

BABSON COLLEGE

Student Success Annual Report 2022-2023



BABSON
COLLEGE



A message from the Associate Vice President for Student Success, Ryan Travia, Ed.D.

Overview

With the lifting of the COVID-19 public health emergency on May 11, 2023, Babson College, along with the rest of nation, has been working toward embracing a new normal. Treating the coronavirus as both endemic and one of any number of upper respiratory infections, we successfully transitioned to an isolation-in-place model, modified policies and protocols to coincide with local, state, and federal guidance, and after three long years, shuttered our COVID Case Manager program.

Earlier this year, I wrote an article reflecting on my experience managing through the COVID-19 pandemic. While I shared many lessons learned, including how colleges and universities can and should leverage this global disruptor as an accelerant, the real storyline is about the mental health epidemic, particularly among young people. While the mental health crisis preceded the pandemic by years, the residual impacts of COVID, namely isolationism, a lack of connectedness, health inequities, and heightened levels of anxiety and depression, have only served to exacerbate the myriad mental health challenges faced by so many within our communities. As you will see throughout this annual report, many of the efforts undertaken by the departments within Student Success this year centered on student mental health and emotional well-being. Below are a few key findings and initiatives that underscore these efforts and highlight some of the many programs and services provided by Student Success.

Counseling and Psychological Services (CAPS)

- Strategic priorities continue to be: (1) increasing access to services and (2) providing outreach and expert consultation for faculty, staff, and families.
- 11% of Babson students utilized CAPS in FY23 compared to 12% nationally.
- Babson launched a partnership with Uwill, a leading teletherapy provider with 25% of licensed clinicians identifying as members of the BIPOC community, to provide wraparound care (on-demand counseling and crisis intervention) via video, phone, chat, and text.



Campus Assessment, Response, & Evaluation (CARE) Team

- 203 CARE reports were submitted by community members regarding students of concern (consistent with average number of CARE reports received for prior 8 academic years).
- Most cases include mental health as either the primary presenting issue or as underlying to the concern at hand.
- 16 voluntary medical withdrawals were approved this year (average is 12 per year since 2015); 11/16 (69%) were mental health related.

Religious & Spiritual Life (RSL)

- RSL fosters both identity formation and spiritual well-being through the provision of religious services, interfaith dialogue, and community gatherings.
- Chaplains meet with students individually and as part of their faith communities on a range of topics pertaining to spiritual formation, identity development, and emotional well-being.



Department of Accessibility Services (DAS)

- DAS continues to provide a range of academic, physical, psychiatric, and residential (including meal plans) accommodations to ensure equal access to otherwise qualified students.
- 11.17% of Babson undergraduates and .68% of graduate students are registered with DAS for accommodations.
- DAS supports student mental health and emotional well-being through providing accommodations such as extended deadlines, note-taking assistance, and alternative testing arrangements, which can help reduce stress and anxiety, thus positively impacting their mental health.



Student Advising & Success (SAS)

- Student Success Advisors provide academic and personal advising to undergraduate students, focusing primarily, though not exclusively, on the intellectual and interpersonal dimensions of well-being.
- To increase both student satisfaction and student success, SAS has worked to increase appointment availability for students (both scheduled and drop-in) and offered programming focused on first-year students and first-generation students.



Student Health Services (SHS)

· Many students continue to present to SHS with psychosomatic and/or stress-related complaints. SHS has partnered with Dr. Sarah Gilani, Consulting Psychiatrist, CAPS, to provide weekly consultation to providers regarding prescriptive practices, medication management, and complicated psychiatric presentations in the health center. This has enabled and empowered our nurse practitioners to treat students with certain mental health concerns and to practice to the full extent of their licensure.



Wellness & Prevention Services (WPS)

· In addition to leading campus prevention efforts regarding alcohol and other drugs, mental health and emotional well-being, sexual health, and sexual violence, WPS continues to provide direct service to students in the form of consultation, psychoeducational interventions, coaching, and advocacy.

· WPS officially opened Babson's first mindfulness room this year on the first floor of Reynolds Campus Center. Students utilize the space to practice mindfulness and meditation as well as teletherapy.



About Babson Student Success

Taking an integrative, synergetic, student-centered approach to developing entrepreneurial leaders by providing a seamless and supportive living-learning environment that prioritizes self-advocacy, health, and well-being as central to academic, personal, and professional success.

The Student Success Portfolio includes Accessibility Services (DAS), the Campus Assessment, Response, & Evaluation (CARE) Team, Counseling and Psychological Services (CAPS), Health Services (SHS), Religious & Spiritual Life (RSL), Student Advising & Success (SAS), and Wellness & Prevention Services (WPS).

Department of Accessibility Services (DAS)

Total Number of Registered Student Accommodations for 2022/23 =

549

467 unique students at Babson used an accommodation at some point in 2022/23, this is 12% of the student community and an **↑** of 2% from last year.

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

Accommodation Breakdown for 2022/23

Academic

436

(79% of the total number 549)

Dining

13

(2.4% of the total number 549)

Housing

100

(18% of the total number 549)

↑ 9%

to last year's total of 401

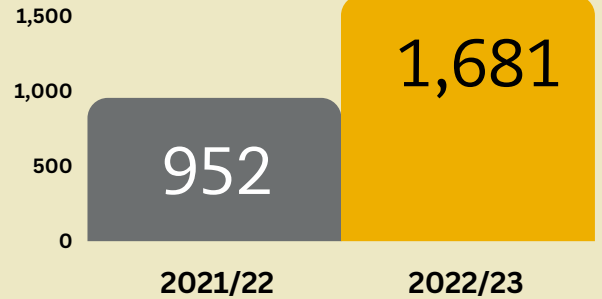
↓ 43%

to last year's total of 23

↑ 59%

to last year's total of 63

Total Number of DAS Student Meetings



- A yearly increase of 729 meetings, or 77%.
- Meetings may either be an initial intake when students first come to DAS, or any number of follow up communications as students have their accommodation.
- AIM, the application of record for DAS, provides an audit trail into communications with students. Examining these messages, it shows students are not reading them in a timely fashion. DAS is looking at supplemental communication tools for 2023/24.

