

BABSON COLLEGE

Student Success Annual Report 2021-2022



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A message from the Associate Vice President for Student Success, Ryan Travia, Ed.D

Overview

The Student Success Portfolio includes Accessibility Services, the Campus, Assessment, Response, Evaluation (CARE) Team, Counseling and Psychological Services (CAPS), the COVID-19 Testing Center, Health Services, Religious & Spiritual Life (RSL), Student Advising & Success (SAS), and Wellness & Prevention Services (WPS). Each of these units take an integrative approach to developing a seamless learning environment for students and a One Babson experience that prioritizes health and well-being as central to academic, personal, and professional success.

Staffing Updates

We welcomed three new department heads to the Student Success Leadership Team this year: Dr. Diep Luu, Director of Student Advising & Success, Dr. Alison Markson, Director of Counseling and Psychological Services, and Katia Santiago-Taylor, Director of Wellness & Prevention Services. In addition, Dr. James Blue was promoted to Assistant Director of CAPS; Lindsay Devereaux joined the College as Assistant Director, Accessibility Services; Jackie Iannone was appointed Assistant Director of Student Advising & Success; Mica Sher as Assistant Director of Wellness & Prevention Services; and Sandra Dickie as Associate Director of Health Services. In sum total, we started this academic year with twenty vacancies across the various departments within the Student Success Portfolio and ended up recruiting for nearly thirty positions by the end of the spring semester. These departures presented incredible challenges relating to our human capital and day-to-day operations, yet our team persevered. Thanks to the diligence of our hiring managers and partners in Human Resources, we have been able to fill all positions and look forward to reforming our team to support student success and well-being at Babson.



Reflections on Managing through COVID

We first opened the COVID-19 Testing Center in the bottom level of the BECC Garage in August 2020 before relocating the entire operation to the Chandor Dance Studio in Webster Center. We provided mass, asymptomatic surveillance testing to the entire Babson community until May 12, 2022, conducting over 205,000 PCR tests during that time. We learned a lot throughout this process and leveraged inputs and feedback from the community to facilitate continuous quality improvement, focusing on fast, efficient, and friendly customer service.

I am incredibly grateful to the multidisciplinary team of volunteer COVID Case Managers from Advancement, Athletics & Recreation, Babson Academy, Babson Executive Conference Center (BECC), College Marketing, ITSD, Public Safety, and Undergraduate Admission, who supported over 1250 students in quarantine and isolation (Q/I) this year. Coupled with colleagues from Babson Dining who ensured that students in Q/I received three meals a day; a cadre of faculty and staff volunteers who delivered meals daily; our on-call staff who responded to a variety of needs after-hours and over weekends and holidays; the management team from the BECC, who repeatedly opened their doors to us in times of need; our Facilities team who promptly cleaned and disinfected rooms so they could quickly be turned over for more students; Rita Hansen, Christine MacCormack, and Head Women's Lacrosse Coach, Michelle Smith, who remade beds, stocked refrigerators, replenished snack bags, and ensured that every Q/I room was ready to receive new students; ITSD, who helped to automate several of our processes to create more efficiencies for Health Services and our COVID Compliance Team; and with leadership from the College's Crisis Response Team, over 125 individuals from the College came together to preserve the health and safety of the entire community, while ensuring both academic continuity and excellence. This is the essence of "One Babson" and what a commitment to student success and well-being looks like.

Babson College

Accessibility Services

Total Number of Students with at least 1
Accommodation =

493

Total Number of Meetings DAS had with
Students = 952

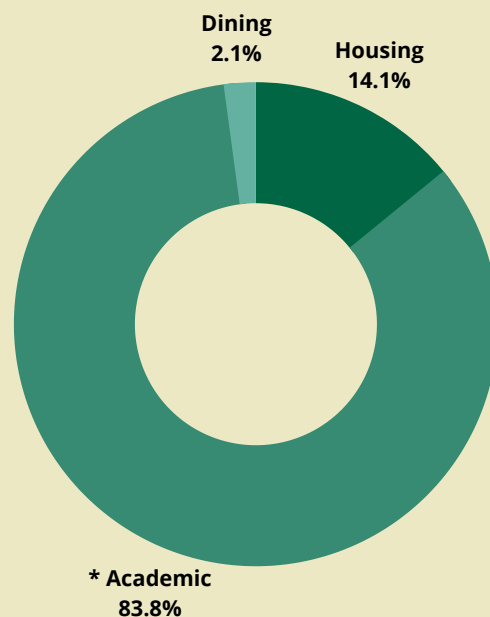
COVID impacts on DAS

DAS met with division coordinators and faculty to:

- Reimagine the alternative testing experience with considerations for online learning.
- Provide unique medical housing & dining accommodations to meet student needs during this critical time.

