

Faculty Senate Minutes #4

October 20th, 2020

Via WebEx

Members and Senators Present: S. Anderson, C. Badurek, G. Birren, A. Blavos, R. Borden, A. Catalfamo, C. Chatfield, S. Clark, C. Costell Corbin, S. Comins, A. Curtis, A. Dearie, A. DeChellis, L. Delaubell, A. Fitz-Gibbon, R. Grantham, C. Grate, T. Hunter, L. Jin, A. Myles, C. Pass, V. Placide, R. Powell, P. Schroeder S. Strause, T. Suzuki, R. Vooris, D. West, B. Williams, J. Zhe-Heimerman

Members and Senators Absent: E. Bitterbaum, M. Fox, J. Hall, D. Harms, C. Humphrey, P. Perkins, G. Sharer, C. Widdall,

Guests: L. Lopez-Janove

I. Approval of Minutes: The amended Minutes from October 6th were approved by the Senate; the amendment was the following:

- Change the statement under the announcements from “...regarding the capping for classes...” to “... regarding the minimum enrollment requirements in classes...”

II. Chair’s Report: G. Birren – Since G. Birren was attending the meeting with the SUNY Chancellor for the first half of our senate meeting, vice chair C. Chatfield reported on her behalf, reporting that the Diversity Award Committee will meet soon to discuss/prepare a proposal to submit to the President’s Cabinet for approval.

III. Vice Chair/Secretary’s Report: C. Chatfield – No report.

IV. Treasurer’s Report: R. Grantham – No report.

V. President’s Report: E. Bitterbaum – Since President Bitterbaum attended the Chancellor’s meeting, there was no report given

VII. Policy Committee Reports

Joint Committee on Student Interests: A. Blavos – No report.

Academic Faculty Affairs Committee: A. Fitz-Gibbon – Reported that the committee has completed a statement concerning the College’s personnel review process during the pandemic; this statement will be sent out to campus by the Provost soon.

Educational Policy Committee: C. Widdall, Chair – P. Schroeder reported on behalf of the committee, stating that EPC sent out their vetting document to campus this morning, regarding concentrations and minors; please submit comments before the 11/3/20 deadline.

Professional Affairs Committee: J. Pomeroy, Chair – No report.

Area Senators: No report

SUNY Senator/ Alternate Senator: R. Vooris/C. Badurek – C. Badurek reported on the UFS’ Fall Plenary that took place virtually this past Thursday, Friday, and Saturday (10/15, 10/16, and 10/17); the topics discussed were as follows:

- What the Spring 2021 semesters will look like across the SUNY system – UFS has been working closely with SUNY Central to try and devise a plan for the upcoming spring semester:
 - Planning on possibly having some face to face classes after 2/1/2021
 - Working on planning out what commencements will look like
 - There will more than likely not be any spring breaks
- SUNY Chancellor answered questions/responded to comments very open and honestly
- UFS is continuing work on the Prodi-G Initiative, which is an initiative to assist underrepresented faculty members

- UFS is working on a statement to combat the White House executive order that was put into effect on 9/22/20; the order prohibits funding for any type of diversity training
 - R. Vooris plans to put his name on the statement to represent SUNY Cortland, with the approval of the senate.
- There were three resolutions passed at the plenary, which will be brought before the Faculty Senate in 2 weeks (11/3/20) for discussion

Student Senator: C. Humphrey

- C. Grate reported on behalf of C. Humphrey, stating that the SGA is working on having all student representation filled on committees by the end of this week.

VIII. Other Standing Committee Reports:

Committee on Teaching Effectiveness: K. Bonafide, Chair – No report.

College Curriculum Review Committee: K. Polasek, Chair – No report.

College Research Committee: R. Vooris, Chair – No report.

General Education Committee: L. Delaubell, Chair – Reported that there will be an email sent out sometime later this afternoon regarding which categories will be assessed this year; those categories are as follows: GE 1, GE 4, and Writing Intensive.

Graduate Faculty Executive Committee: C. Badurek (Fall sabbatical replacement), Chair – Reported that the committee met on Monday and had a thorough discussion on the potential deactivation of graduate programs, and the possible procedures that would be put in place for that deactivation of those programs.

