CCSU Logistics and Operational – Remote (Phase II) final report

The Hyflex (Phase II) plan final report follows this report.

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Introduction:

Over the past few weeks, our Logistic and Operational work group met several times to share ideas, questions and concerns in order to assist in the successful opening of campus for the Fall 2020 semester. The primary focus of our work group was to develop ways assist Faculty, Students and Staff in a remote operations setting. We have expanded our critical areas to reflect essential services needed to accomplish this task, considering the following guidelines: maintain limited access to campus for faculty and staff. Students remain off campus and 100% online for classes and activities.

On Campus Operations – Faculty and staff (limited access)

- Provide social distance work atmosphere for open office locations including spacing of office furniture, signage, PPE, barrier installation at public facing areas.
  - Facilities to partner with each department to prepare a customized work environment, including plexiglass/ barrier installation, signage, PPE and cleaning schedules.
  - Social distancing and the use of face masks will be strongly encouraged.
  - Develop staggered and intermittent schedules for all essential/non-essential employees to limit the number of employees on campus at any given time. Establish suitable hours of operations. (For example, remote vs. in-person for coaches, trainers & personnel for in-season vs. off season operations.)
  - Develop new cleaning protocols and procedures.

- Provide locations on campus for faculty to record lecture and laboratory instruction, include faculty research areas for creative activity usage and new technologies.
  - Use bookings software for campus activity and contact tracing so that faculty and staff can maintain access to their offices, research labs and other spaces for creative activities and interaction with colleagues.
  - Research and creative activities will continue during remote operations but will be limited to the hours of operations set forth by the University. All social distancing measures must be followed.
Faculty to end research activity by Thanksgiving, and the areas will be shut down for one week after for deep cleaning.

Spaces that are being developed for Hyflex learning can be utilized during remote operations to provide faculty with a space that has the technology needed to record lecture and laboratory instruction.

- Develop protocol for work activity on campus including faculty access to offices, laboratories and adjunct office space.
  - Develop a logistics plan for faculty and staff that will include essential personnel from each department with the ability to handle daily departmental tasks (i.e. instrument maintenance, lab responsibilities, research projects and on-going activities). Applicable during Hyflex, Remote or shut down scenarios.
    - Allow two people per department (one primary and one backup) that will have access to the building to maintain departmental equipment and items in need of regular maintenance during remote operations and potential shut-down scenarios. (i.e. NMR, laboratory animals, greenhouse) Access to be scheduled and logged for contact tracing purposes.

- Provide curbside pick-up area for technology and instructional supplies.
  - Continue to develop safe, curbside pick-up locations on a scheduled basis. (i.e.) IT, Media, Bookstore, Library, Mail Services, Receiving, Music, Art and others.
    - All high-volume pickups will be in surface lots with plenty of space for queuing. Establish days available and hours of operation for pick-up of materials. Provide inventory control measures as needed.
    - Establish a location for the return of items to the University. Provide inventory control and disinfecting at the return location as required.

- Develop protocol for receiving/distribution of goods.
  - Develop a plan for departments to receive goods on a limited, but consistent basis. The product that is currently stored in East Hall will be distributed to their respective owners on a scheduled basis. This process needs to begin in July 2020 to eliminate the bulk storage items and fulfill our campus needs as we prepare for the Fall 2020 semester.

  - Provide Copy Center Services for Faculty & Staff.
    - No in-person interaction, electronic submissions only with a designated pick up location servicing the campus 2-3 days per week with limited hours of operation.
• Make Mailroom services available (Scan Optics).
  o Continue to develop mail service protocol, which includes offering mail to be
    scanned/ digitized (Scan Optics), offer to entire campus.
  o Include a safe, curbside pick-up location on a scheduled basis. Using the Student
    Center loading dock.

Off Campus Support – Faculty and Staff
• Access to office equipment and supplies needed to work remotely.
  o Develop additional, property control protocols to safeguard the University’s
    assets that are being used off-campus

• Access to ergonomic office furniture for home use.
  o Access to ergonomic office furniture for home use should be by request only and
    reviewed by a campus committee.

• Develop a means for faculty to access print/physical library materials.
  o Allow access to library during the hours of operation established by the Library
    Staff. Limit occupancy in the library to allow for proper social distancing.

