

Supporting Student Well Being in the Remote Learning Environment

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Catherine Thrasher-Carroll, MA
Mental Health Promotion Director
Skorton Center for Health Initiatives
Cornell Health

Reba McCutcheon, MA
Associate Dean of Students
Care & Crisis Services
Office of the Dean of Students

Jen Bokaer-Smith, MS
Senior Associate Director
Learning Strategies Center

COVID-19

- Unprecedented
 - Adjective: without previous instance; never before known or experienced; unexampled or unparalleled: an unprecedented event.
- We're all going through it at same time; students, staff and faculty members alike
- No road map, no "expertise," no playbook
- We are all scared, worried about loved ones, stressed, disoriented, isolated, grieving, etc.

What our students are experiencing

- Anxiety/fear
 - Uncertainty of COVID-19
 - 24/7 media saturation
- More, not fewer responsibilities now at home
 - Caring for family members, home-schooling or child care of siblings, expectations from parents re: generating income, course productivity, boundaries
- Inequitable home resources for adequate learning
 - Inadequate internet, computer availability, quiet space
- Loss
 - Autonomy & individualized identities; privacy
 - Campus life safety/routine/ social support network
 - Income/ financial security - own & family
 - Loss of loved ones
 - Secondary or vicarious trauma

What students want their professors to know...

- “Students are OVERWHELMED.”
- “Please stop acting like everything is ok.”
- “[class work that] once took 50 mins now ends up taking 2 hours. I’m sleeping less and only waking up to spend longer hours on my computer.”
- “I genuinely have never seen my friends more stressed or behind and overwhelmed with their school work.”
- “I am slowly losing my sanity.”
- “I have so many people losing their families... [one friend] had to go home because his sibling is alone now because the rest of the family either passed away or is in the hospital.”

Students cannot learn as well when they are experiencing:

- Prolonged uncertainty
- Heightened stress
- Illness
- Death

The ongoing nature and unknown duration of this situation is unprecedented and is traumatic on a variety of levels.

This is a good time to think about:

- The belief that students can handle
 - This COVID-19 time
 - Your course work
 - All their classes...may not actually be true
- The adjustments students have had to make in multiple different online course structures and expectations (not just one)
- What can 'maximum flexibility' mean for you? For your students?
- What absolutely must be covered in order to meet course learning objectives? (Knowing what we know about students' stress as well as lost instructional time)

Preparing for Alternative Course Delivery during Covid-19

[Home](#) > [Teaching Resources](#) >

 Blended & Online Learning

Faculty [Online Drop-In Hours for Remote Teaching Questions](#): Monday-Friday, 9:00 am - 4:00 pm

The Center for Teaching Innovation has assembled an array of tools to help you move your classes online, engage students in distance learning, and meet course learning objectives. The links on the right take you to specific tools and resources, while the Readiness Quiz below will help you identify specific issues and solutions relevant to your particular courses.

Many of the actions you will likely want to take will be implemented through Canvas. It serves as a powerful hub, providing access to a number of tools for communicating, teaching, and assessing online. If you have not used Canvas before, learn how with [Getting Started with Canvas](#). Then log in to [Canvas@Cornell](#). For an overview visit the [Canvas Tutorials](#). Here you will find a robust set of walkthroughs and videos to help you make the most of engaging your students in learning. For additional help, [log into Canvas](#), and click "Help" on the left navigation bar to access Canvas 24/7 Support.

CTI will continue to develop and enhance this site in response to the situation and to answer instructors' questions as they emerge. The guidance provided here is focused on the process and technology of course conversion. It is not meant to address the educational policy issues, such as attendance, that are certain to arise. The university, working with the deans and departments, will provide guidance on those matters.

Covid-19 Remote Teaching

[Webinars for Teaching Online](#)

[Online Drop-In Sessions](#)

[Preparing Your Students for Remote Learning](#)

[Quick-Start Guides for Remote Teaching](#)

[Answers to Faculty Questions](#) >

[Library Support for Remote Teaching](#)

Resource Library

[Zoom Guides & Information](#)

[Canvas Tutorials](#)

[Getting Started with Kaltura \(PDF\)](#)

During this unprecedented time of transition to online teaching, the Cornell Community is coming together to support each other. The Learning Strategies Center is here to help students think through steps they can take to learn effectively in this new, online environment. On this page you will find resources on getting organized, the myths of multitasking, learning from video lectures, being flexible, remote group work, and staying connected with other people. We are continuously updating our resources, so please continue to check back. We'll get through this together!