IX. Unfinished Business:

- Call for Nominations, Spring 2020 – Nominations that were received via email for the Spring 2020 call were approved by the senate; additional nominations were accepted from the floor in an effort to fill any remaining vacancies (*Please find document attached*).
 - Graduate Faculty Senator seat, representing At – Large Faculty for the 2019-2021 term: K. Dames

X. New Business:

- Faculty Senate Resolution – R. Borden introduced a resolution in response to students’ concerns about having the right to choose to attend classes in the spring semester of 2021 fully online, and that those concerns be presented to the President’s Cabinet with the support of the Faculty Senate (*Please see appendices below, and documents attached in email*)
 - Motion for immediate discussion: R. Grantham
 - 2nd: A. Curtis
 - Vote: 27 (aye) to 5 (nay) (84.3%, which is greater than the ¾ approval needed to pass for immediate discussion of a resolution/proposal, rather than having to wait the procedural 2 weeks)
 - Resolution was then opened for discussion.
 - Following discussion, a motion was made to postpone this resolution for 2 weeks
 - Motion: A. Blavos
 - 2nd: A. Dearie
 - Vote: 6 (aye) 26 (nay); Motion to postpone: Fails
 - Another motion was then made to support the resolution
 - Motion: R. Vooris
 - 2nd: D. West
 - Vote: 16 (aye) 5 (nay); Motion to support: Passes

XI. Announcements: G. Birren reported on meeting with the SUNY Chancellor:

- Announced that there will be a pause for an additional 2 weeks, until 11/3/20
- SUNY Chancellor may return in 2 weeks
- While there has been a decline in the number of positive COVID cases on campus (2 ½ % positive case count), there has been a rise in the number of community cases.
- As part of the SUNY Wellness Initiative, SUNY Upstate is working on a telehealth program; seeking funding options

Meeting was adjourned at 2:40 on 10/20/20

Minutes submitted by: Amy M. DeChellis

Appendix I

Whereas our first priority must be people's health, both at SUNY Cortland and in the larger community, and

Whereas our second priority must be the health of the institution, depending as it does on the confidence of students who choose SUNY Cortland every year as their school,

Let it be Resolved, that the Faculty Senate recommend to the President's Cabinet that every student who chooses not to return to campus in Spring 2021 but to attend all classes online be allowed and enabled to do so.

Appendix II

"I feel like a dollar sign to the campus and not a person. I don't want to be at a school that only thinks of the money I bring in for dorms and meal plans and not what traumas they are inflicting on us."- SUNY student

"I am a senior here at SUNY Cortland. When I first heard that the campus was reopening, I thought I was going to be able to have a senior year, which I found to be quite exciting. But, when I returned to campus, I quickly realized that meant that my health and safety would be in jeopardy. Putting my personal feelings aside about wanting a "senior year," I truly believe that this campus should NOT have reopened. Not only is there a health risk to everyone here, but mental health is an issue to consider as well. Human beings are not meant to be locked in their rooms for days without seeing another human being. You cannot simply threaten to suspend students because they seek socialization as a way to find happiness. SUNY Cortland had quite a lot of time to come up with a plan for this semester, but it seems that the only solutions they have come up with benefit the school financially. The school has not taken the mental health of the students into consideration whatsoever. Students wait weeks just to possibly get an appointment with the Counseling Center. Why did the school not try to expand the Counseling Center for this semester? The school had no issue charging students for the Student Life Center and for our D3 athletes. Yet when it comes down to protecting the mental health of students this campus is failing. You have deprived students of seeing their friends. What if that is what helps students de-stress and feel better? You are now asking them to risk suspension for trying to live and succeed in college. We deserve better, SUNY Cortland."- SUNY Senior

"I live in a house off campus with 4 other students. One of my housemates was extremely irresponsible this entire semester while the rest of us did our best to stay safe and healthy. Over this weekend she contracted COVID. She is the only one in the house who had a positive test result. Now we are all trapped in the house with her basically waiting for the inevitable (which is all of us getting COVID). We NEED her to be in separate isolation housing. I have tried to call the school (who said they agree that she should be in isolation) but they say they can't help us. I have tried to call the public health center but they say they can't help us if the school won't provide alternative housing. All I am saying is that we are not being treated like members of the SUNY Cortland "family" but rather we are being treated like walking dollar signs. This entire semester has felt like a trap to get our money but not really keep us safe. We are being left in a dangerous situation by the school. There was an email sent out

stating the rules and if students broke those rules there would be consequences. What happened to that? I have yet to see any of the students who broke the rules (including my housemate) face any repercussions. All I can say is that I am scared for the health of myself and my other housemates who tested negative. I am angry at the school for basically saying “you’re on your own.”

