitment*

- Standing up Aggie One-Stop

##### *Accelerating digital processes & forms automation*

##### *Adapting to Remote Learning/Teaching*

- Remote work/increased staff productivity
- Pivoting to delivery modalities
- Normalization of “at home” working climate
- Teaching Academy and ICT ongoing resource and tech support
- Condensed 5 years’ worth of change work into 1 year
- “Moved from 1980s to the 2000s”
- Robust student attendance/appreciative attitude

##### *Back to Campus Planning*

- Return to Research had a clear plan and communicated it effectively
- Clear messaging to students on options for Fall 2020
- Safety planning was streamlined process with helpful feedback
- Increase in personal responsibility

##### *Communication*

- Town Halls!
  - Leadership determined core messages & mission on March 11
  - Included student input on decision-making
  - Leadership visibility
  - Leadership passed on information quickly
- Consistent communication between upper admin and campus community
  - Proactive (and voluminous)
  - Uptick in collaboration/innovation across siloes
  - Increase in outreach across the state with new communication tools

##### *Tiger Teams*

- built networks of experts to monitor and work on different aspects of COVID as they evolved (got us through late spring and fall)

## **B. Things we could have done better:**

### *Digital Workflows/Forms Automation*

- Recommended to model on OVPR
- Need improved tenure promotion process workflow
- Need to document these processes and communicate the processes (SOPs)

### *Students*

- Include students in process improvement and planning groups
- Include students to craft messaging to other students
- Encourage more remote lab demonstrations
- Students need to be more accountable for attendance

### *Communication*

- News coverage for NM was easier to access in TX vs NM
- conduct more student surveys at the department level
- Need to answer phones on campus at all times
- Establish standards/protocols of workplace behavior systemwide for remote meetings and interactions
- We didn't talk about safety apart from health

### *Employee Engagement*

- Optimize/reward engagement and recognize/correct those who don't engage
- Figure out how to reward/recognize frontline and essential workers on campus
- Reduce Zoom burnout and overall extreme burnout
- Remove siloes through continued collaboration and reflection
- More guidance on work/life integration in new world of work
- NMSU support network didn't reach everyone
- We sometimes moved forward without all stakeholder input
- People felt isolated (both on campus workers and remote workers)

## **C. Things to take away and keep doing:**

### *Communication*

- Need to continue to establish Aggie Community for first-year students, faculty, and staff onboarded during pandemic
- Keep Town Halls!
- Keep prioritized intentional dialogue with the whole system
- Keep using new communication modalities

#### *Employee Engagement*

- Continue Teaching Academy support
- EAB Student Success platform, will roll out to include faculty and include ability to communicate with students
- some departments on campuses involved in outreach have been able to reach even more with new modalities!
- Cross-campus collaboration was really strong! Units worked together to address fast, quick changing issues
- Keep having fun

#### *Thinking Forward/New World of Work*

- Don't just go back to old ways--even 2019!
- Look at use of AI and intelligent laptops and work stations
- Be progressive tracking metrics in units
- Figure out how to have presence while offering telework options
- Figure out how to host effective and engaging hybrid participant meetings
- Establish clear expectations for work processes
- Increase digital workflows even more
- Stay mission-focused and create new models to achieve goals

#### *Students*

- Keep getting more feedback on how/what students learned during this time
- Continue recording classes, lectures, and demonstrations to promote student learning and accessibility

## **2. Goal 4 Feedback (from both afternoon sessions):**

#### *Moving the Needle*

Metric needed on:

- employee development
- diversity

Missing tactics:

- Defining and enhancing the NMSU system
- Strategic communications plan
- Moving to culture of service, trust, accountability and excellence (create a complaint resolution office?)

Validated:

- Need for automation and workflow
- Need for process improvement
- Need for documentation and standardization
- Need to move from a policy approach to a helping approach
- Get rid of redundancies
- Revise budget model/maximize banner/improve transparency
- Need stronger data governance and data access for users

What “they” can do to help:

- Communicate what we are doing, based on provided talking points, visual examples of progress