Learning during COVID-19

We have updated our resources to support learning during COVID-19.

[Drop in hours](#) for questions about remote learning.

[Student Guide to Learning Remotely](#)

[Student Checklist for Remote Learning Technology](#)

[For Families: How to Support Students' Remote Learning](#)
y Para Familias: [Aprendizaje Durante COVID-19](#)

Additional information, including videos, can be found in the "Resources" section below. Find information on [supplemental course instruction](#) and [office hours/online tutoring](#).

Resources

SEE ALL



Things to keep in mind now that your classes are online

LEARN MORE



Remote Checklist for Learning During COVID-19

LEARN MORE



Getting Organized in Time and Space
Includes new videos!

LEARN MORE



The Perils of Multitasking
Includes a video!

Announcements & Events

Additional Campus Resources during COVID-19



Information coming soon.

Drop in hours...



... for questions about remote learning

LSC Services Online



The LSC is moving online. Find out more information here.

General suggestions/advice given faculty role

- Validate students' experience, emotions (e.g. “This *is* a challenging time to learn new material.” “What you’re feeling is understandable.”)
- First on, last off - if meeting with class virtually, get on Zoom early and stay afterward in order to informally chat with students.
- Remind students of your office hours, your e-mail address, and/or your willingness to “meet” one on one.
- If concerned about an individual, reach out to student in a private message, and/or consult with CCI.
- Provide referral when appropriate (e.g., CAPS, Cornell Health, LSC, etc.)

Take care of yourself too (you can't give what you don't have)

- Reset your expectations for yourself, your friends/family, your students
- Set up a daily routine if possible
- Stay connected (e.g. schedule video chats, virtual coffee breaks)
- Get adequate sleep, exercise, and nutrition
- Go outside
- Moderate your media consumption
- Practice gratitude and/or present moment awareness

Resource for
your Canvas
site

- Who We Are
- Our Staff
- Confidentiality & Patient Rights
- Patient Advocacy
- Employment & Internships ^
- News ^
- Coronavirus News ^
 - Telehealth Services
 - Coping During COVID-19
 - COVID-19 Survey
 - Quarantine for COVID-19
 - Isolation for COVID-19
 - 10 Tips for Thriving at Cornell
 - Mental Health Services Updates
 - Flu Information & Resources
 - We Respect Your Choices
 - HPV Vaccine Clinics
 - Cold Weather Safety
- Contact Us ^

Coping During COVID-19

Resources for students – in Ithaca and elsewhere

These are unprecedented times with unique stressors. Whether you're in Ithaca, or you've traveled elsewhere for the remainder of the semester, you might need some extra support right now. Please reach out for help, and refer to the resources below for self-care tips and online support.

Support from CAPS

[Counseling and Psychological Services \(CAPS\)](#) is continuing to provide counseling and consultation services for students in Ithaca, as well as students who have left campus.

Counselors are currently providing services by phone. We are working through legal/regulatory/insurance barriers toward making video visits available through our secure patient portal (some limitations may apply). [Learn more about our current CAPS services.](#)

24/7 phone consultation

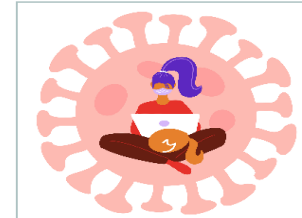
Students can call us ([607-255-5155](tel:607-255-5155), #2) any time, day or night, to speak with a licensed therapist from ProtoCall, our 24/7 support team of mental health professionals. ProtoCall therapists are experienced in providing support for common concerns experienced by college students, and can also refer you to other resources, when appropriate. (Consultation in different languages is available.)

24/7 chat & text support

You can connect with someone now through one of these [recommended hotlines or textlines](#), including options especially for students of color and LGBTQ students.