The mission of Accessibility Services is to collaborate with and empower students with disabilities to coordinate support services and programs enabling equal access to an education and college life.

Percentage of Accommodation Types



*Academic Accommodations highlighted at a glance

- 10% of students use accommodations
- 10,686 hours of notetaking (cost is \$14.25 per hour)
- 2605 total exams proctored by DAS for students with alternative testing accommodations who qualify for extended time and/or distraction-reduced testing

Details behind the Accommodations

- Dining & meal plan accommodations include exemptions from the Babson meal plan contract recognizing students have special dietary needs due to medical conditions.
- Academic accommodations include alternative testing, notetaking services and classroom accommodations. In addition, DAS also provides temporary accommodations to students with concussion and temporary injuries.
- Medical Housing accommodations include single rooms, air conditioning, removal of carpet, and accessible restrooms.

Reflections on the 2021-2022 academic year

The Department of Accessibility Services (DAS) worked as a staff of 1 for half of the academic year handling all intake interviews and processing of accommodations. With great pride, the Accessibility Team added Coordinator John Kapples in January and Lindsay Devereaux in April. John focuses on the proctoring program and Lindsay was named the new Assistant Director of DAS. Their much-needed additions will enhance the efficiency and effectiveness of DAS and this will ultimately be reflected in the student experience who rely on this team of 3 going forward.



Individualized Approach

Number of New Student Academic Accommodations for 2021-2022: **142**



DAS Testing Center



An intake meeting is a first step and the foundation of students being granted an accommodation. These meetings require a sixty-minute exchange between the student and DAS staff where crucial information and next steps are outlined. As the team has recently grown, the team will look to collaborate as a single unit sharing in the requests continuing to come their way.

“Our family interaction and relationship with the Accessibility Office at Babson College for our son was both seamless and extremely helpful. We felt full support from the Accessibility Office during our son's tenure and whenever our son reached out needing assistance with his accommodations, he received the needed help and guidance. Having children at other colleges using Accessibility Services, we felt that Babson is head and shoulders above what our other schools offered.”