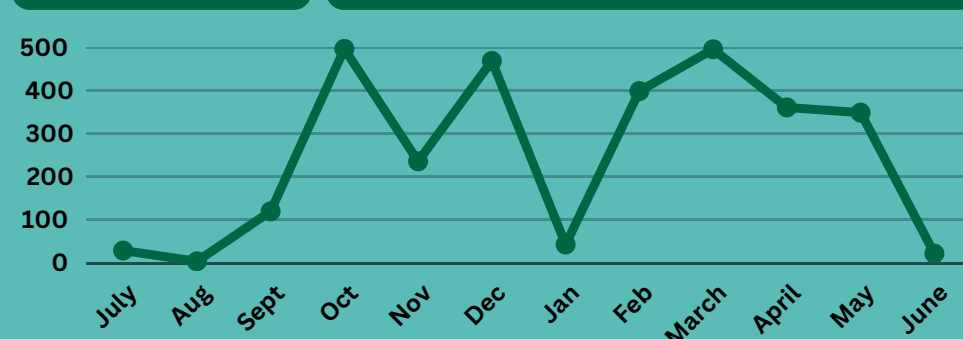
Proctoring Exam Program for 2022/23

Total # of Proctored exams in 2022/23

3,025

By the numbers...

- Total exams in 2021/22 = 2,605
- These figures indicate a significant increase of 420 proctored exam experiences, or **↑** 16% from 2021/22.



The volume of exams per semester trends upward in the months of October and March due to the majority of mid-terms being administered. Mid-terms begin the second month of a semester and exams can continue at a significant pace. The trendline increases again for final exams. (134 exams on 4/28, the first day of finals which occur in May.) Students witness these exam stressors first-hand and share them with DAS while the team works to try and alleviating them.

Note Taking Pilot Program for 2022/23

Month	# of New Students using Notetaking	# of Classes	# of Notetakers
July	7	15	4
August	7	15	4
September	110	90	46
October	4	10	7
November	5	4	2
December	0	3	0
January	38	23	15
February	13	54	20
March	1	6	5
April	0	0	0
May	0	0	0
June	9	14	6
Total/YTD	194	234	109



At the start of a semester, DAS meets with students requesting a note taking accommodation to review their courses to determine if it is appropriate to hire a note taker. If it is appropriate, DAS then goes through the process of hiring a note taker for the class to provide to the student.

- Note Taking Investment**
- 1,302 fall hours - \$18,554 @ \$14.25/hour
 - 657 spring hours - \$9,855 @ \$15/hour
 - 88 summer hours - \$1320 @ \$15/hour

Total = \$29,729



Love Yourself event

DAS Team



Programs and Items to Note for DAS in 2022/23

- Pilot Programs introduced for 2022/23
 - DAS submitted all accommodation requests on student's behalf vs prior when students had to submit the paperwork themselves. Both students and DAS had success with this approach, and it will continue.
 - DAS introduced a change to the Note Taking program to reach out to potential note takers so they might submit paperwork in accordance with the employment standards at Babson before the semester was to begin.
 - DAS also submitted exam requests for those students in the proctoring program. Tracked by staff and student workers in AIM, this program was organized and efficient regarding the scheduling of exams & proctor resources.
- DAS collaborated and supported other departments through hosting a booth at the Love Yourself wellness fair, participating in the Babson-Olin-Wellesley Health Innovation Day, meeting weekly with Residence Life, CAPS, and Health Services (SHS) to review applications for housing and dining accommodations, consulting with Student Success Advisors, and partnering with SHS and Athletics to update and monitor the concussion protocol.
- Challenges remain with exam room resources at Babson for proctoring, especially for a program that is continuously growing and experiences high-volume for mid-terms and finals.

"I'm so appreciative of all your help throughout my 4 years... Accessibility services helped me make the most of my Babson experience... the team's understanding and support reinforced my confidence in navigating academic challenges along with their unwavering support."

DAS student testimonial

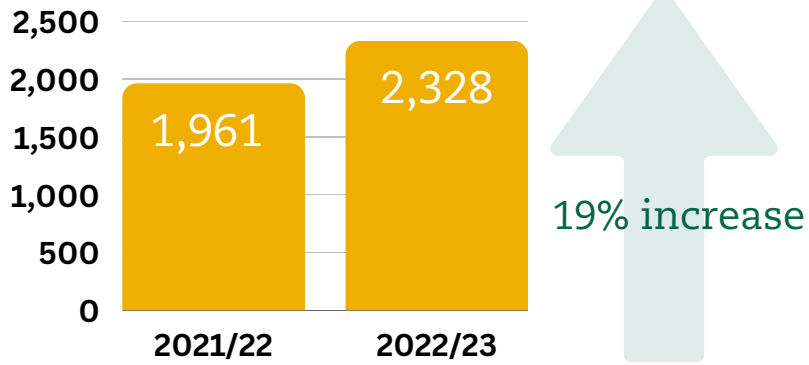
Counseling and Psychological Services (CAPS)

CAPS provides psychological support to students as they pursue their academic and personal goals at Babson College. Services include: consultation, assessment, short-term counseling, and referrals for longer-term counseling.

2022/23 Total Number of Appts =

2,328

Appt number comparison versus previous year

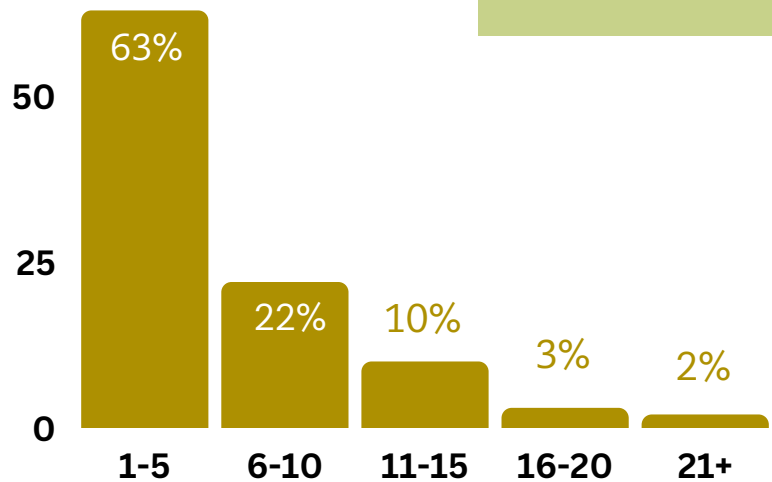


Unique students seen...