“We are so frustrated. We feel trapped/stuck – especially since the Study in Place was initiated. There has been a steady rise in people quarantining in their rooms and going into quarantine housing as of late, and even those of us who aren’t in that situation are noticing it. Almost every day, someone leaves – some people are going home until the Spring due to the increase in COVID cases even though they aren’t supposed to.” – SUNY student

“I have received phone calls from students and parents alike so confused and hurt by the experience the students are having because they know that their mental health is failing and with each passing day concerns grow more and more. My greatest fear is not that we have a student death due to COVID-19’s effects on their physical health, rather that we lose one to suicide

because of the added stressors and burdens they are facing with little to no resources readily available to them. And in turn that if it were to happen in my building me and my staff be held responsible because we “were not diligent enough” in our roles. These are the daily stressors me, my colleagues, and our student staff members are attempting to cope with. It’s too much.”- Residence Assistant

“The consequences of what has occurred at the SUNY System will be felt for decades to come. The prestige of attending a SUNY has been stained by lack of central planning and administrative leadership, greed, and overall reckless behavior on the part of the bureaucracy.”- SUNY Student

“My staff has been struggling. They want to go home but financially can't since it will result in a resignation. Their morale is low because they feel unsafe as they are forced to stay on campus. They have even made comments that the school can keep their money, but to just let them go home. Plus, they are struggling because they feel uncomfortable enforcing COVID policies- they’re just students! Professional university staff should be hired to handle COVID violations.”- Residence Hall Director

“The last few months have been nothing but frightening for Residence Hall Directors and student staff. While preparing for the reopening of campus in August, administration was clear in stating that the physical well-being of our students, faculty, and staff was of the upmost importance. What they neglected to consider (and continue to neglect) is the mental and emotional well-being of everyone, which in turn ruins the attempts to aid physical health. There has been no additional assistance given by other offices or departments except for verbal support, and no additional compensation provided for the extra work. Our student staff put their own well-being aside constantly to help those around them, and never complain about it. Yet they have received no additional compensation or support except for an email saying “good job, keep up the good work.” – Residence Hall Director

“The administration seems to fail to consider the disadvantage of people who share rooms or have loud housemates and cannot go to the library or somewhere quiet to focus for class, assignments, and tests because of stay in place guidelines or COVID exposure regulations. Where are we supposed to go? Why hasn’t the administration planned for this? If they wanted us back on campus so bad, it seems like they should have figured this out in advance.”

Appendix III

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Student voices October 12, 2020 Statements and chat comments

We’re the ones paying the administration to set up a space that works for us as the student body. So

I think it’s important that they realize where their responsibilities lie.

They really need to put out some kind of survey to the student to the faculty and say, alright, guys,

here’s some of our suggested options. We have solicited opinions from the student body, from the

faculty. Here's the most common options. What would we like to see here. I mean, there has to be more of an open dialogue because if they're not taking care of us we can't perform our duties, as students, to learn. Faculty can't perform their duties to teach us and suddenly there's a whole community backlash. And this semester is the proving ground.

By the time we come back in January, [we want to see] there's a concrete plan in place and we don't have to constantly adjust and change things. Figure it out now, solicit opinions from the student body, and remind them [administration] that they work for us, not the other way around.

Alright, that's our tuition. Money's gone.

Also they waited until the absolute last minute for any notice on what was going on and even when we got it it was bs

its literally all for money and im sick of them treating our lives like they're meaningless.

Right? I'm going into debt to go to college but at this point my debt isn't even worth this.

^^

YES!

I think it's really important to stress to the administration the importance of retention here in that if we don't plan things [well] for the spring, suddenly, students are going to say, the heck with Cortland, I'm going somewhere else the following fall. So if they really want to retain students, especially freshmen, they need to set up some sort of accommodations for them.

We're forced to trust them, but they aren't giving us anyone to actually trust in the administration specifically.

Right, X!

Counseling

Our school psychologist appointments are all full at this point

They could at least have a temporary fund to support more people... that obviously isn't enough but we deserve AT LEAST that

they sit there saying they have mental health locations, yeah for like 10 people.