*Family Testimonial



Babson College

Counseling and Psychological Services

Total Number of Appts = 1,961

491

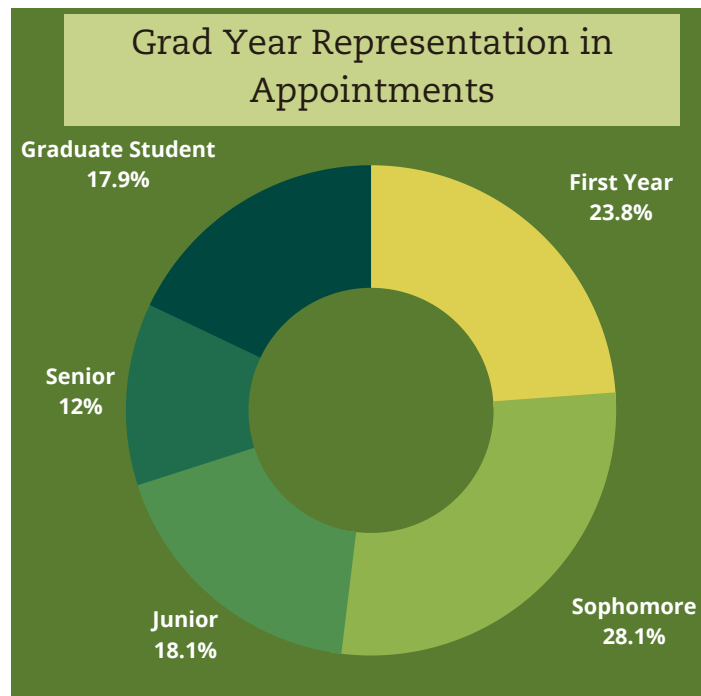
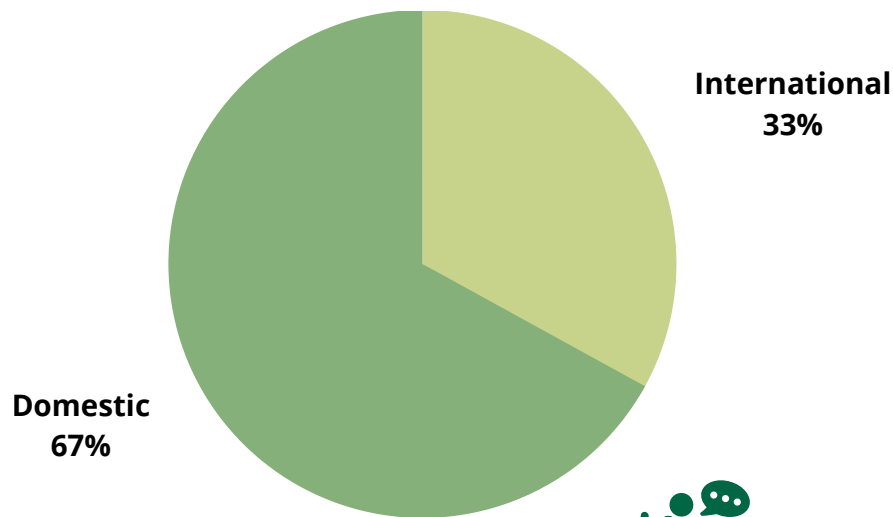
Students Seen



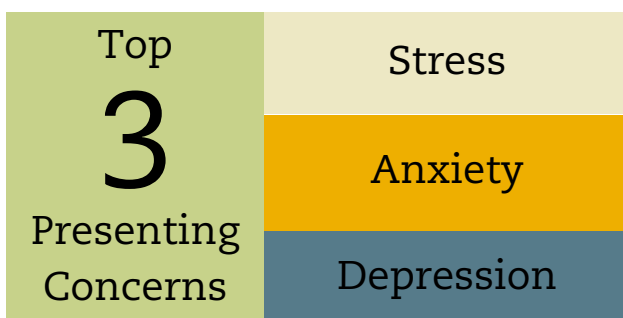
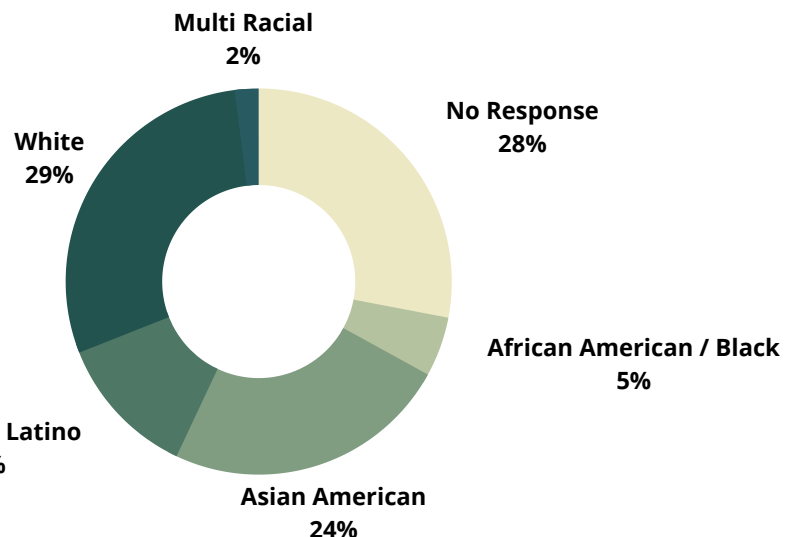
CAPS provides psychological support to students as they pursue their academic and personal goals at Babson College. Services include: consultation, assessment, short-term counseling, and referrals for longer-term counseling. Interactions with CAPS are confidential and will not be shared with anyone without a student's written authorization.

