

**CSU** The California State University

## The Post-Pandemic Student Experience

CSU Board of Trustees  
Committee on Educational Policy—Item 6  
July 13-14, 2021

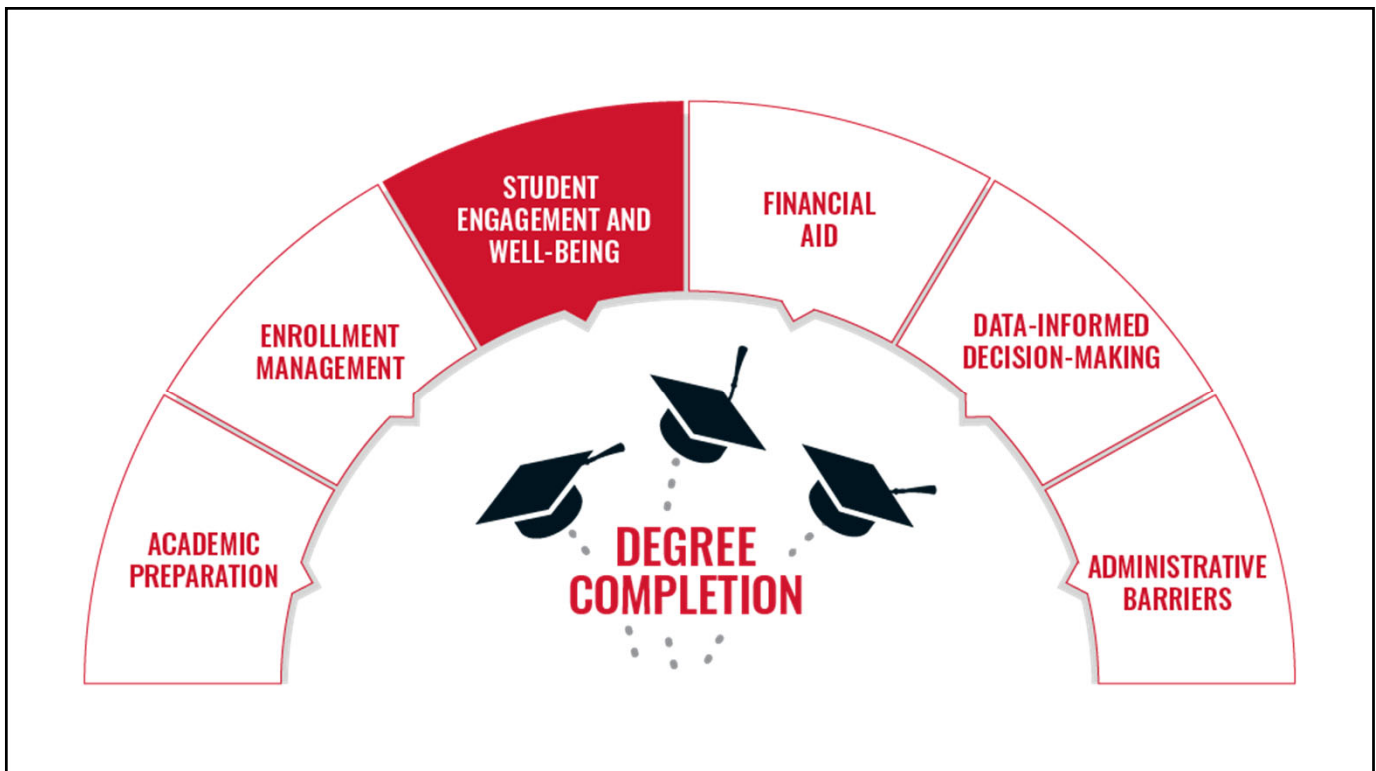
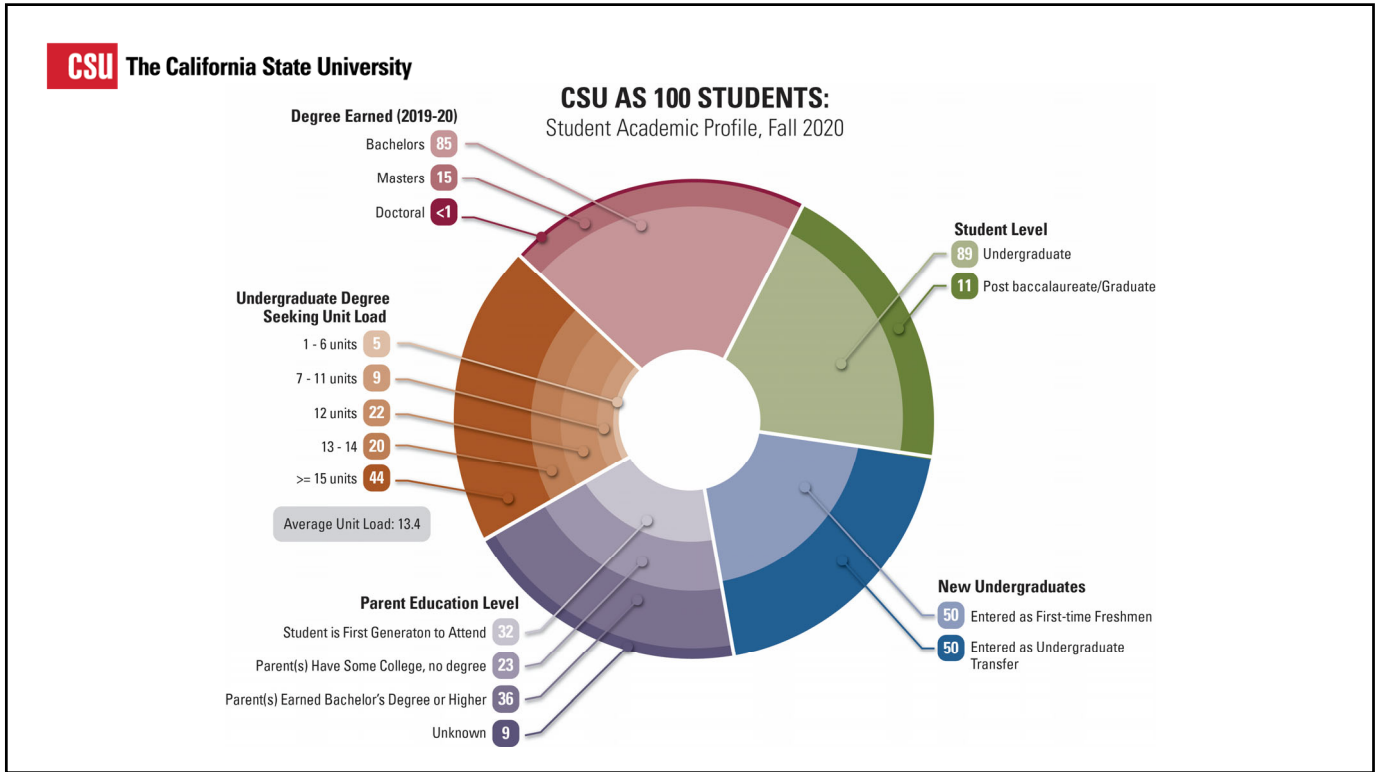


