



### A MESSAGE FROM THE ASSOCIATE VICE PRESIDENT FOR STUDENT SUCCESS, Ryan Travia, Ed.D

Reflecting upon my 20 years in higher education, working at the intersection of college health and student affairs, this past academic year has by far been the most challenging. Navigating the COVID-19 pandemic, witnessing unconscionable violence perpetrated against people of color, responding to significant stress levels being experienced by students, staff, and faculty alike, while acclimating to a new role and leading a significant reorganization of what was previously the Office of Academic Services, preserving the health and well-being of the Babson community, while being mindful of my own limits, has been like nothing I have experienced. Much of my inspiration for persevering through these seemingly

intractable times has been derived from witnessing the incredible resiliency of our students and the tremendous ethic of care demonstrated by Babson staff and faculty, toward one another and importantly, in support of our students. The departments within the Student Success Portfolio rose to the challenge, literally working around the clock, responding to a wide range of physical and emotional health concerns, administering COVID tests, reading results, initiating contact tracing, serving as case managers, ensuring that students with disabilities had access to the full range of reasonable accommodations, with the added complexities of a remote learning environment for many, providing pastoral care and facilitating interfaith dialogue, supporting survivors of sexual violence, and offering student-centered personal and academic advising. In many ways, this year could be encapsulated under the auspices of "other duties as assigned." I am incredibly grateful to colleagues from Athletics & Recreation, Human Resources, Public Safety, Student Life, and Wellness & Prevention Services for fully embracing the "One Babson" mantra, taking on significant responsibilities above and beyond their job descriptions. This included jumping-in as observers and registration coordinators at the COVID-19 Testing Center, serving as case managers for nearly 1,000 students who tested positive for COVID-19 and needed to be placed into isolation as well as those identified as a close contact of a positive person, thus requiring quarantine. Individual outreach was made to these students on a daily basis, meals were delivered twice/daily, beds were made, supplies were replenished, quarantine/isolation (Q/I) rooms were turned over, only to start the process over again. It was like we were living *Groundhog Day*. And none of this would have been possible without the heroic efforts of Babson's Facilities Team, who cleaned and disinfected academic buildings and residential spaces at all hours, day or night; ITSD, who developed a series of technological solutions to enable academic continuity and excellence and created more efficient systems to track and monitor compliance with various COVID protocols; Babson Dining, who provided nutritious meals for the community, while preparing and delivering breakfast, lunch, and dinner to students in Q/I; the Babson Executive Conference Center, who so generously donated their space to house students in Q/I; College Marketing for crafting clear, consistent communications to ensure that all members of the Babson community were aware of new policies and the ever-shifting public health guidance; and the countless others who contributed to literally making this year possible. The very essence of "ONE Babson" was manifested through the collaboration and community that was built this year.

