From a Sinking Pirate Ship to "Covid Cruise Directors:" Utilizing Technology Platforms to Build Community in Isolation

CHECK YOURSELF. DON'T WRECK YOURSELF.

#PiratesProtectPirates

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Introductions

ECU

Learning Objectives

- Following the presentation, the learner will be able to:
  - Identify needs and gaps of current support efforts for students in quarantine or isolation.
  - Share technology options and means of virtual programming that incorporates already-existing tools and platforms
  - Brainstorm creative or innovative ways to connect with students in Q/I housing while involving multiple campus departments
  - Incorporate assessment means to receive feedback and data on Q/I programs

Visual settings

Edit

When poll is active, respond at **PollEv.com/steventrotte603**

Text **STEVENTROTTE603** to **37607** once to join

What methods did you use to offer services/programs to students in isolation/quarantine?

Created isolation/quarantine specific programming

Repurposed existing content and programs (i.e. lather, rinse, and repeat)

Outsourced programs to community partners or programs

Other

Poll Everywhere

How it started— our "sinking Pirate Ship"

- Q&I Plan from August 2020
  - Developed in coordination with Campus Living and other university offices
  - Off-campus location (48 beds initially, with option to add more as needed
  - Included "the basics"-- housing, food delivery, transportation, health services
  - Within two weeks, we exceeded capacity

Surviving August...

Challenges of creating engagement in the fall?

Time, resources, planning and needs

The "Pivot"

- In September 2020, ECU made the call to "pivot" to alternative virtual instruction for undergraduate classes.

- On campus population went from ~5,000 to about 800 students in single occupancy rooms in one neighborhood

- As restrictions changed, more virtual events and programs were added

- Campus Living also began a surveillance testing program with on-campus Q&I

Time for "Plan B"--and opportunities to connect

# In times of crisis

| Trust | Compassion | Stability | Hope |

Creating the "Team" with our Team!

- Things settled down and we recognized a need to address mental health and well-being of students in I&Q

- First thought was a "virtual Webex room" that students and other staff members could enter/exit as needed

- A consultation with ITCS led us to Microsoft Teams and creating multiple channels for different areas/needs

- We reached out to partners in programming to begin building our "itinerary"
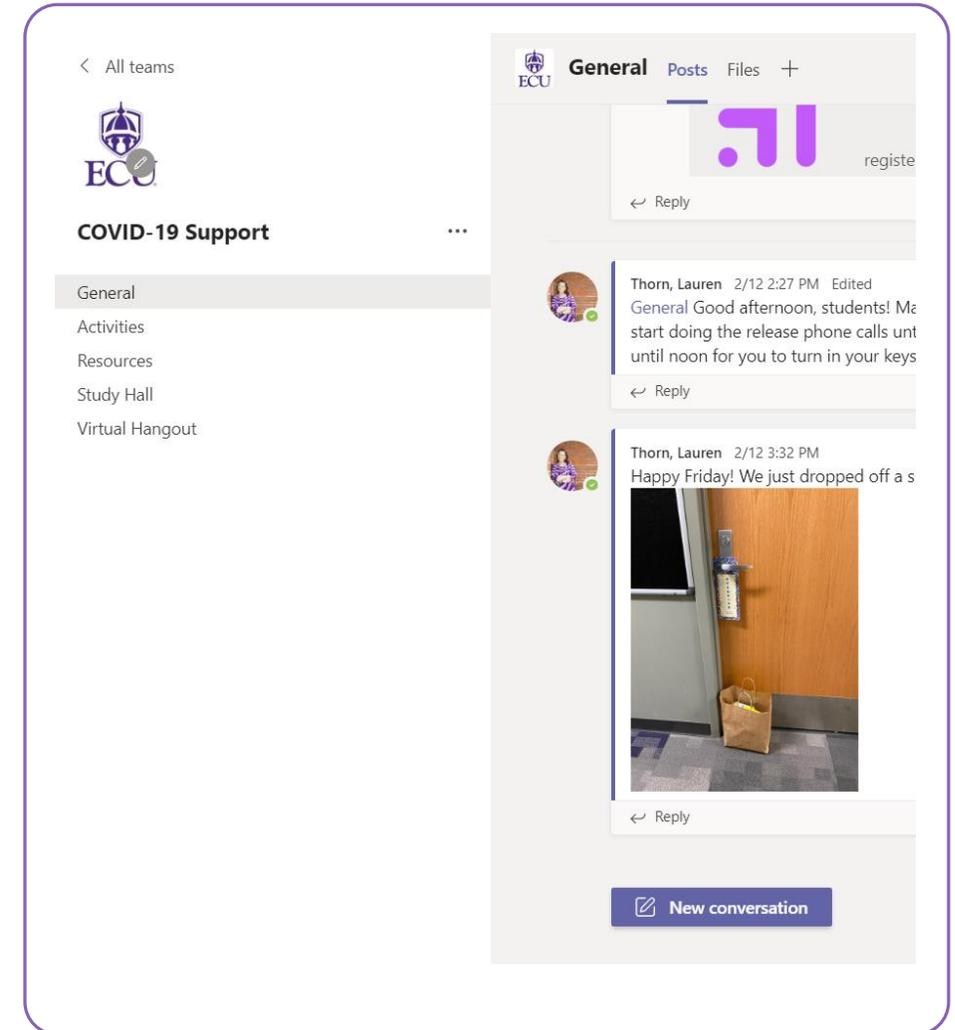
Pulling in the "Well-Being" Perspective

BetterYou

Ready to become your BetterYou?