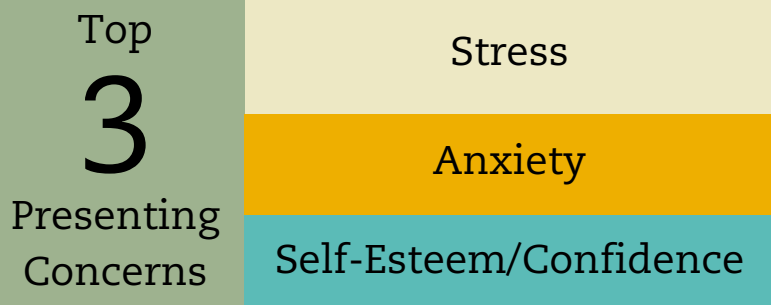
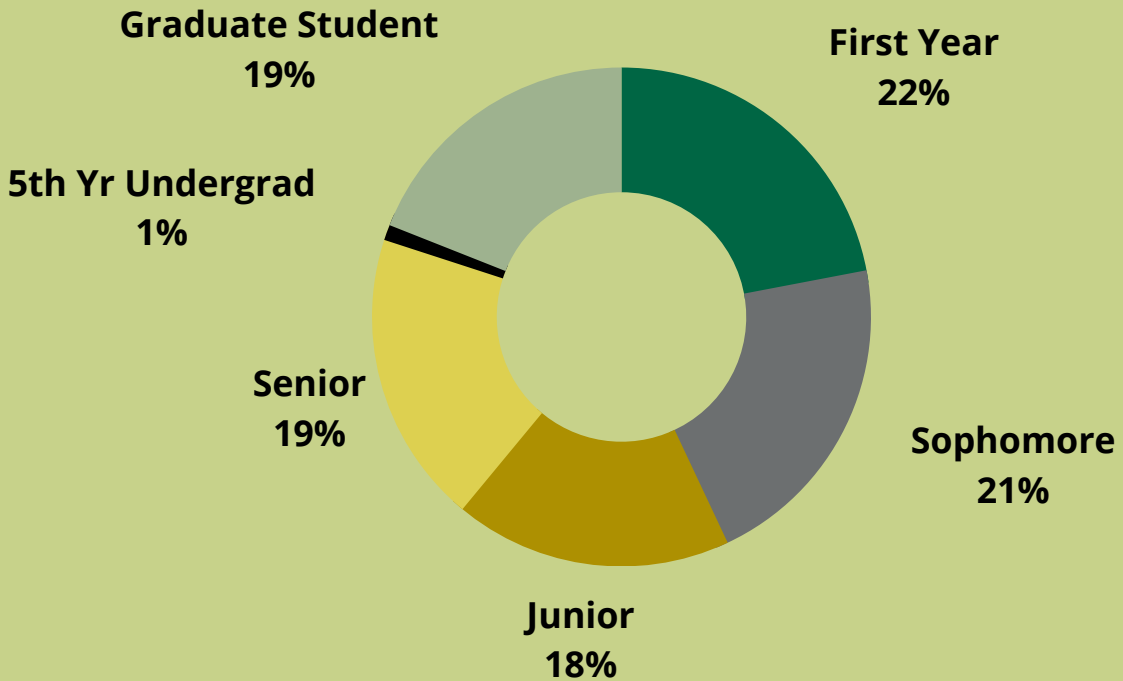
430

this represents 11% of the Babson community

Avg length of appts for students, via %



Appointments by Class Year

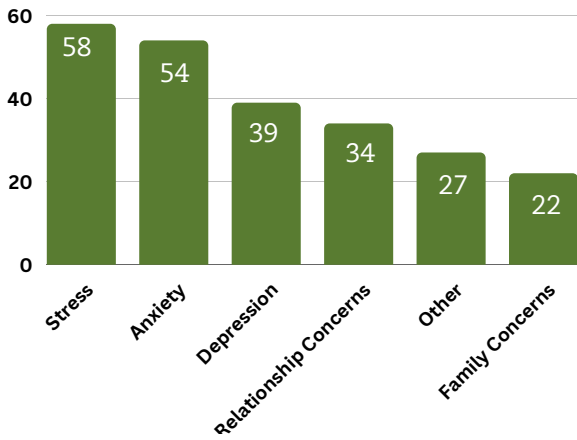


Expanded access of CAPS services and resources in 2022/23

- Due to the popularity of the new Same Day Solution Focused style appointments, increased offerings went from 2 to 3.
- A new satellite office space was created in the Len Green Recreation & Athletic Center and in the F.W. Olin Graduate School of Business to provide increased access to mental health services for student-athletes and graduate/professional students.
- Spring of 2023, Uwill program introduced to Babson students allowing for additional student counseling resources.



Total sessions by students

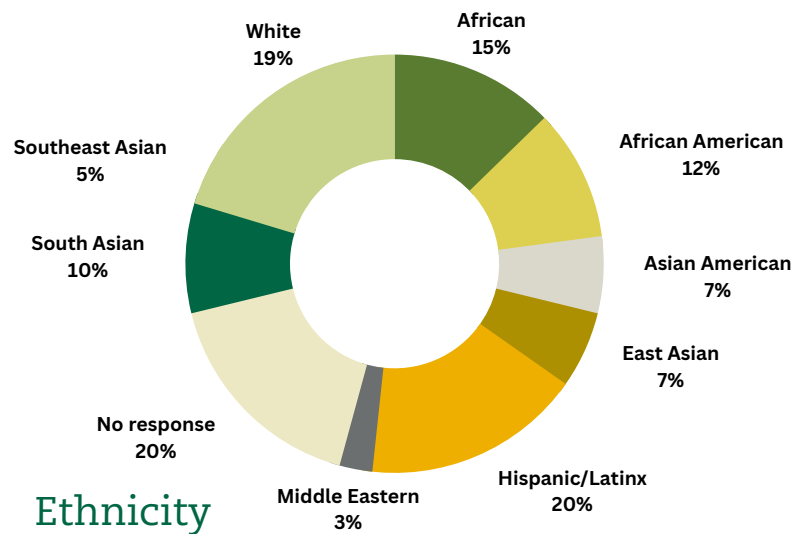


Top Reasons of Need Responses from Student Survey

Uwill Data



Crisis Calls



Ethnicity

Other ways CAPS engaged with students in 2022/23

- Fresh Check Day along with WPS, SHS, and SAS departments from Student Success
- Cookies with CAPS
- Love Yourself fair
- Consistent collaborations with CARE team