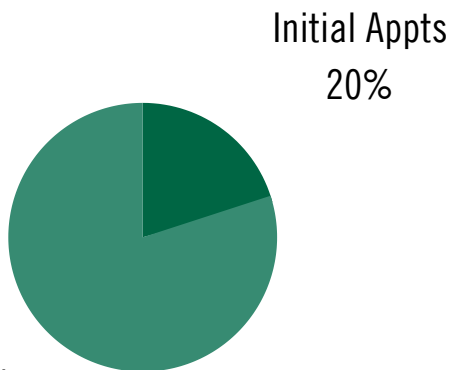
# BABSON COLLEGE

| Counseling and Psychological Services

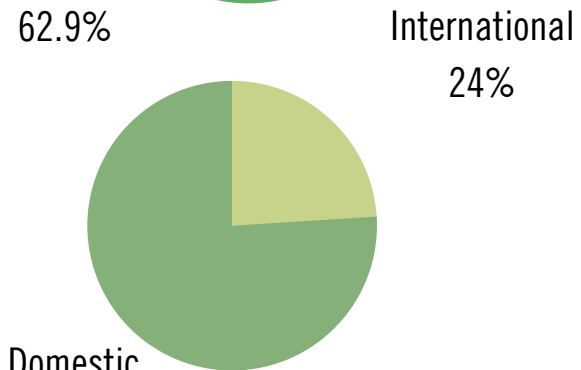
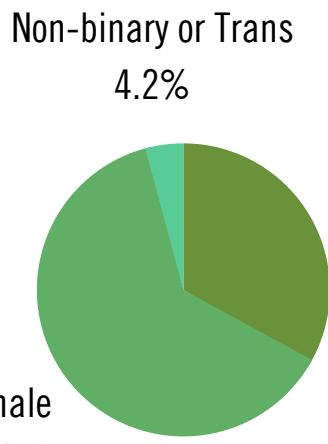
The mission of Counseling and Psychological Services (CAPS) is to provide high-quality, responsive, inclusive and flexible mental health services to all eligible Babson undergraduate and graduate students, supporting whole-person wellness and empowering students to thrive in their endeavors during and beyond their time at Babson. CAPS provides clinical services, education and prevention services, and crisis response.



**347 students seen**  
**1776 total appointments**

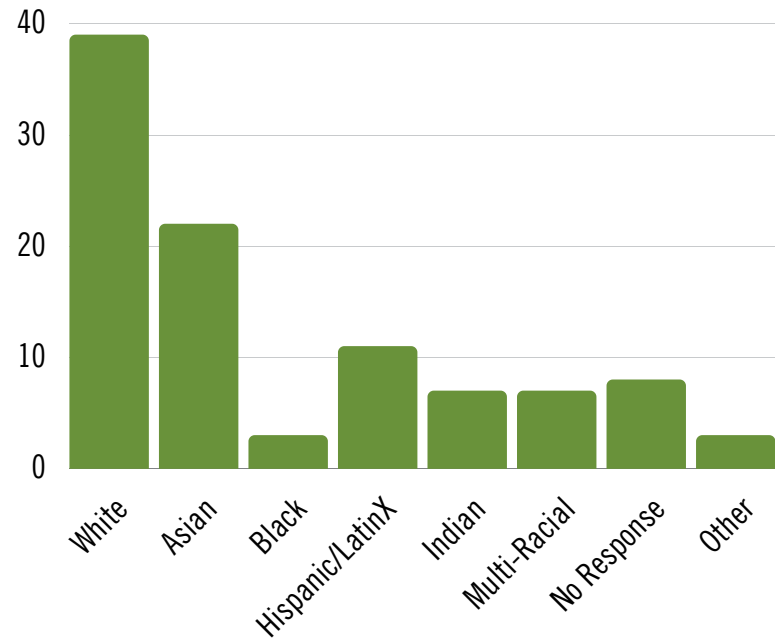
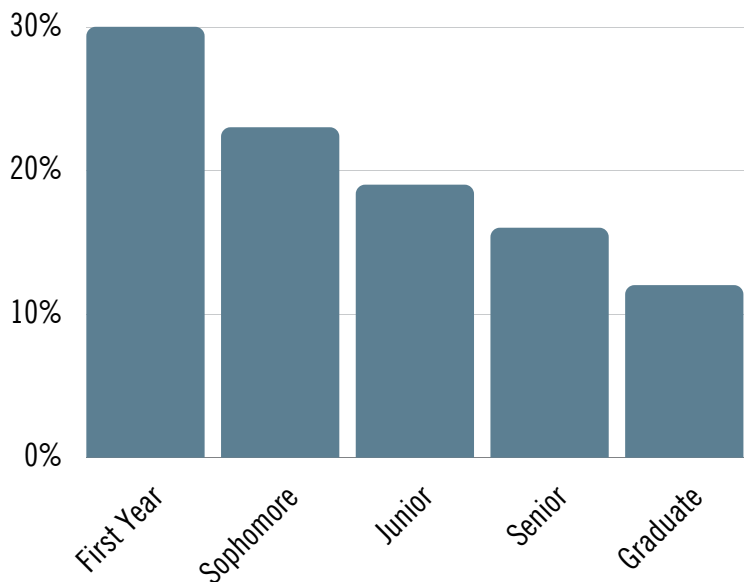