Average number of appointments per student= 4

Who is coming to CAPS (%)...



Race & Ethnicity of Students



Reflections on the 2021-2022 academic year



Dr. Alison Markson joined the Babson family in September of 2021 as the Director of CAPS.

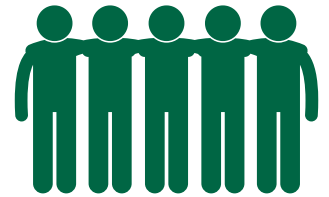
Student Feedback of Top 3 areas of Covid Impacts

Mental Health

Missed Opportunities and Experiences

Student Academics

Teamwork



CAPS provided clinical services to

15%*

of the Babson student body, reflecting a

36%

increase in the number of students seen as compared to the previous year.

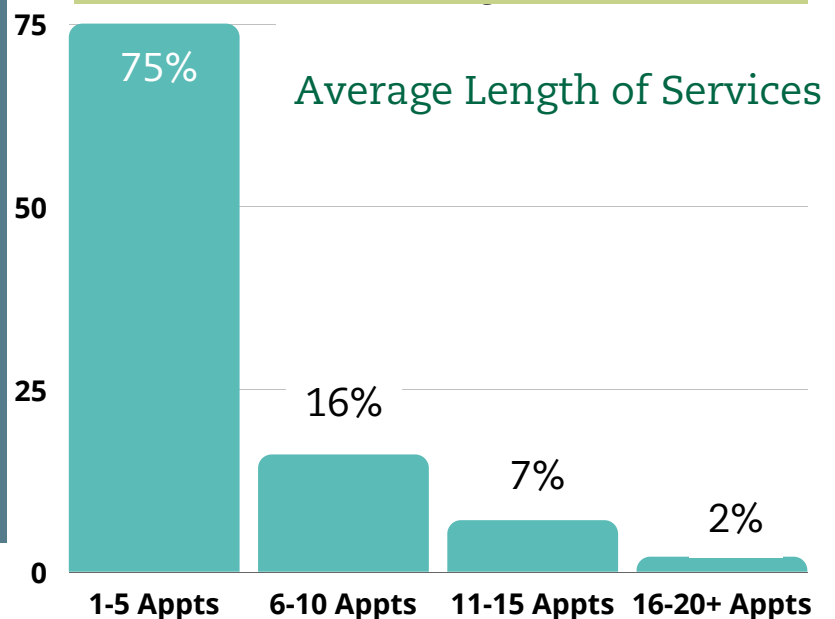
* National avg is 11.8%

Survey Results from Students

89% seen at CAPS report that they intend to continue their enrollment at Babson.

Approximately 20% of students seen by CAPS report serious consideration of dying by suicide.

29% of students seen by CAPS report they have experienced harassing, controlling and/or abusive behavior from another person.

