The background features several abstract, organic shapes in shades of orange and light blue. These shapes are scattered around the central text, with some overlapping the edges of the frame. The overall aesthetic is clean and modern.

# Harvard Online

Lucas's Final Presentation for Sociology 1130

# Table of Contents

## Introduction

What an online public service experiment means

## Student Voice

Taking the best of online to make the best of offline

## Admin Comms

How can administrators improve trust and reduce barriers?

## Best Practices

Case studies of growth

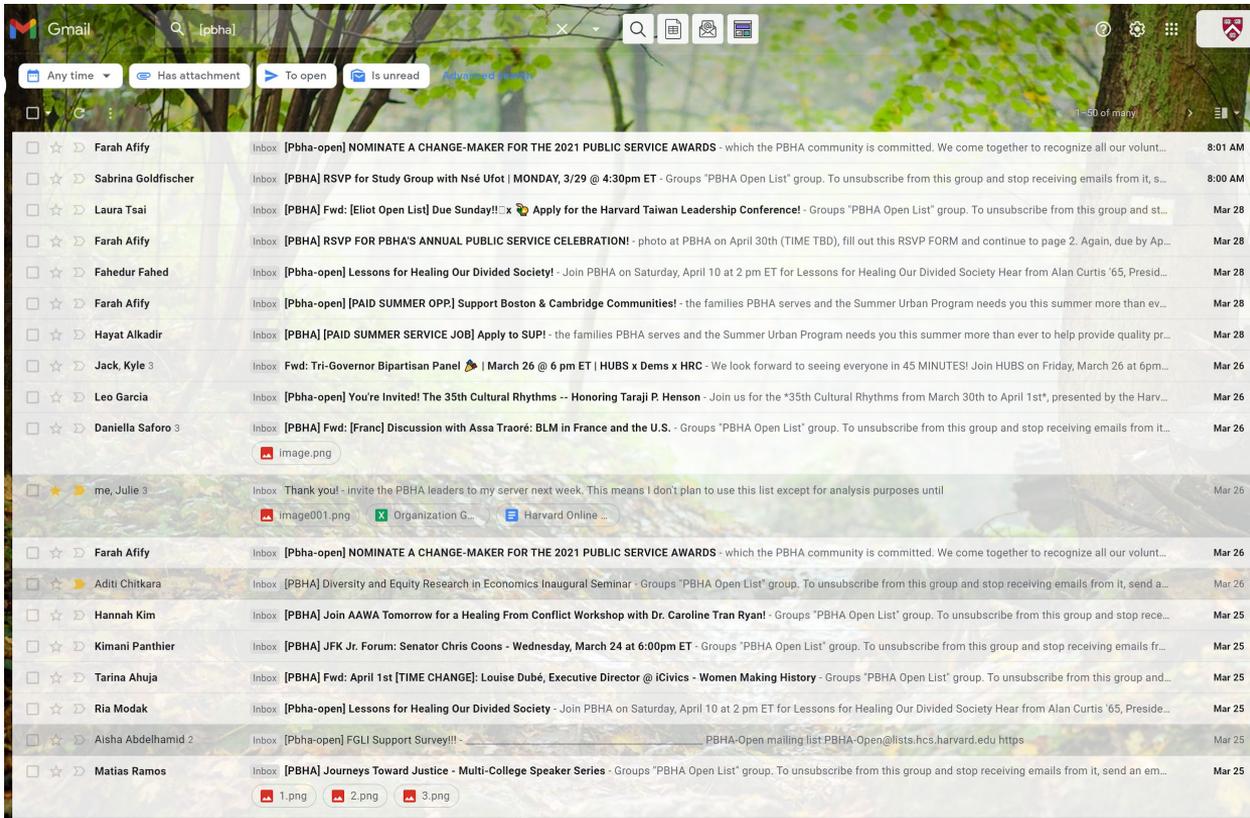
## Action Plan

What is the timeline for the next five months?

# Introduction

**What are students and responsibilities for each position**  
use this section to create a checklist and agenda for your tasks

# A Problem



# Finding a Solution

1. Analyze the problem
  - a. Survey public service student leaders
  - b. Interview students
2. Brainstorm a solution
  - a. Prioritize based on Harvard Everywhere
  - b. Prototype
3. ???
4. Profit

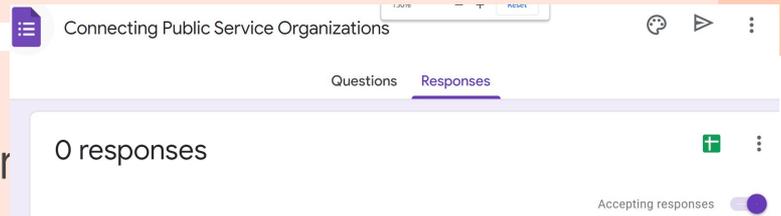
# University Program: Harvard Everywhere

The goal of Harvard College Everywhere is to provide a full range of Harvard co-curricular activities and resources – house-based activities, public service, athletics, arts, interest clubs, health and wellness – in ways that will reach you, wherever you are this fall. While online platforms will play an important role in the programming, Harvard College Everywhere will also seek to offer activities and opportunities that take advantage of resources in your local communities.