*\*includes ongoing counseling, crisis appointments, referral meetings, etc.*



## Top Presenting Concerns

- Anxiety Disorders
- Relationship Concerns
- Depression



# 2021 Critical Few Objectives

## Advancing Diversity, Equity & Inclusion:

Training on diverse identities

Outreach to marginalized students to assess needs

Visual additions to identify CAPS as an inclusive space

Changed from binary categorizations of race, ethnicity and sex

Considered student identity in treatment plans

Added "oppression" as a treatment concern



## Therapy Services:

All sessions via WebEx

Drop-In Groups Available

Office space offered for privacy

Identified home state resources for students  
unable to return to campus

“CAPS has been excellent and has opened up many opportunities for me to navigate my mental health concerns.”

“I think CAPS is a wonderful service that students truly need during these difficult times when we're all more isolated than we normally would be in a regular year. This was one of my main support systems this semester and I don't think I would have made it through otherwise.”

Jan Holton, Director of Counseling and Psychological Services, will retire from Babson on July 30, 2021. Jan has reliably and capably led Babson's CAPS program since November 2012. Chief among Jan's many accomplishments was ensuring a seamless transition from what was historically, a primarily outsourced counseling program, to a vibrant, comprehensive, and fully-insourced department focused on promoting and supporting the mental health and emotional well-being of all students. Jan is a staunch advocate for our students, especially those from marginalized groups or for whom voices must be amplified. Her calming presence, genuinely caring demeanor, and sense of humor will be sorely missed.

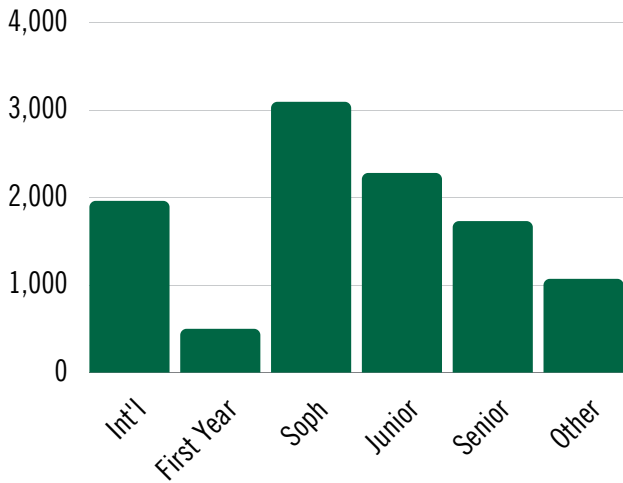
# BABSON COLLEGE

| Health Services

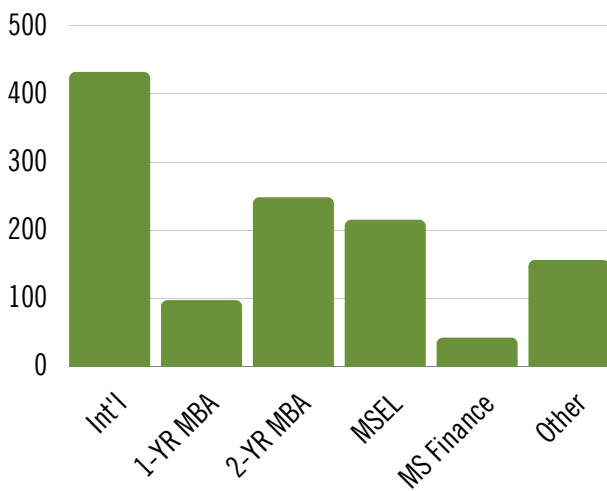
Our mission in Health Services is to assist Babson students in maintaining optimum physical and emotional health through the provision of high quality, comprehensive medical care in combination with health education and wellness services that are both easily accessible and cost effective.



