Where there is a chasm, we made sure to shrink that chasm to a gap, and then we tried to take the gap down to a little crack. When we couldn't change the chasm in student affairs, we tried to build a bridge to get over.

Most of what we have in place is an extension of the relationships we've had and built. Let the crisis be a learning experience.

While we can ask, 'How are you doing?' it's not good enough if you do not have a systemic response to how to help [students] handle the bad or sad news that they're providing. It's not good enough to just say, 'I'm sorry to hear that.' You ask what can you do, and be prepared to respond to them.

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