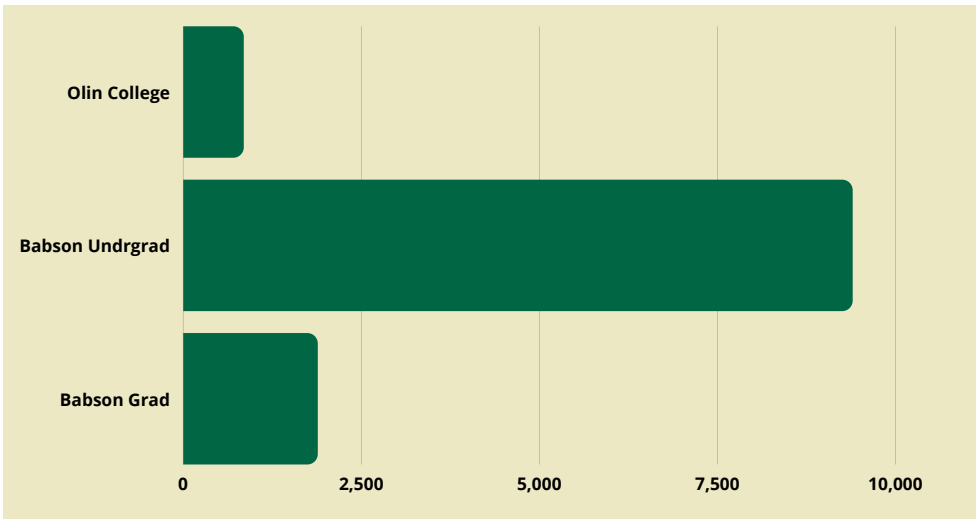


Babson College

Health Services

Total number of appts @ Health Services = 12,122*

Our mission in Health Services is to assist Babson students in maintaining optimum physical and emotional health through the provision of high quality, comprehensive medical care in combination with health education and wellness services that are both easily accessible and cost effective.



Reasoning behind appt increase at Health Services

Appointment volume in 2021/2022 increased at Health Services significantly compared to the past and can be attributed to returning to in-person learning, covid protocols in place, and options for students to engage in virtual visits.

* The total number of visits includes virtual and in-person office visits, covid lab results/follow-up, as well as staff working after hours and weekends.

- 7,291 Virtual Visits
- 4831 In-person



By the Numbers

1,561 Telehealth Visits

495 Flu Shots Administered

1,554 Immunizations given

108 Rapid Pregnancy Tests

438 Rapid Strep Tests

102 Gardasil administered

195 STI Testing Services

169 Labs Only Visits

52 psychiatric medication visits

40 Nutrition Appts

Top 3 Reasons for in-person visit

Immunizations

Follow Up Care

(URI) Upper Respiratory Infection



Webster Testing Center where asymptomatic testing was done



Reflections on the 2021-2022 academic year

Sandra Dickie joins Health Services as Associate Director for the 2022-2023 academic year.



Covid Milestones

- In AY 2021-22, the on-campus experience for students and staff during covid took steps to returning to a new normal where students could participate in on campus experiences similar, yet not the same, to before the pandemic began.
- Evelyn Liberman and John Wynn joined Babson in October working as Covid Compliance administrators aligning efforts with Health Services. They coordinated efforts around student testing, vaccination/booster efforts, outreaching students, executing data analysis, and utilizing applications to track the Babson community compliance rates.

Important
Compliance
Rates

Babson community of students averaged 75% covid testing compliance (1 test/week, 2 tests for athletes).

75%

91%

Compliance testing reached 91% in first weeks coming out of college breaks.

97%

Babson achieved a 97% covid vaccination rate among the student population of those coming to campus.

Babson Covid Testing Efforts

of Total Tests @ Babson



Test Center @ Webster = 98,401

Tests @ Health Services = 1,859

100,260

of student tests, 70,821

of employee tests, 29,439

Babson College

Religious and Spiritual Life

Understanding the unique culture at Babson, we believe that religious literacy, social responsibility, soul care, interfaith and intercultural dialogue are imperative to students' growth and wellbeing.

We encourage students to explore life's big questions and meet them wherever they are in their spiritual journeys and religious beliefs. Our goal is to foster a community of belonging and inclusivity as we provide multifaith programs and events, spiritual guidance, faith formation, and leadership workshops.



Glavin Family
Chapel

Upwards of 30 Student Leaders at Babson maintain and lead faith groups. They are responsible for creating and orchestrating programs and events as well as collaborating with Chaplains here at Babson to enrich and sustain religious and spiritual offerings and community here at campus.

"I chose Babson because it had a faith office and community, and now I am a leader and loving it". –rising junior

Religious & Spiritual Life Staff Members:



Denicia Ratley
Director of RSL



Bilal Mizra
Muslim Chaplain



Dr. Donna McKenzie
Catholic Chaplain



Rabbi Neal Gold
Jewish Chaplain

The Babson RSL staff provide 1:1 care and support to students for a variety of reasons and topics. RSL staff engage in service and mentorship, meeting with 10-15 students per month. Topics include:

- Navigating faith at Babson (courtship and dating, moral and ethical decision, civic discourse, cancel culture)
- Religious/cultural identity formation
- Family and peer conflict, boundary setting
- Stress and depression / How to relieve stress and soul care
- Spiritual/ethic formation
- Post Babson/career path
- Authentic living
- Bias and discrimination

Reflections on the 2021-2022 academic year

Weekly Services held @ Babson from September 2021- May 2022

- Rosary Prayer
- Qur'an Circle
- Breaking Bread
- Jum'uah Prayers
- Shabbat
- Spiritual Ethics Class
- Catholic Mass

Jum'uah Muslim Prayer



Shabbat Service



Ash Wednesday Service



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For the first time at Babson, RSL and the Hindu Student Association (HSA) partnered with the Indian Student Association (ISA) & AMAN to host Holi, a Hindu, Sikh, and Jain holiday, on campus.