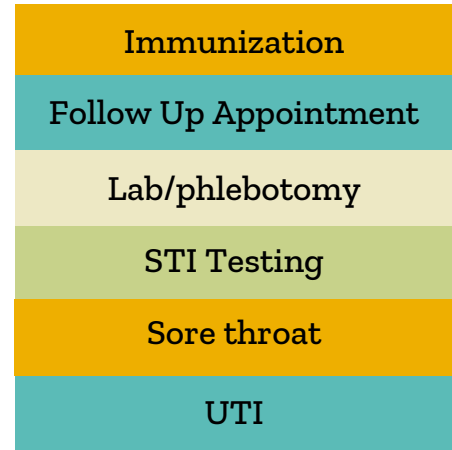
## 9618 undergraduate appointments



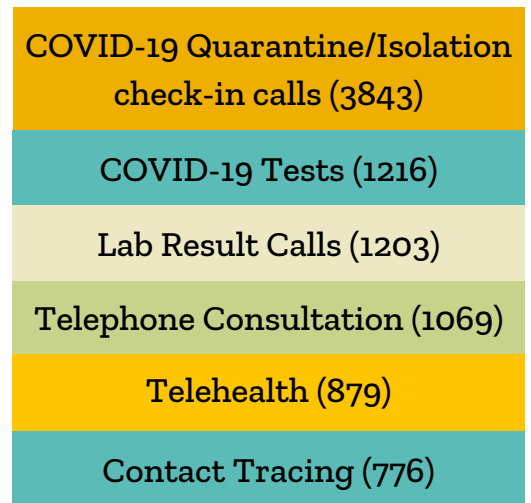
## 750 graduate appointments



## Top In-Person Visit Reasons



## Top Visit Reasons Overall



- 44 HPV Vaccines
- 443 Flu Shots
- 879 Telehealth Appointments
- 547 Immunization Visits

“ Thank you so much for the detailed inputs. I really appreciate it very much. You are awesome! We are blown away by the way Babson, you and others have planned for and handled matters relating to COVID. Our kudos to the entire team. A job extremely well done. Very, very impressive. I truly believe we (Babson) are a leader in this aspect amongst colleges nationally. Thanks again for everything you do. ”

- Parent of first-year student

# 2021 Critical Few Objectives: Managing the COVID-19 Crisis

## Testing Data through 6-30-2021



<b>105,037</b> Total Tests	<b>103,283</b> at Main Testing Center
<b>73,825</b> Student tests	<b>1,614</b> at Health Services
<b>31,212</b> Employee tests	<b>140</b> at Boston Campus

## Quarantine/Isolation Data

Fall	Spring	Full Year
111 quarantined 59 on campus 52 off campus	409 quarantined 183 on campus 184 off campus	520 quarantined 242 on campus 236 off campus
67 isolated 34 on campus 33 off campus	344 isolated 159 on campus 185 off campus	411 isolated 193 on campus 218 off campus
<b>178 total</b>	<b>753 total</b>	<b>931 total</b>

### Commencement

Verified compliance with testing requirement for 1130 registered students. Health Services staff and testing site staff were trained and performed Binax now antigen testing for commencement weekends.

### Trainings & Staffing

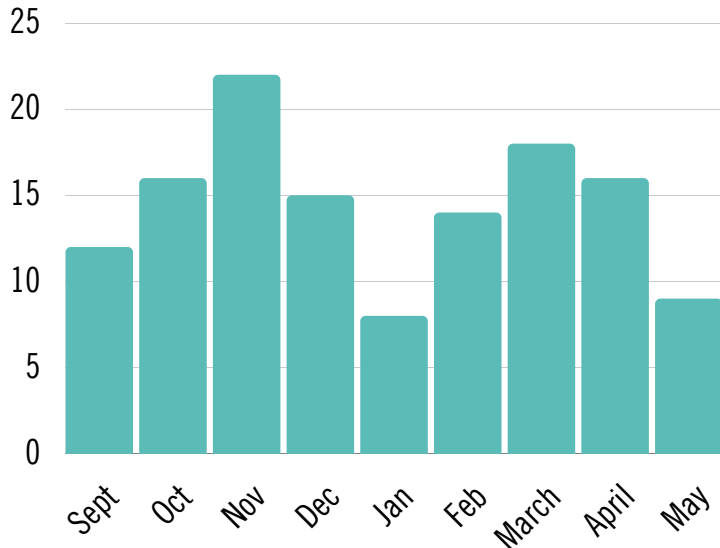
Health Services and Athletic Training staff completed Johns Hopkins contact training course. Staff also completed training on COVID-19 vaccination. Called up per-diem staff to manage COVID-19 after hours and weekends.