Accurate,

Things like this keep happening like a bunch of people can't get appointments, meet with counselors, and they're kind of left in the dust. The administration tells students oh, try going off campus.

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That's kind of classist. Like, not everybody can afford to do that. Like there's people that need

those resources but somebody else got to the counseling before them with all their appointments because a lot of counseling is based on, make an appointment at the beginning of the semester. You're set for the rest of the semester. And if you don't [do that] you might get a half hour with a counselor.

I as well as the rest of the class appreciate it, but it's not your job to be handling, like, our therapy session. This should be the school's job....we shouldn't have to have a therapy session with our professor.... Just every step of the way seems wrong. And I understand it's a very unprecedented time...but like, I think Cortland really dropped the ball in every single aspect and I thought it was fine coming back until I'm realizing all these problems.

Testing

I've had a lot of issues with the testing itself. Like, I know someone who has said that they were exposed to someone [positive] and the school's not even testing them. They're just having them quarantine for the next 10-14 days. However, I'm very confused why they're doing the pool testing too. It's probably cheaper... but... most kids I know that have done it just assume that they themselves are negative even if the pool came back positive and they are still going out and doing stuff. So I don't think the school handled it all that well.

This whole process is gone.

I'm getting tested this week and then if I become a positive or someone in my pool becomes a positive an I have to quarantine 2 weeks from that date. I'm going to miss more in-person classes and then have to get all my information from email or Blackboard. I don't think any of that was even thought about.

Since they fumbled this semester with testing before arrival to campus I hope they decide to make us get tested before coming back Spring semester

Exactly J-.

Right

100%

Totally agree J!

Cornell is tested 3 times a week, every week and they have had two cases [in 2-week span]

yea I have not been called in to get tested ONCE

I still haven't been called to be tested as well

and yet they call people that are getting tested negative multiple times to up the ratio

My pool was Thursday and I have no word on what the results were [Monday night]

I thought Cortland was doing well notifying students of their pool results, until the end of last

week

****At 10/19 Student Town Hall, Fred Pierce admitted the college no longer notifies students if their tests are negative “due to the volume...we’re unable to do it at this time”**

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Also there are people NOT going to get tested when they have to... that information slipped through the cracks and it's the only reason i know about it.

Proposed “pacing days” for Spring Semester

Q: Any reactions to that proposal or the rollout of the plan?

So many thoughts but my one main takeaway is how... mental health on this campus right now is not good. Morale is even worse. So the fact that going to next semester there is no spring break at all is something that’s really concerning. Sixteen straight weeks, right? I can see that being a very negative environment for a lot of people.

I know for me, having that break for just one day. I can shut my computer off and not look at it at all.

I need a day to not look at my laptop and not have to plan, what am I missing, what do I have to catch up on.... If we’re going to do a day off it needs to be a day off.

Yeah, absolutely. If I wanted to take a class day off, I would email the professor myself and ask if they can work with me on it.

Their current plan can help maybe the few people who only have one class on a day... that's a small sliver of students who would be "lucky"

That is simply not enough honestly

^ Exactly

Maybe one week do a Monday, one week a Tuesday, one week a Wednesday so that each professor also gets their day off.

No, you have every right to go off about issues like this. Great changes come when things make people angry for the right reasons.

Yes, thank you for hearing us. And thank you for encouraging us to act upon it in a healthy way.

RESIDENCE LIFE CONCERNS

August 10 warning at Provost Forum from a Residence Life staff member: I hope folks understand that a majority of our students time is not in the classroom or an academic environment. We know we cannot provide enough spaces for students to not only relax, but to eat and socialize, which will push them to either violate guidance in the community and/or struggle with mental

health.... Folks I wouldn't be surprised if our students in halls struggle with their academics more than our students who prefer to stay home and/or commute.

Oct. 15 from a Residence Life staff member: As you know, our cases are skyrocketing a week into our new 2 week cycles for another study in place. We have an entire building of staff members (including the Hall Director) in quarantine. There are hundreds of meals that are being delivered by only a handful of Hall Director volunteers. My team is beyond burnt out and we need students to go home.

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Fred Pierce at Student Town Hall, Oct. 19, 2020, when asked how students displaced from West Campus would be accommodated in safe setting with new room- and suitemates:

“We anticipate moving some to College Suites. The Residence Life staff are going to work with you really hard for the accommodations best for you. They do want to make sure they work with you as much as possible.”