Other resources

- General coping strategies
- Help staying connected with others
- Help dealing with coronavirus-related anxiety
- Help dealing with general anxiety or other mental health concerns
- Help dealing with grief
- Help with a disability-related concern
- Help with a bias-related concern
- Help dealing with boredom
- Help getting exercise
- Help getting enough sleep
- Help getting out in nature
- Help connecting with nature virtually
- Help developing a meditation practice
- Help practicing gratitude and self-compassion
- Help improving focus & limiting phone time
- Help knowing how to help others
- Books to support well-being



6 things to do every day while practicing physical distancing: (1) Stick to a routine; (2) shower and dress; (3) get out of the house; (4) get some exercise; (5) limit social media & news consumption; (6) connect with others online & by phone.

Resource for your Canvas site

The screenshot shows the Cornell Health website interface. At the top left is the Cornell University logo. The main header features the 'CornellHealth' logo in green and black. To the right of the logo are icons for 'Appointments', 'Contact Us', 'Hours', and 'myCornellHealth'. Below the header is a navigation bar with links for 'Get Care', 'Services', 'Resources', 'Initiatives', and 'About'. The main content area has a banner with the text 'Tips & information to help you thrive'. On the left is a sidebar menu with categories: 'Health Topics', 'Fact Sheet Library', 'Self-Care Guides', 'Hotlines & Text Lines' (highlighted), and 'Especially for ...'. The main content area is titled 'Hotlines & Text Lines' and contains the following text and lists:

Feeling overwhelmed? Need someone to talk to?

Connect with someone now through one of the following resources.

You don't have to be in crisis to take advantage of these opportunities to speak or chat with a trained professional or volunteer who can listen to your concerns, and offer insight and advice.

Cornell resources:

- [Cornell Health phone consultation](#) (24/7): 607-255-5155
- [EARS Peer Counseling](#)

Ithaca hotlines (24/7):

- [Ithaca Crisisline](#): 800-273-8255
- [Advocacy Center](#) (for sexual or domestic violence): 607-277-5000

National hotlines (24/7):


- [Suicide Prevention Lifeline](#): 800-273-8255
- [Trevor Project hotline](#) (LGBTQ): 866-488-7386
- [LGBT National Hotline](#): 888-843-4564
- [TransLifeline](#): 877-565-8860
- [RAINN National Sexual Assault Hotline](#): 800-656-4673


National text / chat services (24/7):

- [National Crisis Text Line](#): Text HELLO to 741741
- [Steve Fund crisis text line](#): Text STEVE to 741741 (for students of color)
- [Trevor Project chat service & text line](#): Text START to 678678 (for LGBTQ students)
- [National Suicide Prevention "Lifeline Chat" service](#)

International hotlines:

- [See hotlines listed here](#)

Coping During COVID  STAY HOME

TIP 

Try a bit of mindfulness today. Be present to your breath & all your senses. Experiment with meditation.

Whether you're healthy or self-isolating, be sure to stay at least 6 feet away from others.

Cornell Health
live well to learn well

health.cornell.edu/connect

Cornell Health provides tips & resources to help you Cope During COVID-19:

Coping During COVID  STAY HOME

TIP 

Take time to connect with nature each day. Care for a small plant. Listen online to ocean waves. Watch the hawkcam. Sit in a sunbeam.

Whether you're healthy or self-isolating, be sure to stay at least 6 feet away from others.

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Cornell Health provides tips & resources to help you Cope During COVID-19:

Coping During COVID  STAY HOME

TIP 

Limit your news consumption. Balance the hard news with stories of hope & kindness.

Whether you're healthy or self-isolating, be sure to stay at least 6 feet away from others.

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TIP 


Social support is one of the most important determinants of well-being. Connect online & by phone with family/friends.


Whether you're healthy or self-isolating, be sure to stay at least 6 feet away from others.

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Cornell Health provides tips & resources to help you Cope During COVID-19:

Coping During COVID  STAY HOME

TIP 

Try an online exercise class. They're a great way to break a sweat & also connect without spreading COVID-19.

Whether you're healthy or self-isolating, be sure to stay at least 6 feet away from others.

Cornell Health
live well to learn well

health.cornell.edu/connect

Cornell Health provides tips & resources to help you Cope During COVID-19:

Coping During COVID  STAY HOME

TIP 

Make & decorate your own cloth mask. Google tips to make a mask out of a bandana, sock, or t-shirt. Wear it if you must leave your house.