# BABSON COLLEGE

| Religious and Spiritual Life



## Student 1:1s



*The student experience and wellbeing are at the core of our values and essential to our work. This year we worked tremendously hard to ensure students felt heard, seen and knew they belonged.*

RSL provides a welcoming and liberating space for students to discover and explore their spiritual journeys, interconnectedness within their identities, and building community. We believe our support and care should go beyond programming and events, therefore we are intentional about establishing relationships with students regardless of religion or beliefs. The student experience and outcome are most important to our work and dedication to equip, engage and edify every individual we encounter.

## Conversation Topics



**Denicia Ratley**  
Director



**Elizabeth Oh**  
Protestant Chaplain



**Bilal Mirza**  
Muslim Chaplain



**Neal Gold**  
Jewish Chaplain



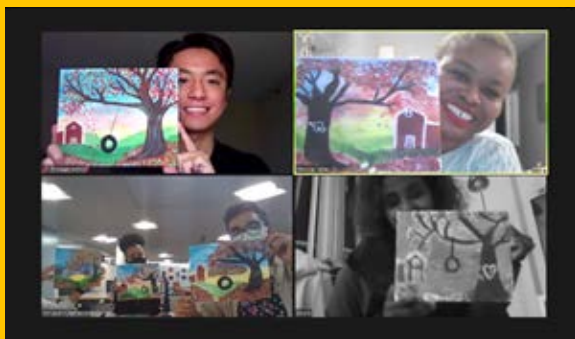
**Donna McKenzie**  
Catholic Chaplain

# 2021 Critical Few Objectives

Throughout the year, RSL provided students a safe space to practice their religious observances. We created interfaith opportunities and celebrated holy and holidays. Our weekly programs continued in a hybrid format - student

leaders diligently passed out Shabbat meals every Friday and offered encouragement bags with notes about spirituality and ONE Babson during finals.

Inclusive and diverse programs and events were offered to the community, supporting students beyond academics, offering time of rest, fun, and reflection.



“ I really enjoyed myself, I didn't know how much I needed this. ”

- Sophomore student



“ I wasn't really interested in my faith, but you've made it clear and interesting. Now I'm proud to say I'm Jewish. ”

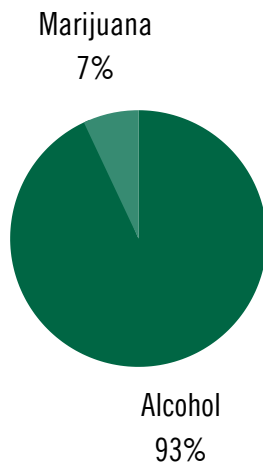
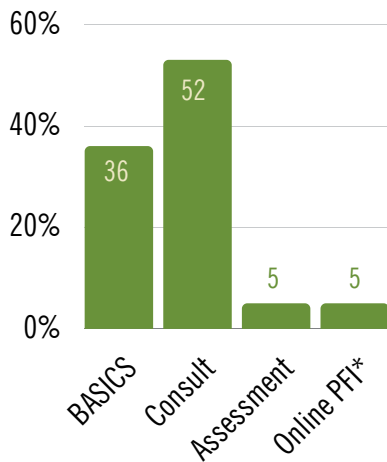
- Junior student