See separate statements in which Res. Life staff discuss their impossible workload, and the failure of the administration to support them.

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“COVID Commentary 10-19-20”

This semester has been nothing short of taxing emotionally, mentally, and in turn physically. Throughout the summer when planning and anticipating what the semester would be like I anticipated increased levels of stress, and continuous uncertainty, however there was also a sense of hope that if COVID became too much to handle on our campus that in the interest of the students, and faculty and staff that campus would close and students would go home. The actions under the guidance of SUNY this Fall has shown me that the mental and emotional well-being not only of our residents but for us as Residence Hall Directors and our student staff members are not a primary concern for the SUNY system.

As Hall Directors we have received no tangible support from any other office or our administration when it pertains to preserving the mental well-being of our residents. We have been given no offer of additional compensation in any form for the added time and tasks we have undertaken, nor for the risk we have living where our students do. Other staff and faculty members are given the option to work remotely daily, even if I choose to work “remotely” if I have to leave my home for any reason I am still on campus and at a much higher risk of being exposed to COVID-19 especially as our number of cases has continued to rise. My student staff members have been asked to not only

adapt to an entirely new format of learning, but are also tasked with being the frontline in terms of responding to resident needs, and respond to emergencies should they arise. While professionals who are paid thousands of dollars to work with students are able to stay home due to fear of being exposed, my student staff members are sharing living and personal spaces with residents and are the first person those residents turn to when they are struggling. With the only “support” they have received having been a thank you letter from the president’s office, while numerous of the staff members across campus were in quarantine and isolation.

I have received phone calls from students and parents alike so confused and hurt by the experience the students are having because they know that their mental health is failing and with each passing day concerns grow more and more. My greatest fear is not that we have a student death due to COVID-19’s effects on their physical health, rather that we lose one to suicide because of the added stressors and burdens they are facing with little to no resources readily available to them. And in turn that if it were to happen in my building me and my staff be held responsible because we “were not diligent enough” in our roles. These are the daily stressors me, my colleagues, and our student staff members are attempting to cope with.

SUNY Cortland has done a great job testing students, identifying those who need to be quarantined and isolated and collecting data related to COVID. However, what the data has shown us is that it is not safe to currently have students residing on or immediately off campus, not due to any fault of the institution, those just happen to be the facts at this moment. Yet with each passing day that students are held here, that the physical, mental, and emotional health of the community is pushed aside for the sake of SUNY’s bottom line, it then becomes the institutions fault that it’s community members are suffering and struggling.

“Semester Recap”

The last few months have been nothing but frightening for myself and my student staff. While preparing for the reopening of campus in August, administration was clear in stating that the physical well being of our students, faculty, and staff was of the utmost importance. What they neglected to consider (and continue to neglect) is the mental and emotional well being of everyone, which in turn ruins the attempts to aid the physical health. Residence Hall Directors continuously

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asked what was going to be done for the mental and emotional well being of students and staff, yet received no answers other than “there will be support.”

While every other faculty and staff member is able to work remotely to protect their health and the health of their families, Residence Hall Directors have no option but to interact with students and

are constantly exposed. We understand that this is part of our job, and have continued to do so. However, all we have gotten in return for the additional hours, tasks, and risks we are doing have been an email saying “good job, keep up the good work.” There has been no additional assistance given by other offices or departments except for verbal support, and no additional compensation provided for the extra work.

As for student staff members (RAs), they are the most dedicated and prominent staff on this campus currently. They are students, learning and adapting to new class styles, working through their own mental, emotional, and physical health as it pertains to living in a global pandemic, and on top of all of this, strive to support every single resident in the building they live. They put their own well being aside constantly to help those around them, and never complain about it. Yet they have received no additional compensation or support except for an email saying “good job, keep up the good work.”

When students returned to campus for partially in person classes, they for the most part understood what they were signing up for. What they did not sign up for was professors switching to fully remote one week into classes, professors cancelling classes almost weekly because they cannot properly work the technology needed, and only having RAs and RHDs available as a support system on campus. Yes, the counseling center, and clubs/activities are working on line, however these students can barely make it through their classes virtually let alone extra curricular activities. SUNY Cortland has done fantastic in testing and monitoring the physical cases active across campus. This does not however negate the issues the campus and the SUNY Administration have ignored when it comes to the overall well being of students and residence life staff. It is a shame when you hear from multiple students, “I feel like a dollar sign to the campus and not a person. I don’t want to be at a school that only thinks of the tuition I bring in and not what traumas they are inflicting on us.”