RSL engages in events like "Just Because" giving students free hot chocolate and affirmations, why? Just because!!



"Thank you, Thank you, Thank you, this means more than you know." - Student

Babson College

Student Advising & Success



Total Student Meetings = 4094

Top Appt Reasons

Long Term Planning

18%

Course Registration

34%

Current Classes

18%

All Other Combined Reasons

30%



Through advising, we work collaboratively with the Babson community to empower, educate, and support students from matriculation to graduation. Utilizing a holistic approach, we encourage students to discover, explore, and focus their goals. We facilitate the process of self-awareness, decision making, and responsibility to drive student success.

Total Meeting Types

Scheduled Meetings

3291

Drop In Hours

803

0 1,000 2,000 3,000

Total Meetings by Graduation Year

Senior

1227

Junior

1031

Sophomore

1433

First Yr

403

0 500 1,000 1,500

Number of students the Student Success Advisors supported on academic probation:

52

43

Remained at Babson, resulting in...

83%

Success Rate

7 Academic Workshops for AY '21-22

- New Curriculum First Years
- Education Abroad and Your Academic Plan
- Overloads - Class of 2025
- Spring Registration/APT/Class of 2025/Returners
- Curriculum Overview First Years
- Fall Registration
- Concentrations

Reflections on the 2021-2022 academic year

Dr. Diep Luu (far right) was named Director of SAS in July 2021. Karina Ovalles (3rd from right) joined the team as a Student Success Advisor in November 2021. Jackie Iannone (2nd from right) joined SAS as Assistant Director in February 2022.



The First Gen @Babson Program supports and celebrates students who are the first in the family to attend a four-year college/university.



Virtual First Gen Welcome (Back) Event held 2/4/2022

The First Gen Mug social event held 4/1/2022

86 graduation cords given for the first time at First Gen Graduating Seniors Reception held 5/14/22



The Senior Awards Ceremony returned this spring as an in-person event after 2 years of being virtual. Organized and hosted by Dan Kwash, Jackie Iannone and Colleen Biron and attended by President Spinelli, Dr. Ryan Travia (AVP of Student Success), and Dr. Wendy Murphy (Assoc Dean of Academic Programs).



Weissman Scholars Program events

- 2022 Weissman Summit
- Weissman Scholars monthly meetings
- Weissman Adventure events
- Celebrated 5 graduating Weissman Scholars



Babson College

Wellness and Prevention Services

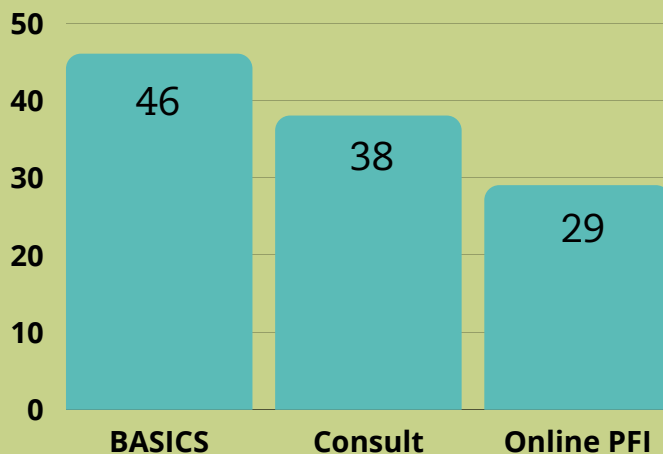


WPS committed to creating and sustaining a healthy and safe community at Babson. A campus culture invested in primary prevention practices and informed decision making, resulting in a reduced need for intervention or treatment.