# BABSON COLLEGE

| Wellness & Prevention Services



## 57 substance use interventions



\*personalized feedback intervention

62 students for total of 89 meetings

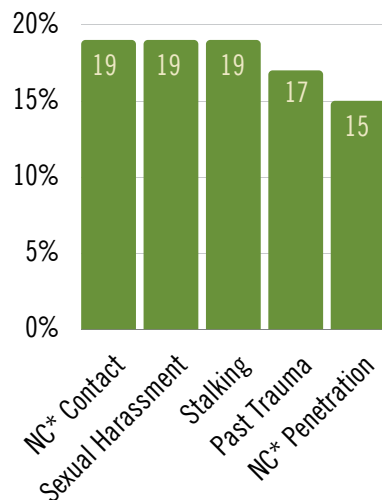
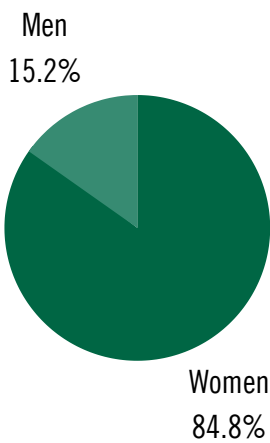
9 substance related hospital transports

2 voluntary interventions

65% meetings with first-year students



## 46 disclosures of sexual or relationship violence



\*non-consensual

39 calls to the 24/7/365 SAFE Hotline

30% disclosures involved Alcohol/Other Drugs

48% disclosures from first-year students

64 students for total of 104 meetings

Wellness & Prevention Services supports population-level health, well-being, and safety through an evidence-based, environmental, community-oriented, strategic prevention portfolio that is grounded in harm reduction, health promotion, peer education, and direct services.



120 participants in the student leader social connection text course



100+ sleep kits distributed across campus



44 calls to the guided meditation voicemail | 781-239-REST (7378)



35 safer sex product package deliveries (service began in February)



4 virtual sections of Grit & Resiliency 6-week course (2 fall, 2 spring)



200+ sign-ups to receive a curated E-Care Package of Virtual Activity Ideas



3 "Take a PAWs with FINN" Events



40 "COVID Conversations" with students that violated COVID-19 policies



45 activity kits supplied to Substance-Free students with the BOW Collaborative Grant



304 attendees at CARE Week Event with the authors of *Sexual Citizens*

“Being able to speak with someone confidentially helped me process the difficult situation I was in.”

- sophomore, W&PS client



# 2021 Critical Few Objectives

## Managing the COVID-19 Crisis:

Case Management for late arrival, quarantine/isolation, and traveling students.  
 "COVID Conversations" for policy violation follow-up with students.  
 All interventions held virtually and accommodated all time zones.

## Diversity, Equity and Inclusion:

Incoming cohort of Peers on Wellness (POW) is most diverse yet.  
 Professional development opportunities specifically focused in DEI topics such as the inherent privilege of self-care.

## ONE Babson:

Increased students' networks with an Arist text-based community building course.  
 Well-being vantage point provided on Entrepreneurial Leadership Village (ELV) design focus groups.



Sustained a membership of 28 peer educators

Largest and most diverse recruitment yet, with 20 new POWs starting in August 2021

Developed a 7th subcommittee: Alumni and Advancement to engage with POW alumni

### GROUP DEVELOPMENT & COMMUNICATIONS

6 bonding events  
 37 applications  
 31 interviews  
 20 new POWs

### PUBLICATIONS & PR

6 issues of Stall Street Journal published & distributed

### I CALL BECAUSE I CARE (GRANTS)

Instead of POW Party Grants, planned re-launch of Amnesty Policy

### CURRICULUM

Eating disorders  
 COVID Crash Course & Vaccine Info  
 Quit Vaping

### ALUMNI & ADVANCEMENT

Digital Stall Street Journal  
 Babson candle fundraiser  
 LinkedIn group

### EVENTS

Candy & Condoms  
 Sex in the Dark  
 CARE Week  
 Let's Talk Mental Health

### MARKETING

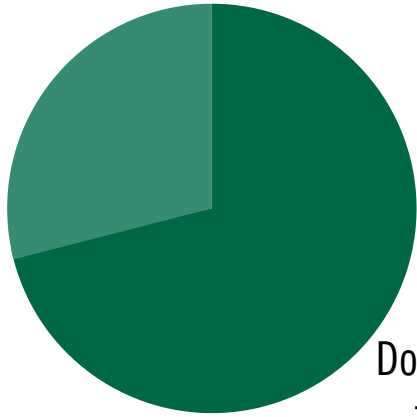
38 instagram posts  
 856 instagram followers  
 average 49 likes per post