“Semester Feedback”

I think this semester has been a rough transition. This semester, we have been solely focused on COVID-19. Therefore, my training and experience have lacked because everything this semester has resolved around COVID. I am concerned about how I may end up being exposed to COVID. Even though I am limiting student contact and trying to be completely virtual, I am still working from my office and still having some contact with students. I am frustrated because I have a lack of professional development or team training because contact has to be limited.

Even though my direct supervisor has been amazing, I don't feel support from the administration of SUNY Cortland or SUNY system. Words can be said all day, such as "I appreciate you".

However, I need action to take place. We barely get an "I appreciate you". I feel like our current situation could've been prevented if the administration listened to hall directors at the beginning of the semester. Personally, I feel we deserve extra compensation.

My staff has been struggling. They want to go home but financially can't since it will result in a resignation. Their morale is low because they feel forced and unsafe staying on campus. They have even made comments that the school can keep their money, but to just let them go home. Plus, they are struggling because they feel uncomfortable enforcing COVID policies. They feel as if specific people should be hired to handle COVID violations. They feel too much has been put on them. They feel they deserve more compensation.

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My residents and staff have both been struggling. They both desire social interactions that are prohibited. Therefore, some are struggling emotionally and mentally. My residents are also concerned about the increasing COVID numbers on campus. Many of my residents are being sent home due to being suspended. I hate seeing students' futures being ruined by this.

However, I think we are also setting students up for failure.

Fall 2020 SUNY System commentary

To whom it may concern,

Higher Education is navigating the storm that surrounds us. The global pandemic has put unmeasurable amounts of stress, fear, and hopelessness on our students, faculty, staff, and wider community. Layered into the Fall 2020 semester is election anxiety, racial injustice, and the breakdown of American Society the likes of which has not been seen. For the State University of New York system, politics and securing federal aid and grant assistance has overridden our overwhelming duty to care for our students and communities. We are engaging in unethical practices that stand in the face of mounting greed and unfounded economic anxiety that is not the responsibility of the State of New York, but rather rests at the feet of our Federal government.

The student population at Cortland is in danger. Students are limited in their access to crucial services, academics, and socialization. The price that they pay and the price that the SUNY system sets to continue balancing campus budgets has resulted in a major crisis and the second wave of coronavirus outbreaks across the state. It is time for action. The SUNY administration, along with Governor Cuomo, must make a singular guidance on campus reopening's for Spring 2021. It is bizarre that the State Government would be so cautious about all businesses, entertainment and k-12 classrooms, but remain silent when campuses made decisions to have residential populations in the thousands migrate around the state with their

families, and entertain the notion that they could follow state, federal or local guidance around alcohol and gatherings, much less COVID-19.

Here is the reality: The State of New York is dangerously close to seeing another shutdown of all economic activity. Literally everything in regards to this pandemic is being decided within three weeks' time at the Federal level. It is high time that communication came from the State be sent out suggesting folks get home to their families and be prepared to watch the United States change forever, as after November 3, 2020 we will not be living in the United States we knew before, regardless of who is elected as the Commander and Chief. Our world and society are fundamentally changing, and it is unfair to be asking a vast pool of our 17-24 year old's in the state to "sit tight" and study in place from quarantine/isolation chambers that

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are being called residence halls. There are exceptions, we house international students, homeless students, and students in critical need of a state facility. We have protocols in place for folks to apply to remain. But once again, students in the thousands could return to their support networks in a time when they need to do so.

The consequences of what has occurred for the State University of New York System will be felt for decades to come. The prestige of attending a SUNY has been stained by lack of central planning and administrative leadership, greed, and overall reckless behavior on the part of the state bureaucracy. I ask that recently appointed Chancellor Jim Malatras voluntarily step-down from his post as a symbol of understanding just how much damage has been done. We need to change the narrative on the Fall 2020 semester by owning up to our mistake, and understanding that we were ill prepared to offer academic quality and student support services when students needed it most. We can begin by returning to remote operations across the 64 campuses.