# Finding a Solution ~~Problem~~

1. Analyze the problem
  - a. Survey public service student leader
  - b. Interview students - **Scheduling conflicts**
2. Brainstorm a solution
  - a. Prioritize - **"Harvard College everywhere will probably cease to exist...[Slack] is a little bit of a challenge... as a faculty member" - Julie Reuben**
  - b. Prototype - **"they're currently renegotiating the contracts with Slack so therefore we can't create any enterprise grid workspaces"**
3. ???



# New Scope: Harvard-wide

- Analyze the problem
  - Survey college students
  - Interview administrators
- Brainstorm a solution
  - Submit proposals
  - Prototype based on proposals
- ???
- Profit

# A Similar Problem

Today < > April 2021

Month

	MON 29	TUE 30	WED 31	THU Apr 1	FRI 2	SAT 3	SUN 4
13	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Raise A Mug online sale</li> <li>Sign up for Spring '21 Dan</li> <li>11:59pm (Half Term) Spring Session 2 - Add/Drop Deadl</li> <li>8am Wake Up &amp; Flow</li> <li>20 more</li> </ul>	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Raise A Mug online sale</li> <li>Sign up for Spring '21 Dan</li> <li>Spring Session 2 - Add/Drop Deadl</li> <li>Spm I'll Make Me a World: Voices for Diversity in STEM</li> <li>22 more</li> </ul>	<ul style="list-style-type: none"> <li>Wellness Day</li> <li>First-Year Advising Conve</li> <li>Sign up for Spring '21 Dan</li> <li>Wellness Day (No Classes)</li> <li>19 more</li> </ul>	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Last day to change conce</li> <li>Last day upon which May</li> <li>Last day upon which May</li> <li>Plymouth Patuxet Summe</li> <li>28 more</li> </ul>	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Sign up for Spring '21 Dan</li> <li>9am Study Hacks Finals</li> <li>10am Execute Your Plan</li> <li>10:30am Linc Talk: Powe</li> <li>14 more</li> </ul>	<ul style="list-style-type: none"> <li>Sign up for Spring '21 Dan</li> <li>12am Recognized Social</li> <li>12pm Paul Andrew Wan</li> <li>2pm Performing and Ma</li> <li>2:30pm Virtual Workout</li> <li>4 more</li> </ul>	<ul style="list-style-type: none"> <li>Easter Egg Hunt</li> <li>Easter Sunday</li> <li>12am Recognized Social</li> <li>12pm Sunday Intros</li> <li>6pm Zoom 13 Peer Cour</li> <li>4 more</li> </ul>
14	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>May degree recommenda</li> <li>Easter Monday</li> <li>11:59pm (Half Term) Spring Session 2 - Course Withdra</li> <li>11:59pm 11th Monday - Spring Full Term - Last day to cf</li> <li>24 more</li> </ul>	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Raise A Mug online sale</li> <li>10:30am Cafecito: Come Hang With Your CARE Proctors</li> <li>12am Recognized Social</li> <li>25 more</li> </ul>	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Raise A Mug online sale</li> <li>12am Recognized Social</li> <li>8am Movement &amp; Medit</li> <li>32 more</li> </ul>	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Raise A Mug online sale</li> <li>6pm FORUM: Disinformation's Consequences</li> <li>11:59pm Declaration of Concentration due for third sem</li> <li>12am Recognized Social</li> <li>28 more</li> </ul>	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Raise A Mug online sale</li> <li>12am Recognized Social</li> <li>20 more</li> </ul>	<ul style="list-style-type: none"> <li>Raise A Mug online sale</li> <li>12am Recognized Social</li> <li>12pm Syd Carpenter - T</li> <li>2pm Lessons for Healing</li> <li>2pm 2021 Iranian Gala @</li> <li>5 more</li> </ul>	<ul style="list-style-type: none"> <li>Raise A Mug online sale</li> <li>12am Recognized Social</li> <li>6pm Zoom 13 Peer Cour</li> <li>6pm Knitting Circle Meet</li> <li>7pm Ghungroo 2021</li> <li>8pm Response Peer Cou</li> </ul>
15	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Raise A Mug online sale</li> <li>8am Wake Up &amp; Flow</li> <li>9am Response Peer Cou</li> <li>12pm Back to Basics: Yc</li> <li>17 more</li> </ul>	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Raise A Mug online sale</li> <li>8am International Manag</li> <li>10am AEO Virtual Drop-i</li> <li>11:30am Comparative Li</li> <li>20 more</li> </ul>	<ul style="list-style-type: none"> <li>First-Year Advising Conve</li> <li>Raise A Mug online sale</li> <li>8am Yoga for Restoratio</li> <li>9am Response Peer Cou</li> <li>11am Gen Ed weekly adv</li> <li>16 more</li> </ul>	<ul style="list-style-type: none"> <li>Wellness Day</li> <li>Raise A Mug online sale</li> <li>The Harvard Dance Project</li> <li>Wellness Day (No Classes)</li> <li>Tax Day</li> <li>18 more</li> </ul>	<ul style="list-style-type: none"> <li>ARTISTRY: IDENTITY. ADV</li> <li>Raise A Mug online sale</li> <li>The Harvard Dance Project</li> <li>9am Study Hacks Finals</li> <li>10am Project Managem</li> <li>17 more</li> </ul>	<ul style="list-style-type: none"> <li>The Harvard Dance Project</li> <li>12pm Shawanda Corbett</li> <li>2pm Masterclass with Li</li> <li>2:30pm Virtual Workout</li> <li>3pm Harvard Student Ag</li> <li>4 more</li> </ul>	<ul style="list-style-type: none"> <li>The Harvard Dance Project</li> <li>12pm Sunday Intros</li> <li>2pm VISITAS INFO SESS</li> <li>4:30pm HIIT Cardio &amp; Co</li> <li>6pm Zoom 13 Peer Cour</li> <li>2 more</li> </ul>
16	<ul style="list-style-type: none"> <li>A Celebration of Artwork</li> <li>A Week-Long Celebration</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>The Harvard Dance Project</li> <li>19 more</li> </ul>	<ul style="list-style-type: none"> <li>A Celebration of Artwork</li> <li>A Week-Long Celebration</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>The Harvard Dance Project</li> <li>21 more</li> </ul>	<ul style="list-style-type: none"> <li>A Celebration of Artwork</li> <li>A Week-Long Celebration</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>The Harvard Dance Project</li> <li>22 more</li> </ul>	<ul style="list-style-type: none"> <li>A Celebration of Artwork</li> <li>A Week-Long Celebration</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>The Harvard Dance Project</li> <li>25 more</li> </ul>	<ul style="list-style-type: none"> <li>Credit payment due</li> <li>A Celebration of Artwork</li> <li>A Week-Long Celebration</li> <li>ARTS FIRST: Online Galler</li> <li>ARTS FIRST: Online Galler</li> <li>18 more</li> </ul>	<ul style="list-style-type: none"> <li>A Celebration of Artwork</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>New England Science Syn</li> <li>The Harvard Dance Project</li> <li>5 more</li> </ul>	<ul style="list-style-type: none"> <li>A Celebration of Artwork</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>The Harvard Dance Project</li> <li>9am Class Families for C</li> <li>4 more</li> </ul>
17	<ul style="list-style-type: none"> <li>A Celebration of Artwork</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>The Harvard Dance Project</li> <li>8am Wake Up &amp; Flow</li> <li>12 more</li> </ul>	<ul style="list-style-type: none"> <li>A Celebration of Artwork</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>The Harvard Dance Project</li> <li>8am International Manag</li> <li>18 more</li> </ul>	<ul style="list-style-type: none"> <li>(Half Term) Spring Sessio</li> <li>A Celebration of Artwork</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>Harvard Wears Denim</li> <li>20 more</li> </ul>	<ul style="list-style-type: none"> <li>Reading Period</li> <li>A Celebration of Artwork</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>Last day that undergradu</li> <li>15 more</li> </ul>	<ul style="list-style-type: none"> <li>A Celebration of Artwork</li> <li>ARTS FIRST Festival</li> <li>ARTS FIRST: Online Galler</li> <li>Reading Period</li> <li>10 more</li> </ul>	<ul style="list-style-type: none"> <li>Reading Period</li> <li>The Harvard Dance Project</li> <li>12pm Salvador Jiménez</li> <li>3pm Girl Chat Mentorshi</li> <li>2 more</li> </ul>	<ul style="list-style-type: none"> <li>Reading Period</li> <li>The Harvard Dance Project</li> <li>12pm Sunday Intros</li> <li>6pm Knitting Circle Meet</li> </ul>