# BABSON COLLEGE

| Student Advising & Success



**3116 scheduled appointments**



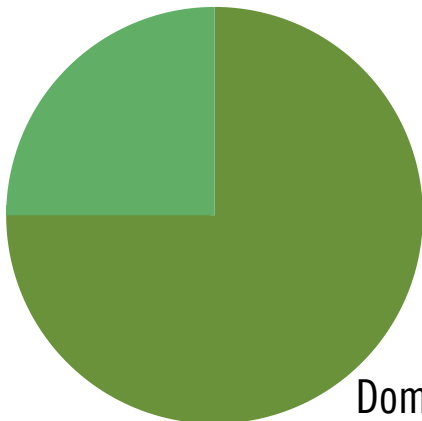
International  
29%

Domestic  
71%

12% Scheduled Appointments  
with Transfer Students



**664 drop-in appointments**



International  
25%

Domestic  
75%

11% Drop-In Appointments  
with Transfer Students

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.

## Top Meeting Topics



## Programming



# 2021 Critical Few Objectives

As part of the ONE Babson initiative and alongside colleagues across the institution, the advising team adopted two new student information systems: Salesforce Advisor Link and Workday Student. Due to the ongoing COVID-19 crisis and in an attempt to work with students everywhere, the advising team expanded options for student meetings to include WebEx, skype, and in-person choices. All of our programming was offered virtually to include all students, regardless of location, and our advising hours were offered at varying times of day (including as early as 6:30 am, ET) to accommodate multiple time zones. We also created and shared asynchronous tutorials for students on a variety of topics.



## Office Structure:

Class Dean title changed to Student Success Advisor, and team moved under newly created Student Success Division

## Working Groups:

Mission and Vision  
Office Name Rebrand (OAS to SAS)  
Reimagining Advising  
Staff Engagement