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## Voices from the Pandemic

“I was living in my car. The university has many resources like the pantry and housing and university jobs. I was able to make some connections and get some housing and work here at the university. They have given me housing which is huge.” **Brian, Chico State**

“A lesson I’ve had to learn over the years is that it’s OK to accept help. And sometimes a student just isn’t ready to ask – but letting them know that if they ever do need it, it’s here. I think Sac State does a really good job of waiting for students to be ready.” **Regina, Sacramento State**

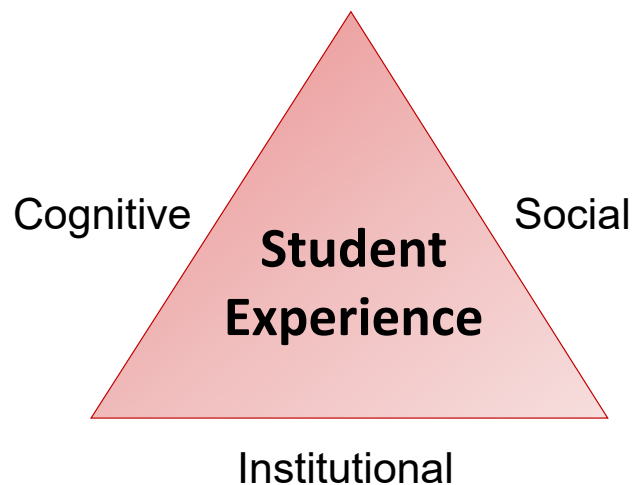


## Student Engagement and Closing the Equity Gap

- Improving retention rates
- Closing equity gaps
- Reducing time to degree



## Factors in Student Persistence



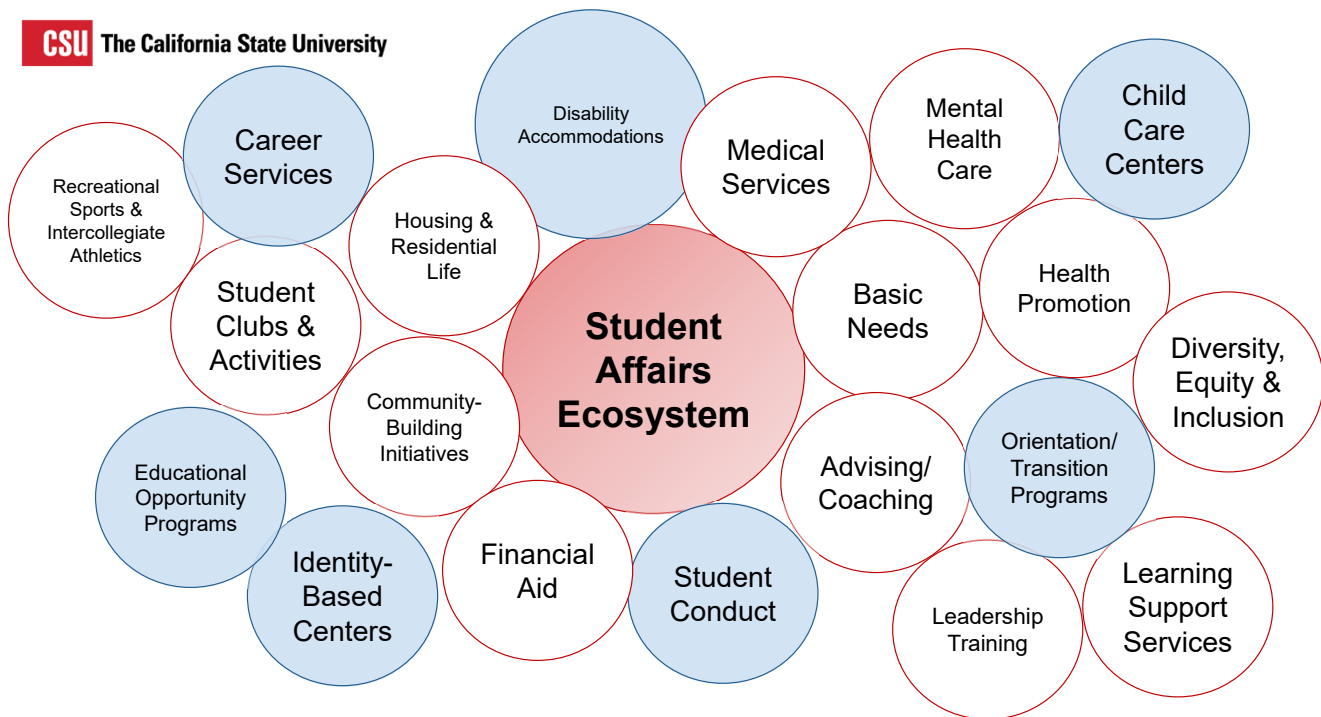
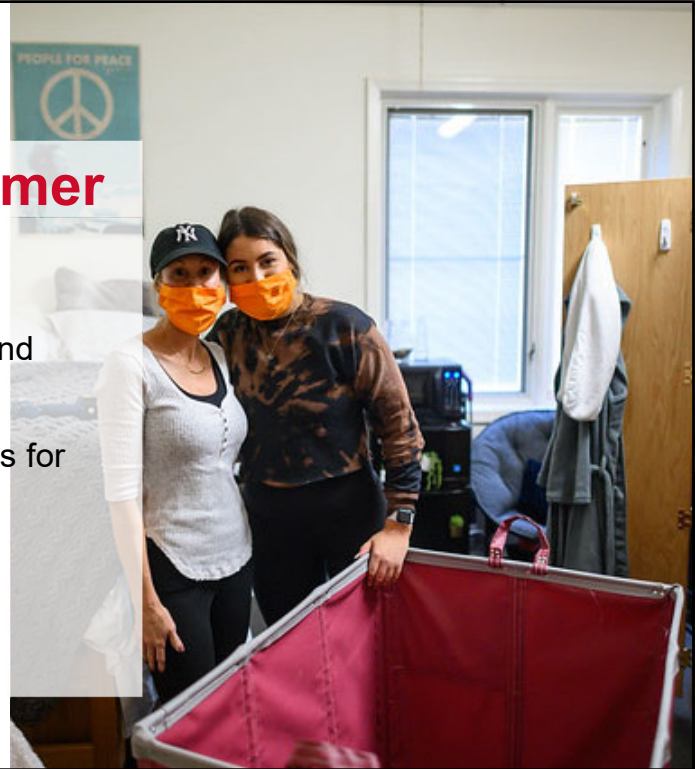
## Student Affairs: A Primer