# The Problem

There's a pandemic going on

# Problems

- We don't even have a place to compile problems
- What are students feeling?

# Student Voice

**What are students and responsibilities for each position**  
use this section to create a checklist and agenda for your tasks

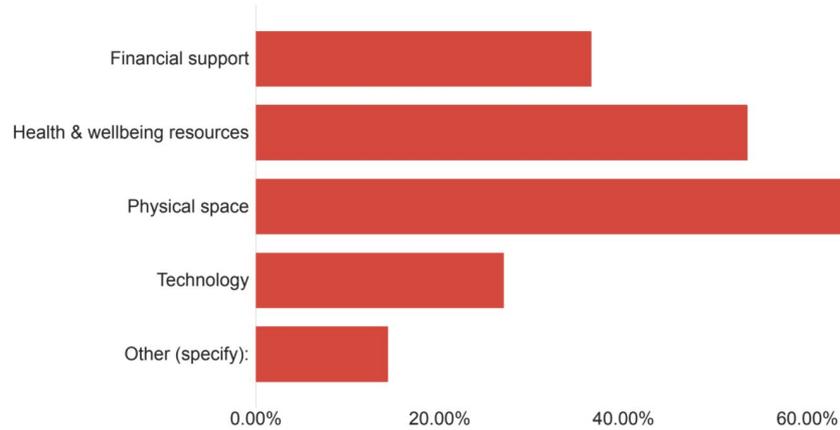
According to students, the most important things for school leaders to be thinking about in the short term and long term for student mental health during and after the pandemic include:

