

The COVID-19 Impact on Higher Education Stakeholders and Institutional Services

Edited by

Michael G. Strawser

LEXINGTON BOOKS

Lanham • Boulder • New York • London

Contents

| | |
|--|----|
| Chapter 1: COVID-19 Implications: Faculty Development, Communication, and Student Services <i>Michael G. Strawser and Melissa Looney</i> | 1 |
| Chapter 2: Building Community Resilience at Institutions of Higher Education: Ideas from Instructor Online Peer Support during COVID-19 and Beyond <i>Sarah Smith-Frigerio, Carrie Reif-Stice, and Maria Butauski</i> | 9 |
| Chapter 3: Faculty Development and Bandwidth: Not Just an Internet Issue <i>Tina D. Bhargava, Jennifer Marcinkiewicz, LeighAnn Tomaswick, and R. Benjamin Hollis</i> | 23 |
| Chapter 4: Supporting Students' Well-Being: Strategies for Faculty Training and Development to Address Student Academic Support Needs Post-COVID-19 <i>Andrea L. Meluch</i> | 41 |
| Chapter 5: Community Building as Pedagogical Imperative in STEM: The Role of Faculty Development Post COVID-19 <i>Linda C. Hodges</i> | 53 |
| Chapter 6: Mothers and Caregivers in Academia during COVID-19 <i>Stephanie Medden</i> | 69 |
| Chapter 7: Seeking Connection while Connecting: The Increased Role of Technology in Student-Instructor Communication Post-COVID <i>Kyle R. Vareberg and David Westerman</i> | 81 |

| | |
|--|------------|
| Chapter 8: Communicating with Generation Z: Making a Difference Using Artificial Intelligence, Strategic Communication, and a Big Dose of Empathy | 93 |
| <i>Tara M. Hughes and Jill M. Leafstedt</i> | |
| Chapter 9: A Case Study Analysis of Campus Operating Plans and Pandemic Recovery Approaches | 109 |
| <i>Elizabeth Tolman</i> | |
| Chapter 10: A First and Second Things Analysis of University Decisions to Return to Campus during the COVID-19 Pandemic | 127 |
| <i>Kathryn E. Anthony, Carrie E. Reif-Stice, Jessica Beckham, and Laura Alberti</i> | |
| Chapter 11: The Post-COVID HyFlex Writing and Communication Center | 143 |
| <i>Kevin Dvorak and Russell Carpenter</i> | |
| Chapter 12: COVID-19's Impact on Gen Z's Educational Pursuits: A Heightened Role for Academic Support Services | 157 |
| <i>Karin L. Becker and Jessica Stollings-Holder</i> | |
| Index | 177 |
| About the Editor and Contributors | 179 |