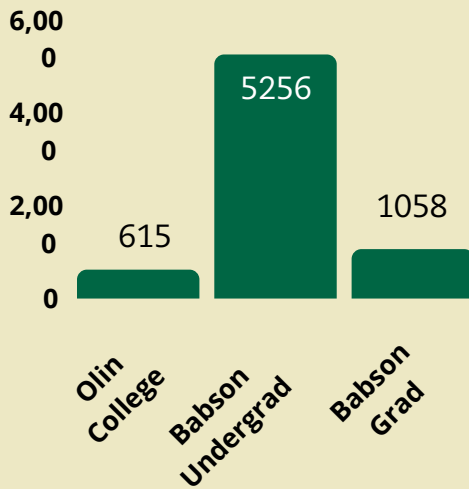


Student Health Services (SHS)



The focus of Health Services is to provide students with the ability to optimize their health, both physically as well as mentally. Through constant and evolving evaluation, the staff puts in place inclusive services & programs which are always looking to address this goal and endorse student self-advocacy.

2022/23 Appt. Totals



Total Appts = 6,929

2,153 Virtual vs
4,776 In Person

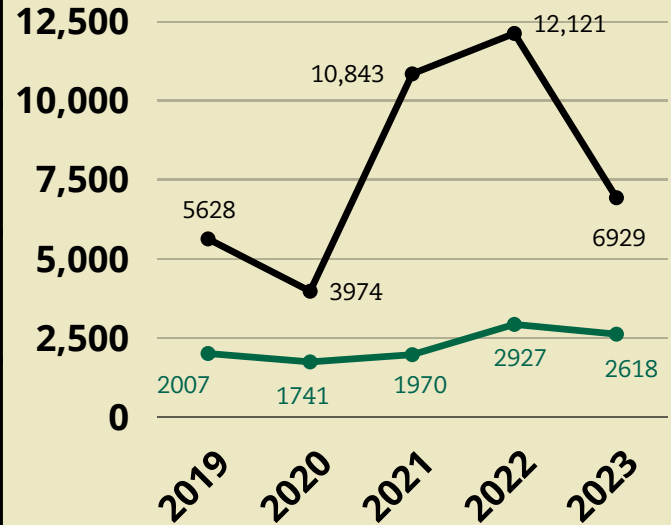
2,618 Unique Students
(60% of the community)

No shows = 425, (6% of
total appts)

Women = 3,682
Men = 3,244
Other = 3

Historical Perspective

■ # of appts @ SHS vs ■ unique students seen



Immunizations in 2022/23

State required immunization rates as of the end of the Spring semester

Undergraduates State Specific = 99%

Graduates State Specific = 99% for 9/1 enrollees

Graduates State Specific = 98% for 5/1 enrollees



Babson Health Services experienced a banner year in the state immunization compliance effort. Taking a multi-team approach while leveraging data and technology, the team acquired its highest compliance figures ever in 2022/23.

Covid 19 immunization rates for 2022/23

Undergraduates Covid Specific = 97%

Graduates Covid Specific = 91%

On May 11th, Babson moved from a mandatory requirement for the Covid-19 vaccine to a strong recommendation. This started the transition from an emergency funded pandemic measure to a Covid-19 endemic illness Babson will continue to address.



Top 3 Reasons Students came to SHS

Immunizations

Sick

Sore Throat

SHS numbers versus Previous Year figures & % change

326 Telehealth Visits 1,561 (↓ 80%)

178 Covid Rapid Binax Tests 930 (↓ 81%)

54 Travel Visits 2 (27 times more)

31 Abroad Physicals 0 last year

548 Rapid Strep Tests 438 (↑ 25%)

533 Flu Shots Administered 495 (↑ 8%)

1,066 Immunizations given 1,554 (↓ 31%)

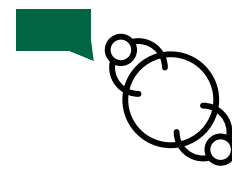
243 STI Testing Services 195 (↑ 25%)

174 Rapid Pregnancy Tests 108 (↑ 61%)

150 HPV Vaccine administered 102 (↑ 48%)

48 Nutrition Appts 40 (↑ 20%)

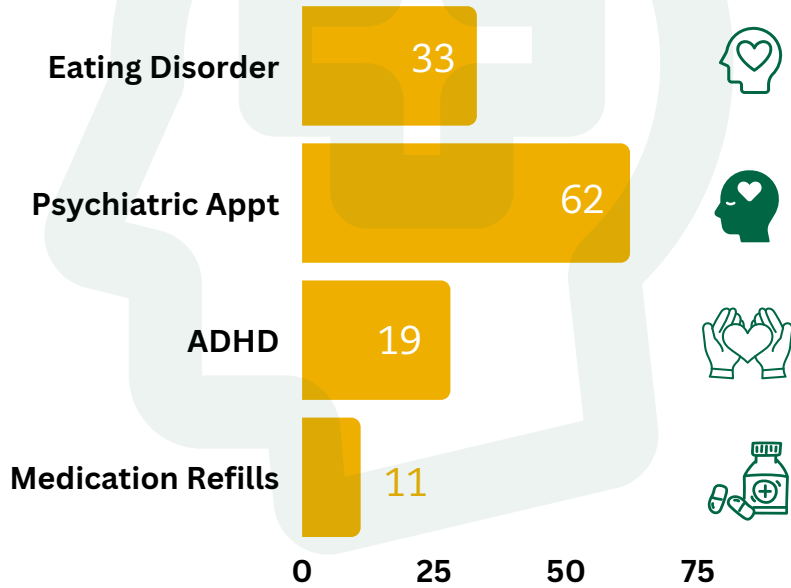
SHS collaboration with CAPS and staff Psychiatrist



Starting in the fall of 2022, Dr. Sarah Gilani from CAPS began working with SHS clinicians who managed medications and mental health needs for students. Dr. Gilani and SHS clinicians were able to gain insight into how respective clinics operate and what resources are offered, which helps with the coordination of care.