### Student Affairs as the Work

- Supporting student development in and outside of the classroom
- Creating transformational experiences for students

### Student Affairs as the Structure

- Varies by campus





## Voices from the Pandemic

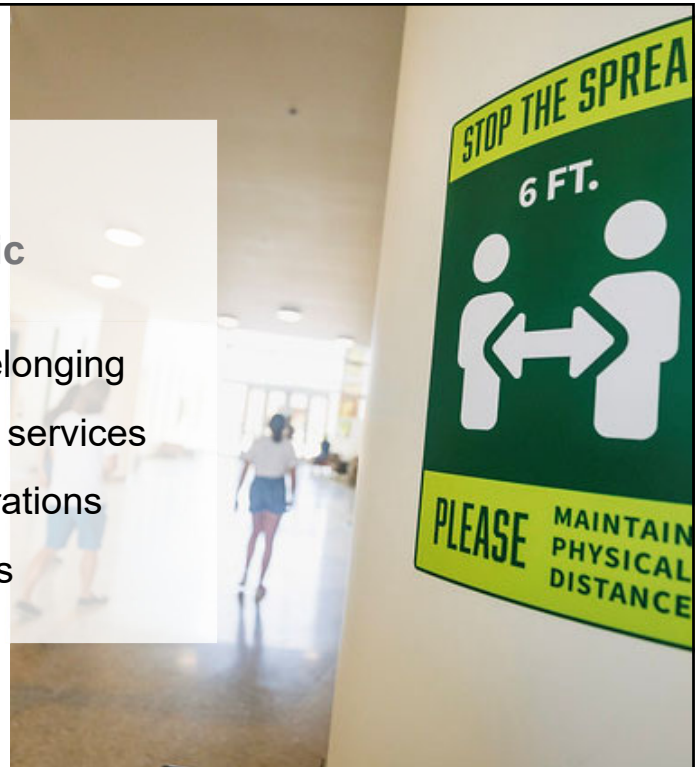
“As we all made adjustments for an unknown remote world, as educators we were able to utilize our diverse skill set to create space to support and connect our students in the Cal State LA community.” **Angelique, Staff**

“As the semester progressed, we realized that we needed to focus on the other dimensions of wellness too, so our focus on intellectual wellness provided beneficial ways to manage students’ academic life.” **Kristen, Student Tutor**

## Lessons Learned

### Responding to the Pandemic

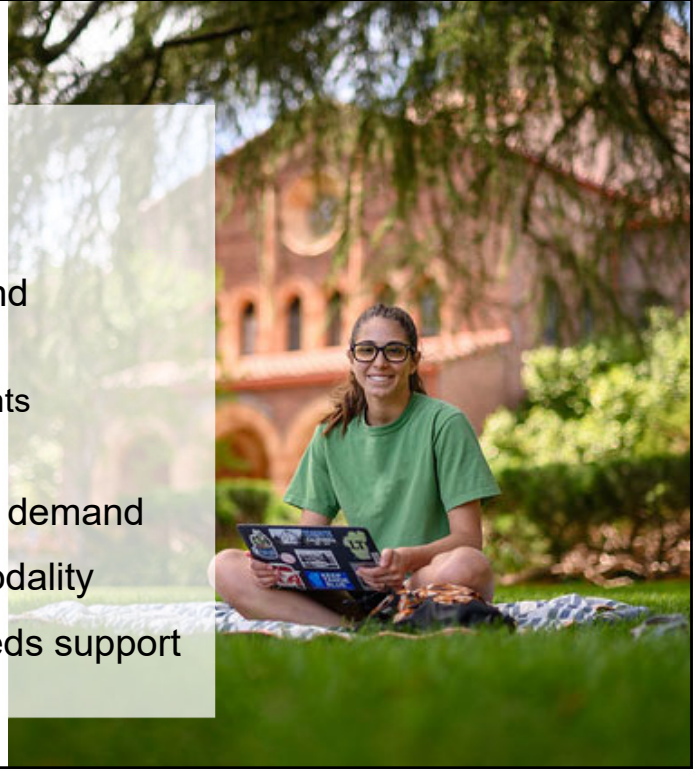
- Redefining community and belonging
- Leveraging flexibility of online services
- Encouraging campus collaborations
- Understanding complex needs



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## The Evolution of Student Affairs

- Declining California birthrate and impending enrollment cliff
  - Returning and older adult students
  - Increasingly BIPOC
- Continued statewide workforce demand
- Flexibility in time, place and modality
- Holistic wellness and basic needs support



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## Student Voices



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