Whether you're healthy or self-isolating, be sure to stay at least 6 feet away from others.

Cornell Health
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Cornell Health provides tips & resources to help you Cope During COVID-19:

Resources for your Canvas site

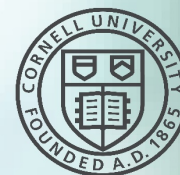
<https://health.cornell.edu/about/news/2019-novel-coronavirus/covid-19-media-slides>



Telehealth Visits

Cornell Health Telehealth Services

- 1** Medical & mental health care are available via video appointment & phone/online consultation.
- 2** There is no copay for telehealth appointments. Learn more at health.cornell.edu/telehealth.
- 3** Call us during business hours to schedule an appointment: 607-255-5155.



Your NEED & LOCATION will help determine the appointment type you receive.

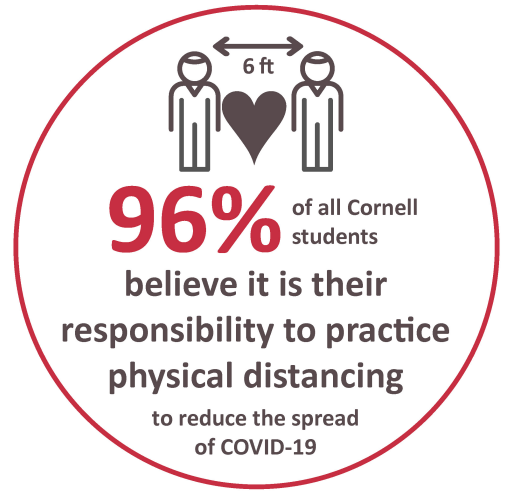
Eligibility:

- All students, regardless of location, can access services by phone and online.
- Video appointments are available to students in the U.S.
- Some services are available to student spouses/partners.

Cornell

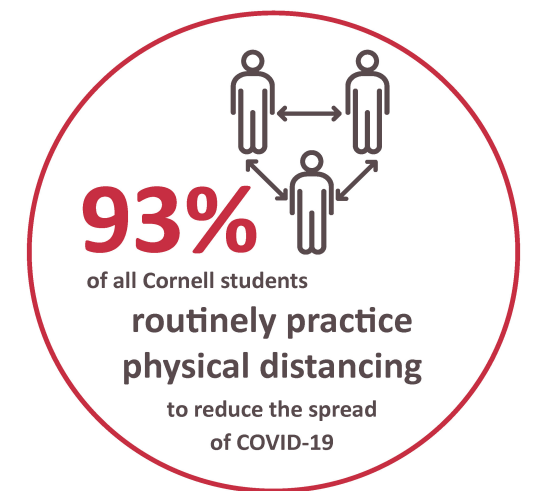
Health

health.cornell.edu/telehealth



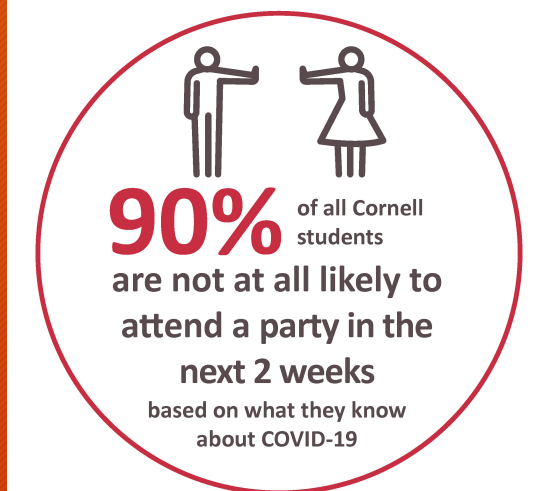
Put belief into action. Consistent physical distancing is the best way to protect yourself & others. Tell your friends.

From an anonymous survey of all Cornell students, conducted April 2-3, 2020 (n= 9,366).