- **Increased academic support:** *Leniency, accommodations, and flexibility*
- **More mental health resources:** *Increased investment in counseling and coping resources*
- **Focus on soft skills:** *Empathy, compassion, communication, understanding, and validation for the burdens students are experiencing*
- **More opportunities for social connection:** *Replace canceled events, services, and classes with virtual ones*
- **Engage in long-term planning:** *Colleges need to be prepared to help students heal and recover when they return and put in place improved practices and protocols to more easily pivot to remote learning in case of another similar crisis.*

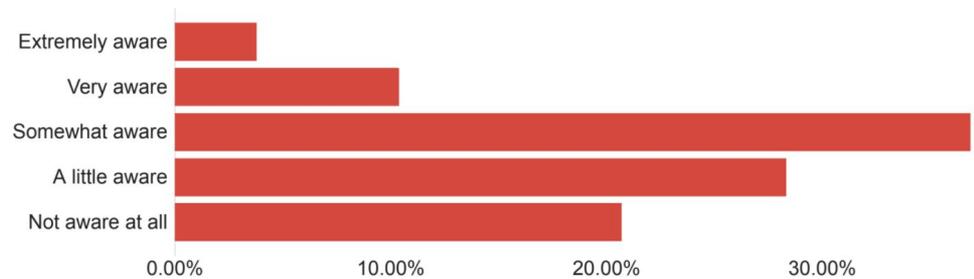
**Active Minds Survey: COVID-19 Impact on College Student Mental Health**

2,086 responses  
April 2020

Q5 - In order to be a successful Harvard student in a virtual setting, what resources do you need that you do not currently have? Select all that apply.



Q54 - How aware are you of virtual wellbeing resources?



