

All Staff – April 3

Subject: Supporting our Learners and Spring Term Delivery

Dear Colleagues,

Happy Friday! You have made it through another week of supporting our learners while balancing multiple commitments to care for yourself and others. Please take a moment to pause and recognize this achievement. Few of us have experienced a prolonged, global pandemic or such a rapid and full-scale shift to a completely new operating model. I hope you'll find time this weekend to rest and recharge; it is key to maintaining physical and mental wellbeing.

To that point, and in an effort to be mindful and responsive, I'll be sending updates only twice per week (Tuesdays and Thursdays) starting next Tuesday, April 7, 2020. I empathize with how much information you're receiving from Sheridan and others across multiple platforms. I'll continue to limit my updates to information that I think you'll find necessary, helpful and worth your time.

### **Supporting our Learners**

Thank you to everyone who has worked tirelessly to ensure that our students continue to have a positive and meaningful educational experience at Sheridan. So much has been done, over a very short time period. Here's a quick recap of your herculean efforts, all of which are worthy of celebration:

- In the span of one week (March 16-20), faculty and CTL partnered to retool, rethink and reorganize nearly 3,000 courses for remote delivery
- We have a new model for Sheridan services and business operations, with staff working remotely to support students online and/or over the phone in: Accessible Learning, Campus Bookstores, Career Centre, Centre for Indigenous Learning and Support, Co-operative Education, Counselling & Support, Health Services, International Centre, IT Service Desk, Library & Learning Services, Office of the Registrar & Contact Centre, Student Advisement, Student Leadership, Student Rights and Responsibilities Office, and Tutoring.
- Free and confidential counselling sessions are available to Sheridan students via phone or video call. Service is available in more than 35 languages.
- Remote assistance from Library and Learning Services is available for assignments, citation, tutoring, study skills and academic integrity. Our Learning and Study Tools Hub offers tips and resources for time management and other study skills. The team has conducted 223 online tutoring sessions over the past two weeks.
- As of April 2, 321 students requested laptops through our loaner laptop program.
- As of today, 4,000 students have applied for the COVID-19 Emergency Financial Aid Bursary. Thank you to the 130 staff and alumni who have personally donated. Anyone who still wishes to do so may visit this [link](#).
- Sheridan has launched a massive communications effort to keep people informed, aware and connected:
  - The COVID-19 site has been updated 200 times and received 130,000 page views since it was launched in February
  - We've answered 275 email inquiries to [careandwellness@sheridancollege.ca](mailto:careandwellness@sheridancollege.ca)

- Our IT Service Desk has responded to 2,378 email requests, 1,540 calls and 1,413 remote chat support requests in a two-week span
- The Contact Centre for Post Secondary and Continuing And Professional Studies fielded 3,745 inquiries from March 16-31
- The Student Affairs team logged 2,758 student interactions from March 16-27
- Since March 11, Sheridan's Twitter account has received more than 900 direct messages and 44,000 questions, comments and shares, while our Facebook account has garnered more than 16,000 reactions, comments and shares.

### **COVID-19 Student Survey**

Yesterday, Sheridan sent a survey to all students asking about access to technology, current levels of satisfaction, perceptions regarding safety and well-being during the pandemic, and the future of learning. Over 7,000 students have already responded. Aggregated, anonymized information will be shared with Sheridan leaders after the survey closes to inform ongoing support efforts.

### **Spring and Summer Term Delivery**

Given the continued uncertainty regarding when we may be able to physically return to campus – which will rely on guidance from federal, provincial and municipal health authorities -- Sheridan has made the decision to adjust curriculum to support alternate (remote) course delivery for the entire Spring/Summer semester. Details regarding which courses and programs will be offered are being finalized. As previously shared, Spring/Summer 2020 classes will still begin on Tuesday, May 19.

### **In-Person Events**

To respect Ontario's state of emergency directive and calls for physical distancing, all in-person events organized or sanctioned by Sheridan will be cancelled until at least June 30, 2020.

Colleagues - I'd like to leave you with one important ask:

Please share how students can access all of the supports that Sheridan is making available. Your personal contacts and networks may include a Sheridan learner who is feeling overwhelmed and has tuned out our institutional updates. We are committed to getting members of our community the help they need. Word of mouth – particularly from a trusted source -- is a very powerful tool.

Thank you - as always – for your inspiring work.

Warmly

Janet Morrison