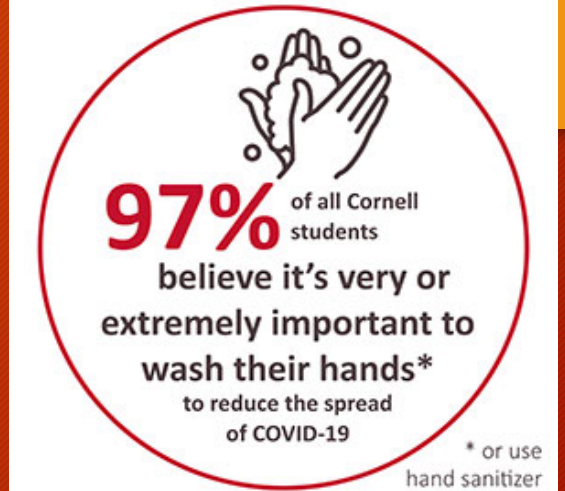
Consistency is critical. If you must go out, keep 6 feet away from others. Remind your friends to do it too.

From an anonymous survey of all Cornell students, conducted April 2-3, 2020 (n= 9,359).



Avoid close contact with others. Do not attend or host in-person gatherings of any size. Hang out online only.


From an anonymous survey of all Cornell students, conducted April 2-3, 2020 (n= 9,342).



Wash hands often with soap & water (20+ secs), especially before eating or when returning home.

From an anonymous survey of all Cornell students, conducted April 2-3, 2020 (n= 9,353).

Cornell: Stop COVID 



92% of Cornell undergraduates in Ithaca
did not have any friends or family visit from anywhere in the past 2 weeks

Put a pause on in-person visits for now. Stay connected virtually.

Cornell **Health** health.cornell.edu/covid-survey

From an anonymous survey of Cornell undergraduate students in Ithaca, conducted April 2-3, 2020 (n= 1,422).

Cornell: Stop COVID 



95% of Cornell graduate students in Ithaca
have not traveled anywhere in the past 2 weeks

Travel can be risky for you and others. Stay home for now and help slow the spread.

Cornell **Health** health.cornell.edu/covid-survey

From an anonymous survey of Cornell graduate students in Ithaca, conducted April 2-3, 2020 (n= 2,359).

<https://health.cornell.edu/about/news/2019-novel-coronavirus/covid-19-survey>

What to notice → how to respond

Reach out when you notice a student:

- Not showing up - you haven't "seen" the student, they haven't made contact or are not turning in assignments.
- Turns in work that is not at their previous level, or includes comments that seem inappropriate.

Exmple: "I missed seeing your face today during our Zoom class meeting. Just wanted to check-in and ask how you're doing."

Encourage help-seeking when you notice:

- Verbal/written expressions of feeling overwhelmed, anxious, depressed or grieving a loss.
- A drastic change in their mood/appearance/work.

Example: "I noticed you mentioned feeling overwhelmed in the recent written assignment. These are challenging times and I just wanted to check in with you. Would you like to talk during my office hours? While I know we'll get through this time I'd like to share a couple ideas for support with you. Would this be okay?"

Seek help now when you notice:

- Verbal/written expressions of giving up, hopelessness.
- Verbal/written expressions of a toxic or abusive environment

Example: "I am really concerned about your immediate safety. I need to call someone who can help us immediately."
Call CUPD to request a welfare check; they will call a crisis manager. Consult with CCI about next steps.

What you might do and say in the moment

- **Listen and acknowledge**

"I'm hearing you say the amount of work is overwhelming and you are feeling paralyzed to do any work."

"I am so sorry to hear about your current situation, and I want to thank you for sharing this with me. This takes great courage."

- **Ask open ended questions**

"How are you doing?"

"What would be helpful for you right now?"

- **Validate and normalize**

"This pandemic is impacting each of us in different ways. Feeling overwhelmed and paralyzed is an appropriate response."

- **Ask permission to share resources**

"Through my work at Cornell, I know of some people and departments that might be able to assist. May I share these resources with you?"

Comments? Questions?

Thank you!

Catherine Thrasher-Carroll, MA (ct265)
Mental Health Promotion Director
Skorton Center for Health Initiatives
Cornell Health

Reba McCutcheon, MA (ram22)
Associate Dean of Students
Care & Crisis Services
Office of the Dean of Students

Jen Bokaer-Smith, MS (jcb13)
Senior Associate Director
Learning Strategies Center