## ***UC Student Experience Survey***

1,965 responses

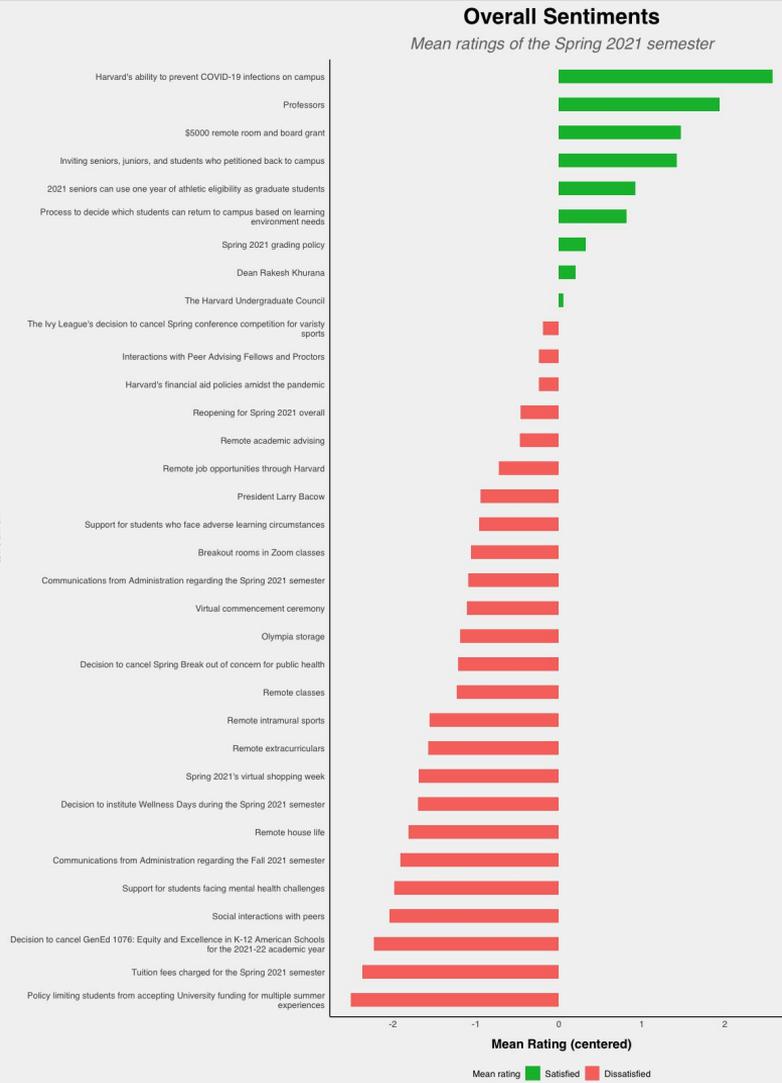
April 26 - May 5, 2020

# UC Student Experience Survey

502 responses

Mar 3 - Mar 27, 2021

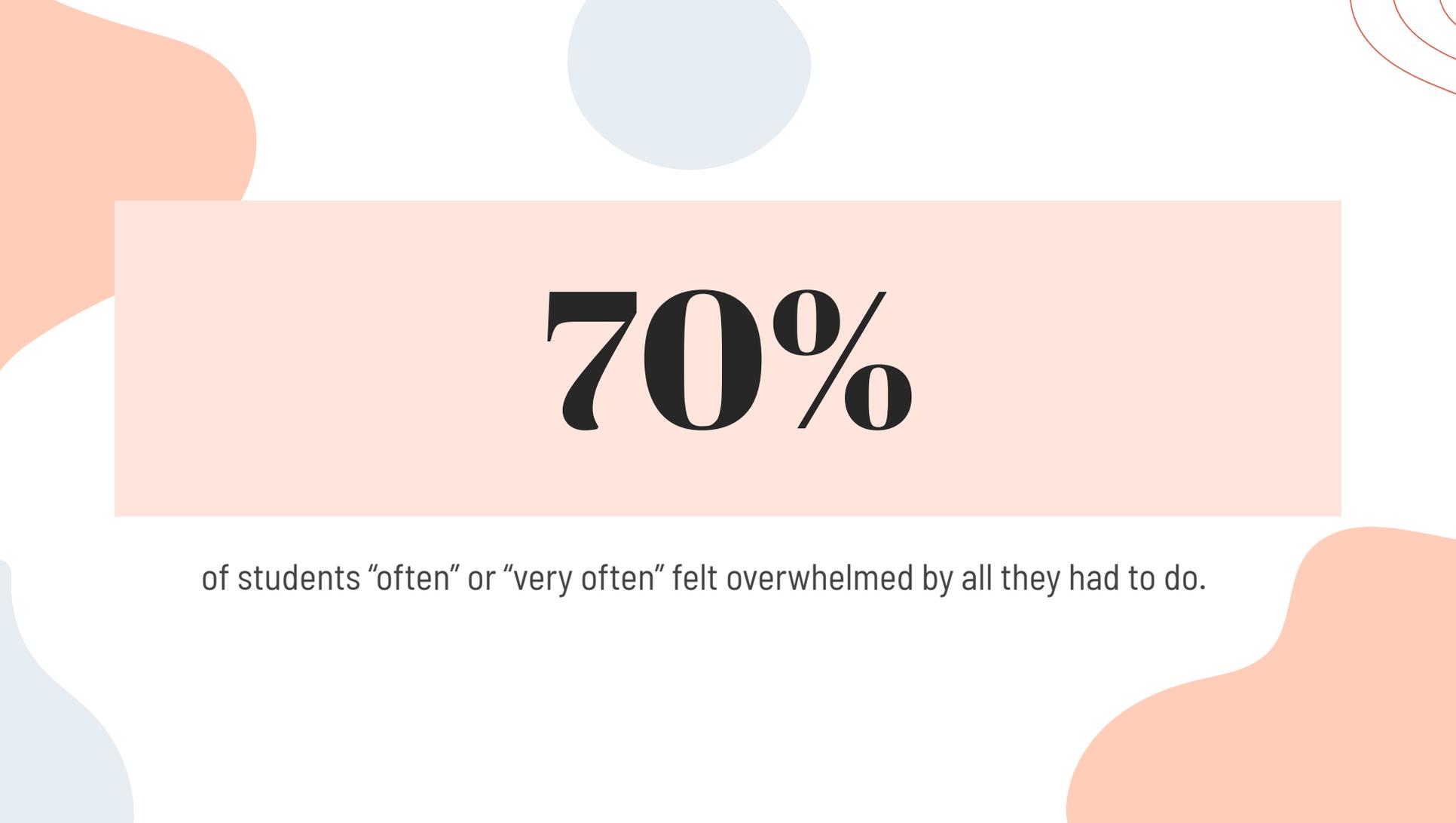
Question





**50%**

of students are extremely dissatisfied and 28% are somewhat dissatisfied with their social lives.