# BABSON COLLEGE

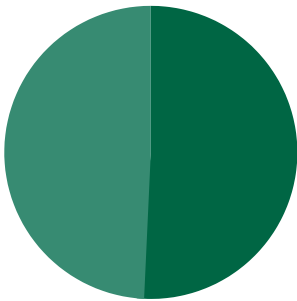
| Accessibility Services



**1,388 meetings**

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

Female  
49.3%

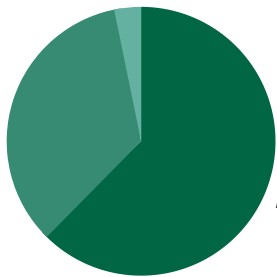


Male  
50.7%

**Total Applications for Accommodations: 311**

Meal Plan  
3.2%

Housing  
34.4%

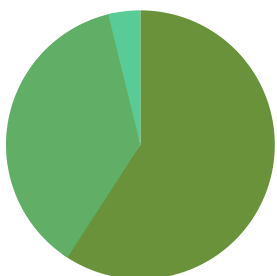


Academic  
62.4%

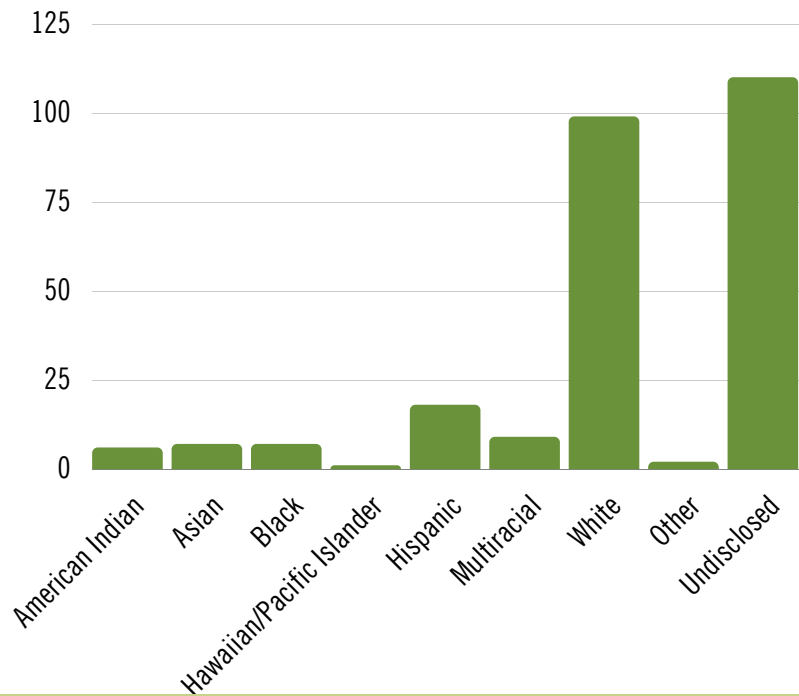
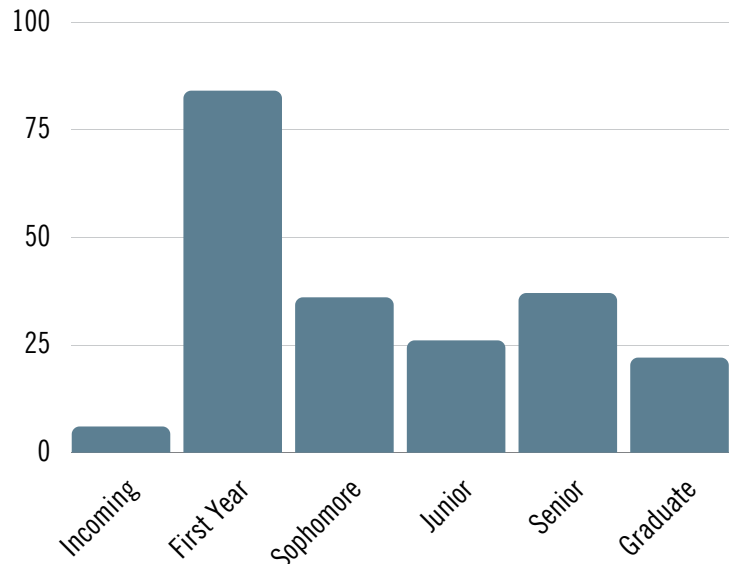
**New to Accessibility Services Students: 219**

Meal Plan  
3.8%

Housing  
37%



Academic  
59.1%



“Accessibility Services helped me in ways I couldn't have imagined before arriving at Babson. The entire team was incredibly proactive when finding solutions to my learning difficulties, and they became very trusted advisors throughout my college career. I am beyond grateful for all they have done for me.”

# 2021 Critical Few Objectives

## Transition to online:

Created Accessible forms  
Collaborations with IT  
Promoting Universal Design for Learning (UDL) for note taking

## Tech Tuesday Topics:

Reading Applications  
Accessible Presentations  
Captioning  
Speech-to-Text and Text-to-Speech

## Embracing the Entrepreneurial Spirit:

Met students across time zones  
Thought outside the box to create online spaces that replicated the in-person experience and level of support



**Mary Powell**  
Director

*Every decision we have made to improve our resources, our services, and our communication has been with our community at the forefront. We believe that this is true for our students, our colleagues, and our college as One Babson.*

*Our responsibility and commitment to the college, our students, and ourselves in Accessibility Services is to ensure that all Babson students have equal access to their learning.*

*The services we provide strive to remove barriers for students with disabilities so that they can reach their full potential as both a Babson scholar and a community member.*