Register with your university email address and download the BetterYou app today!

register.betteryou.ai

Go!

Casting away with our COVID Cruise

- Divide and Conquer

- Planning for the Unexpected

- Don't Reinvent the Wheel

- The Individual Focus matters!
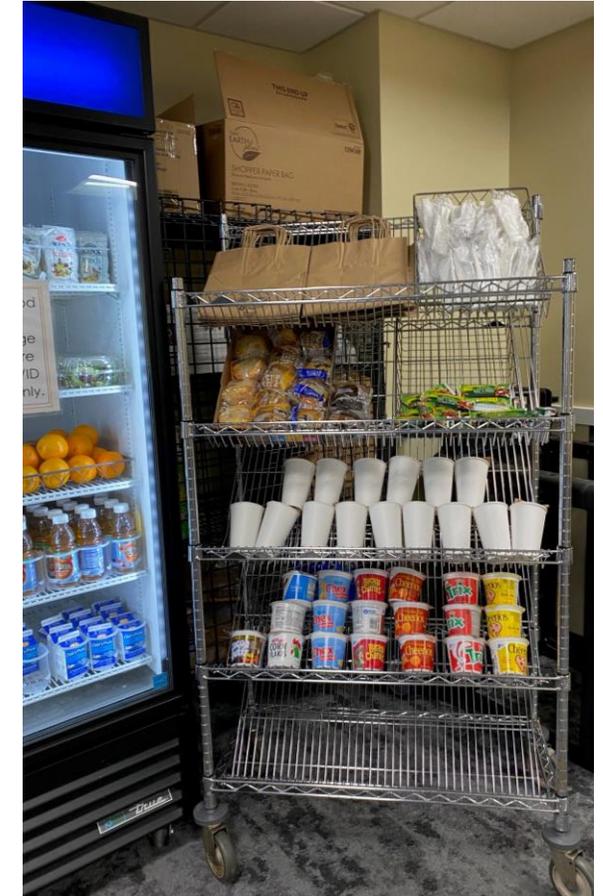
Getting feedback...

- Incorporating Assessment Measures

- Changes to add to the experience and improve student compliance within the process

- Drawing on community partnerships

And navigating our new course

- Daily check-ins via Teams

- Outdoor time!

- Thrival Kits

- Including pilot program from Department of Addiction and Rehabilitation Studies
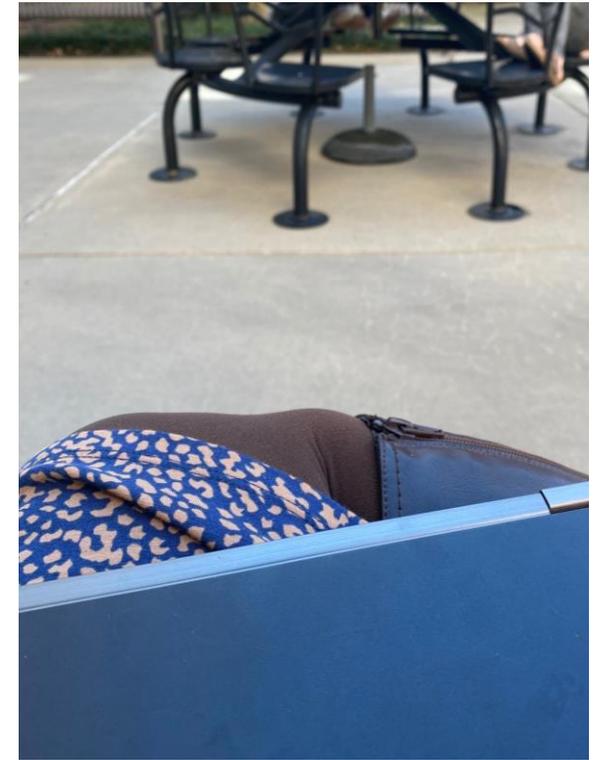
Considerations as we move forward

- Need to delegate more tasks for others as we return to some normal job responsibilities—but this will lead to opportunities to bring in groups who could support this project in different ways

- Working to automate the system as much as possible

- Remaining in touch with concerns or needs of the students as they change (second semester compared to first semester students)

- Finding ways to apply to other scenarios—a "pause" for campus buildings or when swarm testing is needed because of wastewater

Key take-aways and lessons we've learned

○ Customer service skills and a focus on overall well-being matters, especially when dealing with a sick student during a pandemic

○ Students need options to connect and socialize, and they will bond over these experiences when given the opportunity

○ Meet the students where they are and find ways to stay in touch.

○ Post-service interaction is equally important—looking at how we "disembark" students after they've made these connections

ECU Pirates, Parents & Alum 🏴

Thank you, ECU. Thank you to the folks answering texts from isolated students at 10pm at night. Thanks for taking care of my kid. Luckily, they all tested negative on Sunday morning and are being sprung from COVID jail right now!

👍❤️😆 70   16 Comments

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Questions? Discussion?

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