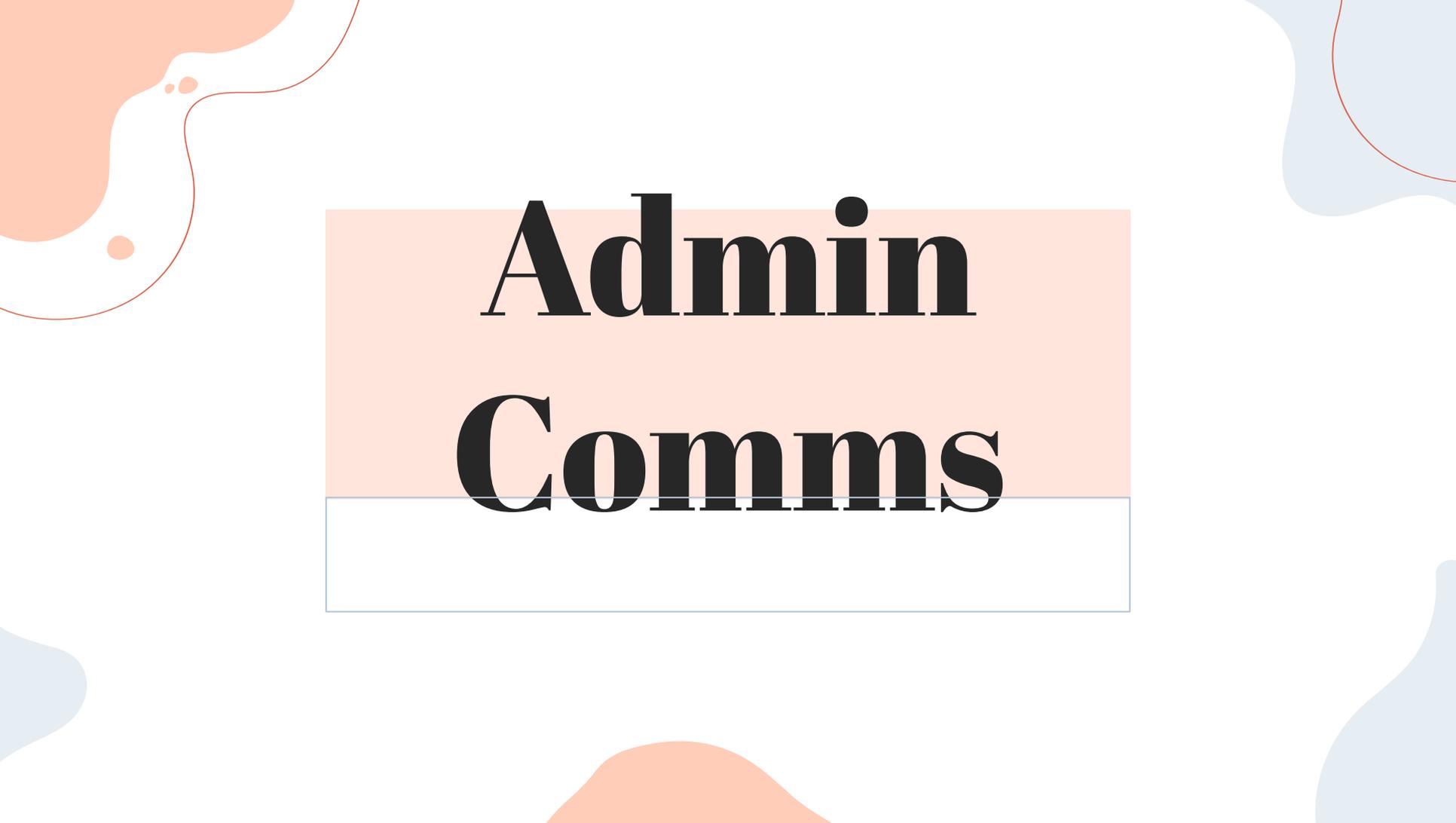


**70%**

of students “often” or “very often” felt overwhelmed by all they had to do.

# Quotes On Communications

- Communications from the Harvard Administration regarding
  - the Spring 2021 semester: Mean 3.91/10
  - the Fall 2021 semester: Mean 3.10/10
- “most of my sophomore friends still know absolutely nothing about their houses due to the lack of communication and events virtually”
- “Similarly, every communication I get from the College feels like a bad motivational poster with no action to actually support students.”
- “BETTER COMMUNICATION AND EMPATHY AND UNDERSTANDING FROM ADMIN AND FACULTY!”
- “I feel the lack of regular and frank communication from the deans, and from President Bacon has been disrespectful. I feel so isolated, and as if the administration does not care in the least about me.”



# Admin Comms

# Harvard Admin I talked to

## DIB

Associate Dean Alta Mauro

## DSO

Assistant Dean Elizabeth Brandt

## UC

President Noah Harris and VP  
Jenny Gan

## SOCH

Director Jon-Roberts and  
Assistant Director Julie Leist

## ARC

Ali Khaleem

## PBH

The Leadership Staff

# PBH Director Julie Reuben

- "I would like to be able to have a better sense of what's going on in other parts of the university in kind of related fields
- "there are opportunities for us to partner with students or with other groups like this, like having a sense of like who's doing what, what might be, we might do with other people"