125 Mental Health Appts @ SHS

Some of the appt experiences



Testimonials at SHS



I have been so totally impressed with Health Services every step of the way, from the evaluation to the transfer to the ER to the follow-up services. He has felt very supported. It's wonderfully comforting as a parent to see the excellent Babson services in action. - Parent

...thank you from the bottom of my heart for all of the care and service that you rendered me. Indeed it means a lot for students, especially for those from a different part of the world, and who do not have family members locally. More than the medicine, it's the touch of love that heals the people.

- Babson Student

Just a quick note to say thanks and keep up the amazing work!... Athletes are getting seen same day, they are getting great treatment and advice on how to proceed safely... really awesome stuff from my point of view.

- Babson Coach

Student Satisfaction

In December of '22, SHS and the Data Team created an anonymous student survey sent electronically to the student after their clinic appt. The purpose was to solicit feedback on the student experiences and understand when and where adjustments could be made. 187 students responded and the rating questions were on a scale of 1 to 5, where 5 represents a perfect score.

Avg Rating Responses / Survey Questions

- 4.91 - Rate your check-in experience.
- 4.70 - Rate if today's service met your needs.
- 4.83 - Rate the quality of explanation for your treatment plan.
- 4.89 - Rate that your confidentiality was protected.
- 4.90 - Rate the cleanliness of the clinic.



How likely are you to use SHS again?
(181 = definitely, 3 = only if no other option, 3 = will not use SHS again)

Would you recommend SHS to others?
(153 = strongly recommend, 27 = yes, 3 = for certain svcs, 4 = no)

Religious & Spiritual Life (RSL)

For 2022-2023, RSL continued efforts towards supporting students as they continue to present with increased stress and anxiety as it relates to school and their personal lives. RSL accomplished this by deepening connections between students and chaplains via 1:1 meetings, small group gatherings and outings, as well as becoming more inclusive of the many student organizations on campus.

One on One meeting totals with students for RSL Chaplains

218

96 Scheduled

122 Drop-in

There was an increase in meetings during the month of April as this is the month where students often experience most stress due to final exams, graduation, and is consistent with other departments who provide 1:1 support to students on campus.

Weekly Offerings via RSL	Avg # of Participants
Christian Fellowship Hour	5-10 Students
Bible Study w/ Catholic Chaplain	4-5 Students
Rosary Prayer	3 Students
Jumu'ah Prayer @ local mosque	8-10 Students
Shabbat & Dinner	40-60 Students
Mass	25-35 Students

Religious Accommodations for 2022/23

Dining	51
12	Academic
Health Services	3

The Babson RSL staff provide 1:1 care and support to students for a variety of reasons and topics. RSL staff engage in service and mentorship, meeting with 10-15 students per month. Topics include:

- Navigating faith at Babson (courtship and dating, moral and ethical decision, civic discourse, cancel culture)
- Religious/cultural identity formation
- Family and peer conflict, boundary setting
- Stress and depression / How to relieve stress and soul care
- Spiritual/ethic formation
- Post Babson/career path
- Authentic living
- Bias and discrimination

New Chaplains



Darrell Hamilton joined Babson in September as the Protestant Chaplain. Over the year Darrell has been a valuable team member as he has built relationships with the student community.



Saddam Hammoudeh joined Babson in February as the Muslim Chaplain. He too was able to connect with the students, such as the MSA, by engaging and supporting their efforts while providing insight and guidance.

Unique Ways that RSL Engaged with Students:

- Chaplain Darrell Hamilton led a group of students to see Black Panther and to discuss the intersection of Black identity and Christianity.
- Chaplain Donna Mckenzie was instrumental in assisting Catholic students in their confirmation in partnership with Cardinal Sean O'Malley.
- At the end of Ramadan, an Iftar was held at Babson and 5 surrounding colleges were invited to participate.
- A leading transgender advocate in Israel spent a Shabbat dinner with Hillel students educating them about their advocacy efforts in the Middle East as Israel has the largest number of LGBTQIA+ identifying individuals in the Middle East.



Peace Circle held for those who lost their lives in places such as Ukraine, Puerto Rico, Iran, and other locations around the world.



Programs and Holidays

- Additional holidays were added to the Babson calendar, the Hindu holiday of Ganesh Chaturthi and the Jewish holiday of Purim.
- Daily prayers as part of Ramadan
- “Foundations of Judaism” classes are offered to Jewish and non-Jewish students to learn about Judaism.
- Faith Matters & Baccalaureate events



Around the World Peace Circle
The Peace circle will be dedicated to conflict, war, heroes, survivors and those that lost their lives around the world.



As we pause and reflect on Iran, Puerto Rico, Ukraine, and many more. We invite the community to

JOIN US AROUND THE GLOBE



TUESDAY, OCTOBER 18TH, 1:30PM



Student Advising & Success (SAS)



Student Advising & Success supports students through their Babson educational experience. This past year, there has been a focus on increasing access to the advisors for the students to facilitate engagement and guidance, while assisting in a student's overall well-being.

Total Number of Student Meetings in 2022/23 =

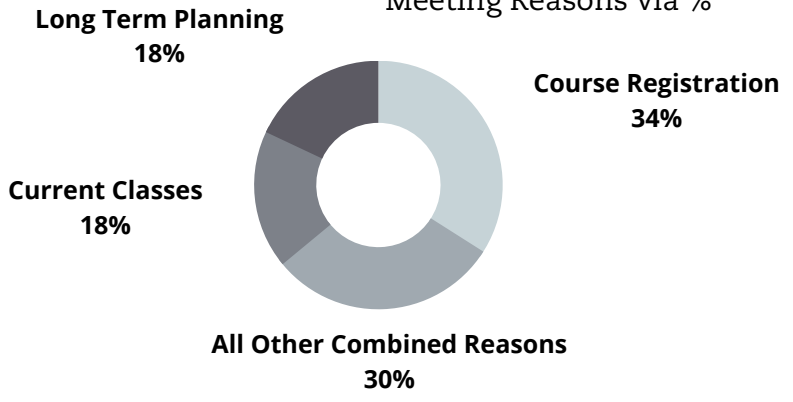
5,277

an **↑** of 29%, compared to 4,094 in 2022/23

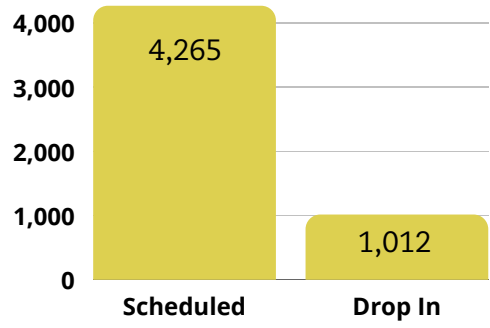
2,043
(71%)

The total # of unique students coming to SAS and the percentage they represent of the Babson undergraduate student body.