AODS - Alcohol and Other Drug Services

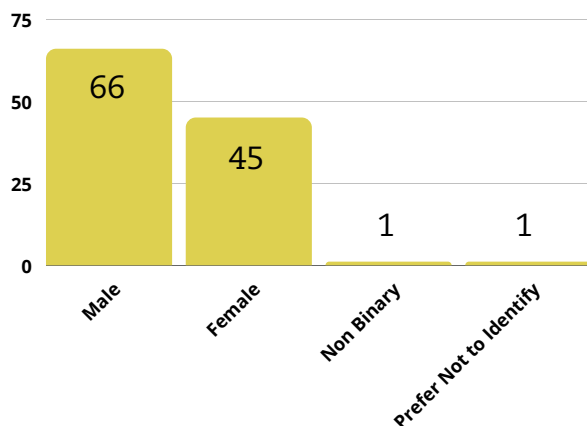
Total Number of Substance Use Interventions = 113

- Nearly twice as many from previous year (57) as students returned to campus fully
- All were Mandated Interventions in nature
- First Year Students made up 59%, (69), of the totals

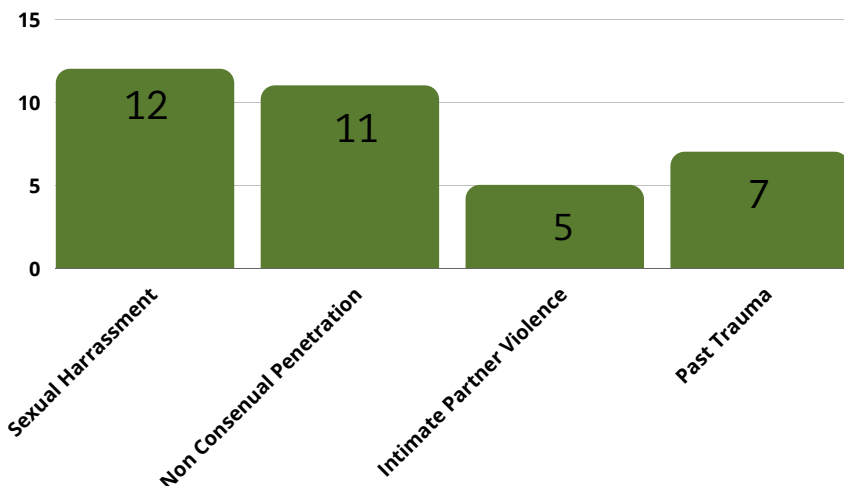


- PFI - minor violation of substance abuse
- Consult - moderate use or possible one-time violation of substance
- BASICS - Brief Alcohol Screening & Intervention for College Students

Gender Breakdown for AODS



35 total SAPRS reported versus 46 in 2020/21



Gender Breakdown for SAPRS



Reflections on the 2021-2022 academic year

Mica Sher named Assistant Director for Wellness & Prevention Services in May of 2022!



WPS hosted Events for 2021-22

- Fresh Check Day hosted for the 8th year in September of 2021 and 300 students participated in events focused on suicide prevention.
- To address mental health, the POW team helped WPS organize the first Love Yourself Wellness Fair in February relaying the importance of exercise, nutrition, safe sex, stress reduction, harm reduction around using alcohol and drugs, and good sleeping habits.
- WPS and POW team are opening the first Mindfulness room at Reynolds Campus Center. Students use the space for mindfulness practices, including meditation and breathing exercises, and participate in telehealth visits related to their mental health.
- POW team developed a series of events held around mid-terms, finals, and other stress-inducing periods of the semesters to encourage students to address their mental health.
- Sex In the Dark event returned in-person where over 125 students attended and asked questions about safe sex to 4 panelists in the dark without judgement.
- Four POW Party Cup Giveaways orchestrated to educate students on the effects of alcohol amounts and decision making.
- POWs developed a Reduce Anxiety Grounding bags – where students could focus on exercises to reduce anxiety.



- In collaboration with RA's, over 200 sleeping kits were distributed.
- "PAWs with Finn" events held throughout the campus to encourage students to take care of themselves.