# Others I talked to

## **Erevna**

Kelly Ly

## **Civics Unplugged**

Gary Sheng

## **GenUnity**

Jerren Chang

## **MIT CDI**

Lin Hou

## **MIT**

## **MindHandHeart**

Maisie O'Brien

## **Allison Pao**

Thesis on how COVID affected students

# Takeaways

Communicate how you will communicate

Continue conversations via threads

Follow-up with minutes

Intersperse engagement

Keep things simple

Bring together people across colleges

Fund good projects

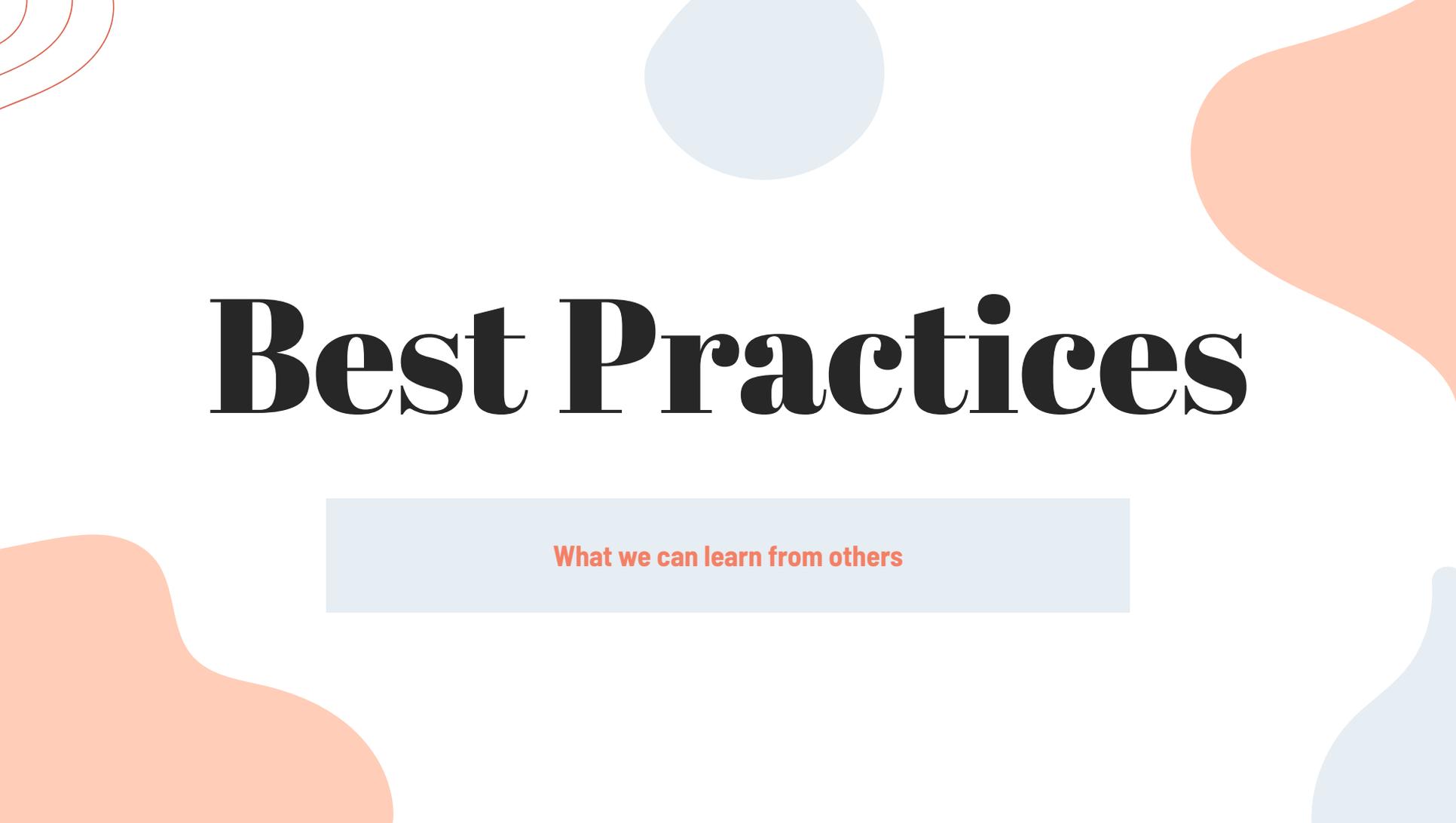
Keep a blog

Make it as easy for people to join as possible

Have a gimmick

Share best practices

Protect privacy



# Best Practices

What we can learn from others

# Learning from non-profits

## RadicalxChange

Have monthly meetings, events, and a corpus of resources



## Erevna

Design and marketing is everything.

## UC

Data and compromise is key



## Community Tree

Steering committees and partnerships are key.

# Metagovernance

## Do-ocracy

Those who take initiative to do something in the group can decide how they do it.

