COVID-19 Student-Faculty Facilitation Network

**Problem:** Increase in student concerns in transition to “online instruction” now and throughout the semester

**Proposal:** DEI, in coordination with Academic Affairs and Student Affairs, establishing a streamlined system for rapid response to student academic concerns relating to the transition to remote web-enhanced during COVID-19, providing individualized accompaniment as well as systematic support to students as needed

**New roles:**
- Student-Faculty Facilitation Coordinator (SFF Coordinator)
- Student-Faculty Facilitation Liaison (SFF Liaison)
What is the COVID-19 Student-Faculty Facilitation Network?

The Student-Faculty Facilitation Network (SFFN) is a mechanism to assist with the implementation of the Faculty Senate Resolution, “COVID-19 Emergency Measures for Student Academic Success,” as well as the values articulated in the Diversity Council’s statement on “Equity and Inclusion at UNM During COVID-19.” The SFF Network will facilitate communication between faculty, and their students who may face unprecedented barriers toward their academic success during these extraordinary times.

Steps in Student-Faculty Facilitation

1. Student and/or university staff/faculty who identify concern contact Rodney Bowe, SFF Coordinator, who records concern in grievance database;
2. If additional support required to address academic/instructional concern, Rodney confers with (Zerai/Cheek/Gutierrez/Aleman and) SFF Liaisons (Chi/Hutchison) to make referral to appropriate SFF Liaison;
3. SFF Liaison email/phones/zooms with student (and their support) to discuss concern and possible remedies;
4. SFF Liaison arranges student-instructor communication, accompanies student in seeking to resolve student concern;
5. If intervention is unsuccessful, or negative pattern with an instructor or course is evident, SFF Liaison may also elevate concern to Chair/Dean/Provost level;
6. SFF Liaison reports outcome to SFF Coordinator, who also follows up with student and any support persons/professionals.
What are concerns that will not be handled by SFFN?

- Concerns about bias and discrimination will be sent to the Office of Equal Opportunity and/or Lobo Respect Advocacy.
- Mental health concerns will be sent to SHAC, the Women’s Resource Center, and other resources as determined by OSA.
- Accessibility concerns related to remote instruction will be referred to or co-managed with ARC.
- Grade and other student success concerns that have not been generated during the period from the start of spring break 2020 through the end of the COVID-19 crisis will be handled by already established informal and formal university grievance mechanisms.

Faculty-Student Facilitation System Workflow