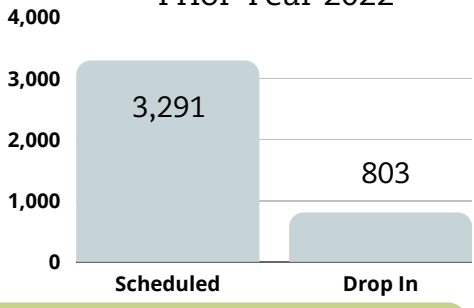
Prior Year Breakdown of Top Meeting Reasons via %



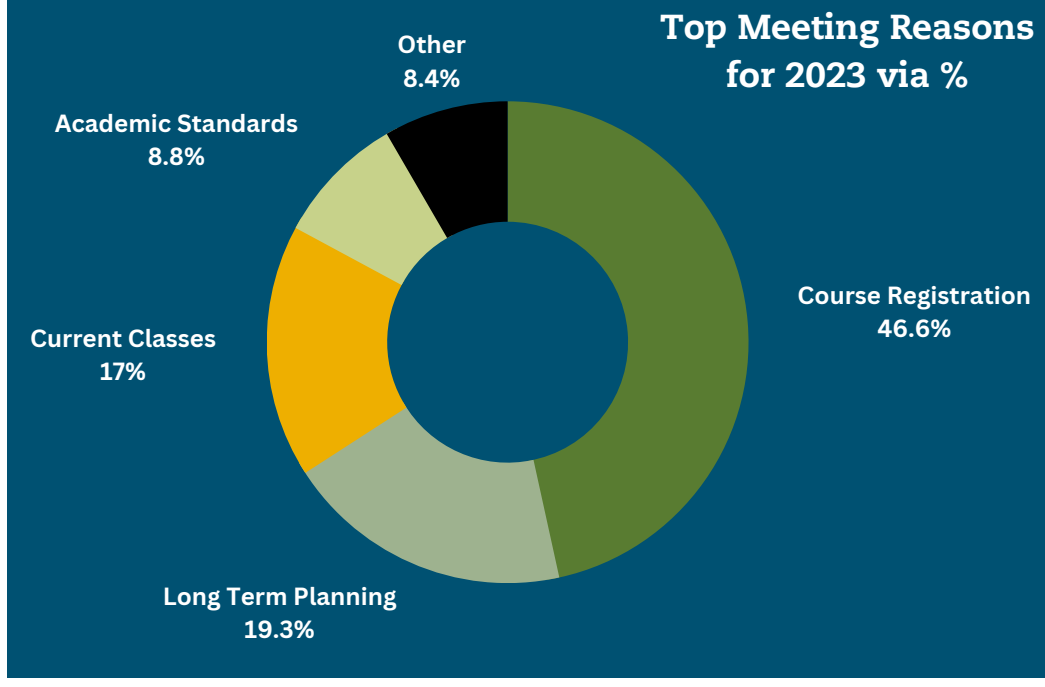
Total Meeting Types from 2023



Prior Year 2022

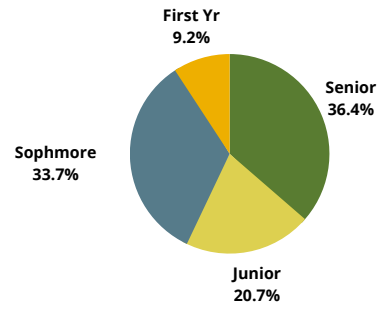


Top Meeting Reasons for 2023 via %

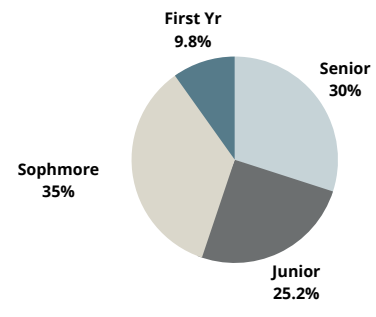


Class Year Details of SAS Meetings

2023



2022



This significant growth in meetings from the prior year can be largely related to a pilot program of 15-minute appointment slots at SAS in addition to the standard 30-minute slots. Increasing accessibility for students was a departmental goal this year.

Average wait time in days for students to meet with their advisor

4.56

↓ 39.52% from previous year of 2022



Jackie Iannone was named Director of Student Advising & Success.



Kirsten Agla joined the SAS Team permanently as a Student Success Advisor after serving in a temporary capacity since October.

Events and Highlights for SAS in 2022/23

- Samantha Stanley, Dan Kwash, and Brian Duggan presented at the NACADA conference on Babson's Academic Recovery Program.
- Advisors are instrumental in collaborating with the CARE Team and submitting reports on behalf of students that are presenting with challenges. Additionally, Advisors are often the staff the CARE team calls upon to reach out to students for follow-up due to their pre-existing relationships with the students.
- A contest for First Gen students was held where the students submitted designs for Babson's First Gen icon. Many designs were submitted and ultimately the winning icon was displayed on a shirt for the First Gen students to wear.



First Gen Logo



First Gen Reception

Karina Ovalles hosted the First Gen Reception in April to celebrate the graduating First Gen class of 2023. The reception included remarks by President Spinelli, Johnny Bui '20, First Gen graduate, author and business development analyst, as well as Cindy Escobar Tecun, current senior and co-founder of Babson's chapter of the Semillas Society.

SAS brought back the Concentration Fair in-person for the first time since the start of the pandemic. The reviews of the event were overwhelmingly positive for the content, duration, and speakers. One student shared, "I don't think I have seen so many professors at the same place and time; it was fun meeting them for the first time."