Values

Membership

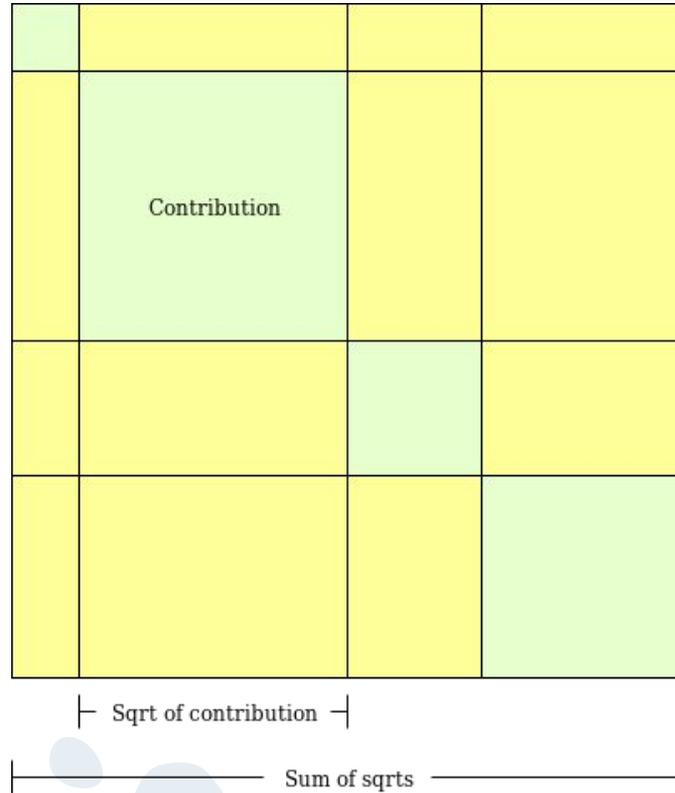
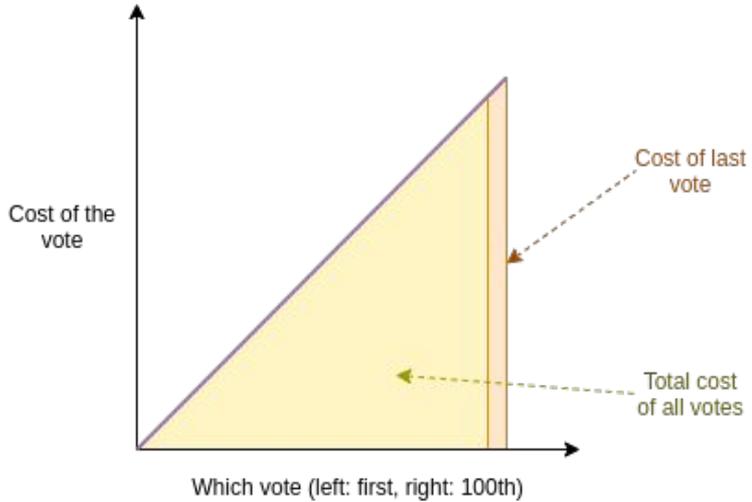
Autonomy

Do-ocracy

Lobbying

- **Values** Bias for action, consultation, decentralization
- **Membership** Anyone who actively contributes to the community's mission can self-identify as a participant.
- **Autonomy** There are no fixed structures. Participants can organize meetings or sub-groups as they see fit.
- **Do-ocracy** Participants are responsible for carrying out their own initiatives, optionally in collaboration with others.
  - **Lobbying** If someone has serious concerns about an initiative, they should raise those concerns with the person responsible for it.

# Quadratic Voting



Green area: sum of contributions  
 Yellow area: subsidy if  $k=1$

# Levels through engagement

## Reputation System

Taking inspiration from sites like StackOverflow, PolicyKit allows reputation to be tracked via a policy that filters for relevant actions and updates the policy's data field to store user reputation. A separate policy can then check the reputation score and give users privileges based on that score.

**PlatformPolicyBundle** *reputation system where users who post more have more privileges*

**Reputation Tracker** *users gain reputation in a channel by posting more in that channel*

```
def filter(action, policy):
```

```
    if action.action_type == 'SlackPostMessage' and len(action.text) > 15:  
        return True
```

```
def check(action, policy):
```

```
    channel = policy.data.get(action.channel)  
    score = channel.get(action.initiator.username, 0)  
    channel[action.initiator.username] = score + 1  
    policy.data.set(action.channel, channel)
```

**Privilege Distributor** *users who have enough reputation gain channel privileges*

```
def filter(action, policy):
```

```
    if action.action_type in ['SlackRenameChannel', 'SlackKickChannel',  
                             'SlackJoinChannel']:  
        return True
```

```
def check(action, policy):
```

```
    reputation_policy = policies.get(name='Reputation Tracker')  
    channel = reputation_policy.data.get(action.channel)  
    score = channel.get(action.initiator.username, 0)  
    if score > 10 and action.action_type == 'SlackRenameChannel':  
        return PASSED  
    elif score > 50 and action.action_type == 'SlackJoinChannel':  
        return PASSED  
    elif score > 100 and action.action_type == 'SlackKickChannel':  
        return PASSED
```

# Work done

- 25 interviews (30+ hours)
- 19 pages for Harvard Serves Online
- 14 pages for Harvard Online Planning
- 80+ pages of UC recommendations

# Thanks

Any questions?

**CREDITS:** This presentation template was created by **Slidesgo**, including icons by **Flaticon**, and infographics & images by **Freepik**