Concentration Fair



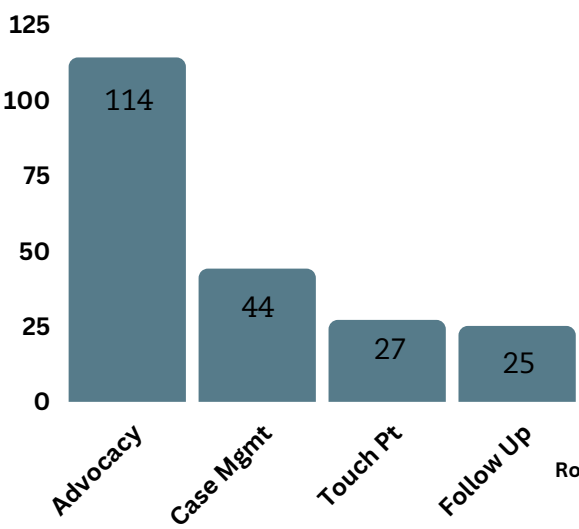
Senior Awards Ceremony

In May, the Senior Awards Ceremony was held and recognized those students who graduated from August and December of 2022 as well as for May of 2023. Thirty-two awards were presented which included the Community Awards and Academic Division Awards. As the ceremony concluded the audience was provided a link to the Senior Awards website which had a video presentation by the nominee for each of the senior award recipients.

Wellness & Prevention Services (WPS)

WPS supports the Babson community with services and programs based in mental well-being as well as physical health and safety. WPS provides impactful consultation and education via the staff as well as student peers on campus.

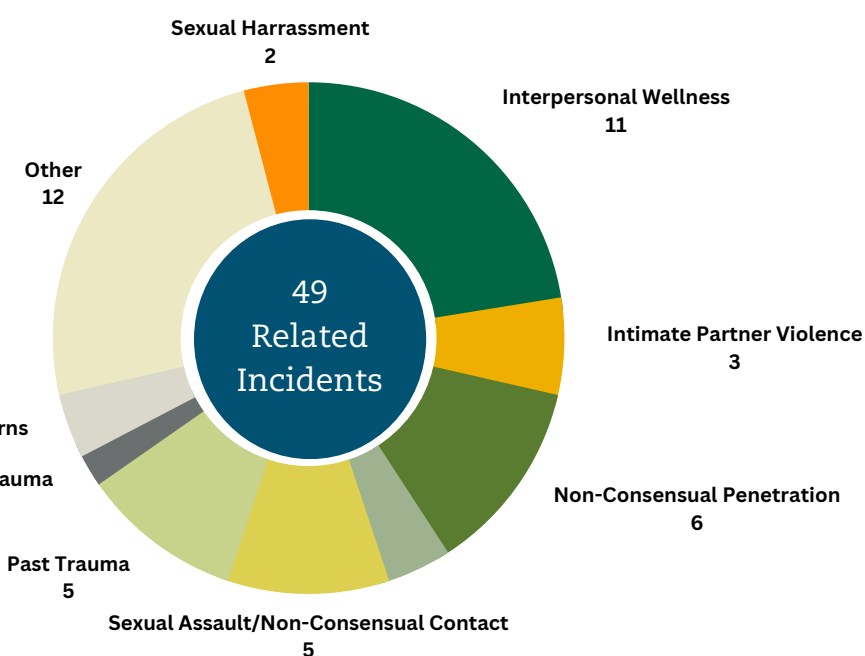
WPS Interventions, 210 Total & Related Types for 2022/23



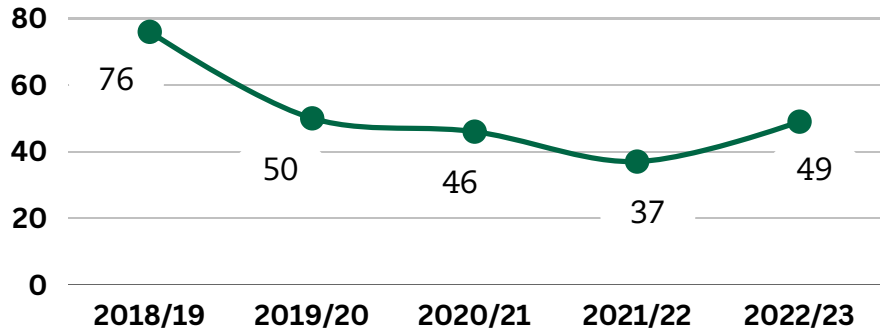
**** Legend for Intervention Types**

- Advocacy - mtgs with students
- Case Management - mtgs with students and other Babson partners
- Follow Up - emails, text messages, quick communications with updates students with updates
- Touch Point - communications and mtgs with Babson partners on behalf of student

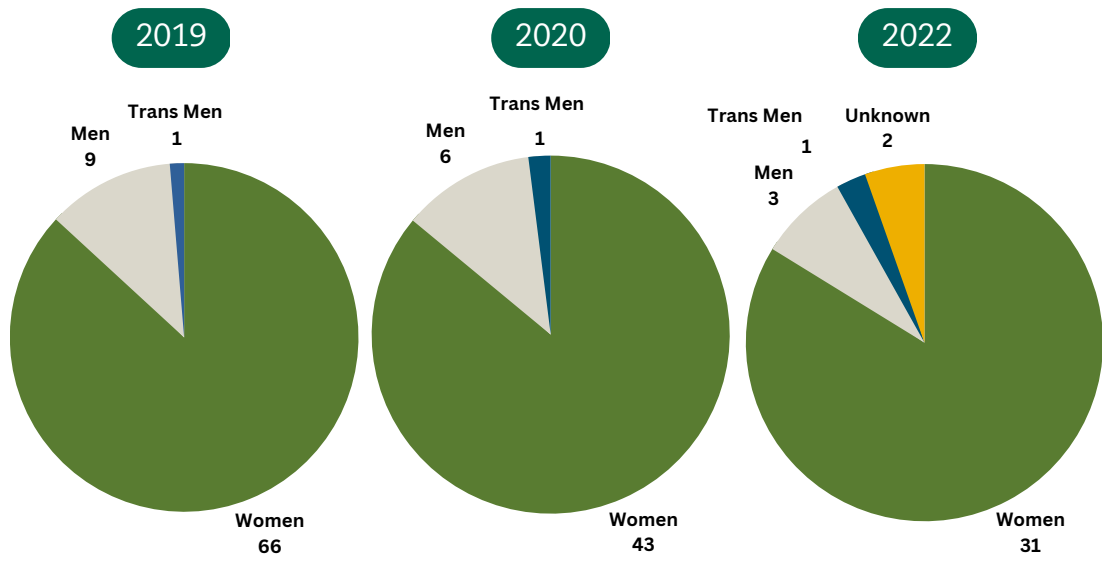
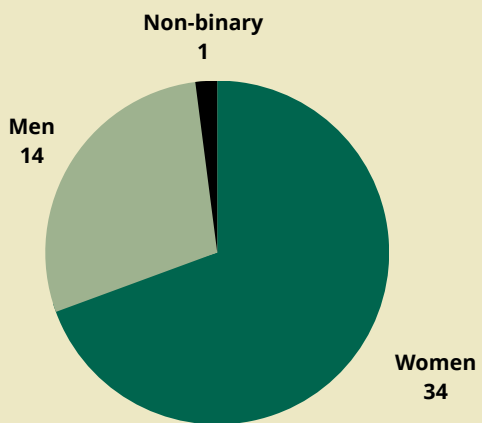
Breakdown of Interpersonal Wellness Incidents



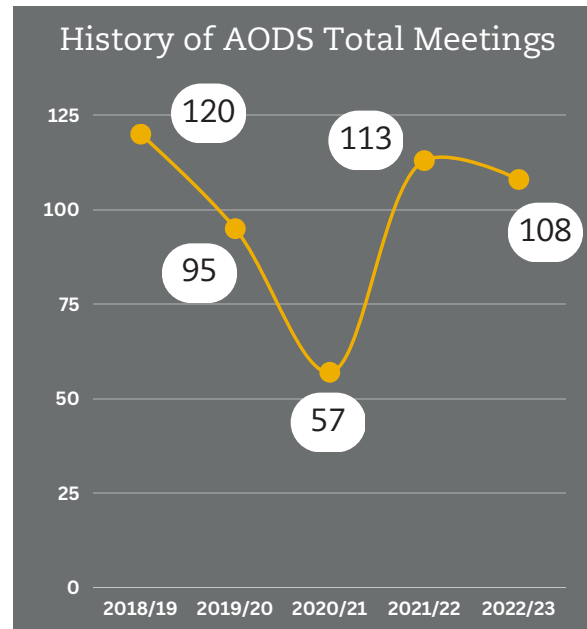
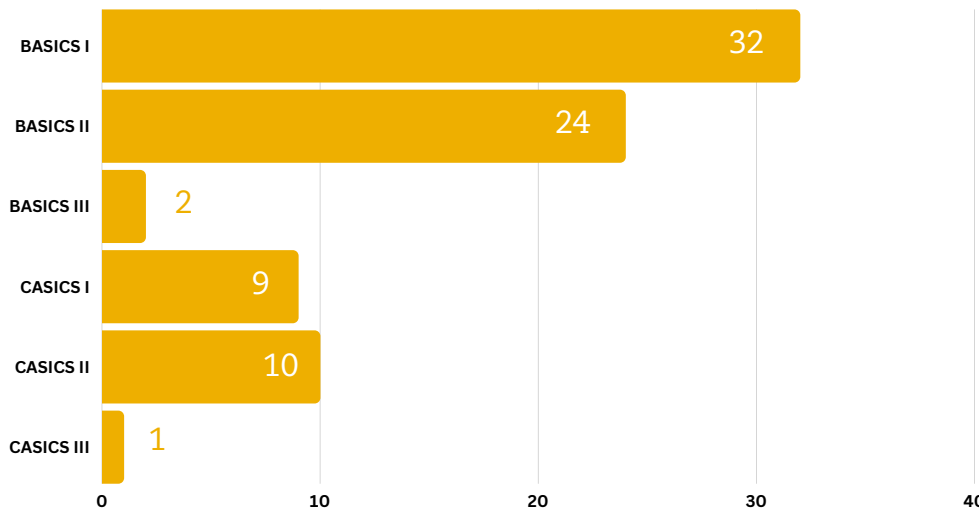
History of the Number of Incidents



Gender Breakdown for 49 Students Reporting Incidents in 2022/23



AODS - Alcohol and Other Drugs Services 78 Total Mtgs and Related Programs

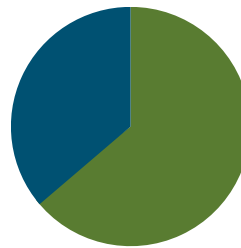


- **BASICS - Brief Alcohol Screening & Intervention for College Students**
- **CASICS - Cannabis Screening & Intervention for College Students**

Besides these two programs, WPS engaged in 49 PFI's and Individual Consults with students.

Gender Breakdown

Women
29



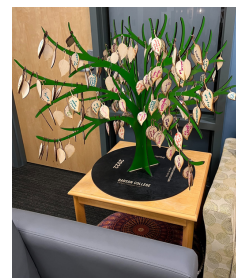
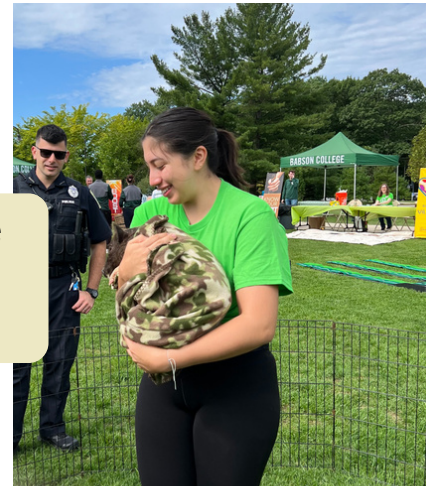
Men
51

80 Unique Students went through the AODS program for 2022/23

WPS Program highlights for 2022/23

Fresh Check Day was hosted for the 9th year in September of 2022 where students can engage in the benefits of the work WPS continuously promotes for the student community.

WPS introduced the first Babson Clothesline Project. The goal for this year's event was to start building an inventory of tee shirts designed by students in support of survivors. The Clothesline Project is a visual display of survivor testimony where messages of support to survivors are painted onto tee shirts to raise awareness around dating violence.



Wellness & Prevention Services hosted the second annual Love Yourself Wellness Fair on February 10th. Its purpose was to encourage self-love and self-care through booth activities addressing components of student wellbeing. The 16 booths were led in partnership by the Peers on Wellness (POW), all 6 Student Success departments, and many others. Booth activities emphasized the importance of exercise, nutrition, stress reduction, harm reduction skills when using alcohol and other drugs, healthy sleep habits, and more.