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• Provide Copy Center services for Faculty & Staff.
  o No in-person interaction, electronic submissions only with a designated pick up
    location servicing the campus 2-3 days per week with limited hours of operation.

• Develop protocol for the Receiving Department to receive departmental goods and
  supplies. Provide a safe, curbside pick-up location, on a scheduled basis. We will
  continue using the Receiving Email to consider larger, equipment purchases the ability
  to deliver to CCSU or not.

• Develop Property Control processes, including the use of “Teams” when in-person
  meetings are not possible.

Student Support
• Access to on-line bookstore and/or curbside pick-up.
Historically only 30 percent of required learning materials have been available via digital media. The distribution of materials available in print only will be offered via mail or scheduled curbside pickup.

- Access to Library materials, laboratory materials, and other instructional materials.
  - Develop online reservation of materials and a means for on-campus pick-up and returns.
    - The curbside pickup locations need to be easily accessible to students so they can grab and go. Provide set hours for pickup of materials and a system to notify them that their items are ready for pickup.
    - In conjunction, a separate drop off location needs to be developed with support from custodial services to disinfect returned items.

- Research funding opportunities for access to E-books through Library Services.
  - Request funding for the purchase of e-books for Library Services. This will make more information available to the students digitally.

- Provide safe environment for student WiFi access at Welte Garage and develop ideas for location during winter weather conditions.
  - Ideas for WiFi access during cold weather? Provide loaner mobile hot spots to students with economic hardships?

- Provide on campus location for advising services when in person interaction is necessary.
  - On campus location for advising services needs to be easily accessible yet provide the privacy needed for advising. This advising space would be for emergency situations only and will need to be scheduled via bookings software with notifications for custodial services provided. Proper social distancing guidelines to be followed.

**Conclusion**

Prior to our final submittal, the Remote and Hyflex groups met this week to exchange ideas, similarities, challenges and solutions for the successful opening of the Fall 2020 semester. The health and safety of our students, staff and faculty was always our work committee’s top priority. In addition, providing a safe learning environment for students, focusing on our faculty’s academic and research needs, and considering the university’s general operational requirements were also top priorities. As information was shared regarding a “presumed” Hyflex opening for the Fall 2020 semester, our “Remote” team concentrated on the important steps needed to transition from “Hyflex” to “remote.” The transition to a remote campus
environment will involve a timely and organized effort to insure a smooth and coordinated change. Timely communication and following a well thought out plan will improve campus wide acceptance of these remote operational guidelines.

**CCSU Logistics and Operational – Hyflex (Phase II) final report**

Group Participants:  
James Grupp – Director of Engineering Services – Work Group Chair  
Jean Alicandro – Director of Residence Life  
Carl Antonucci – Director of Library Services  
Hank Altman – Campus Architect  
Sarah Atkinson – Theater  
Barbara Coughlin - Accounting  
Dan Moreland – Human Resources  
John O’Conner – Sociology, AAUG Representative  
Steve Villanti – SUOAF Representative  
Ryan Wark – Media Center

The CCSU Logistics and Operations HyFlex Work Group met multiple times during the past three weeks to develop an outline for a HyFlex opening of the campus for the Fall 2020 semester. The group had some very open and candid conversations about what is needed to make this opening successful for students.

Many of the items discussed by the group are already in progress – social distance requirements in classrooms, PPE, hand sanitizer, etc. During these discussions, many topics came up related to those items and need to be addressed. The concerns related to simply not knowing which classrooms would be used for the on-ground course. In addition, each of the members of the group developed their own list of challenges for their respective departments and/or disciplines. These reports are attached.

As logistics and operations touches every department on campus and beyond, this group took the holistic approach – what applies to one applies to all. However, each department is unique and must develop their own start up plan out of the one here. As such, we developed a worksheet that lists every department on campus and using a checklist type format, can be sure to create a productive, yet safe environment. Every department should either create their own opening plan; one that follows the guidelines outlined in this report but tailored to the needs of the specific department.

The group discussed the need for training and communication extensively, but these topics are not included in this report as it is expected that another work group would be developing the training packages. The team did present an idea of having theater students perform for the training packages and have the communications students film the training. This would create a nice cross discipline opportunity.
Opening Plan Requirements

The requirements for campus wide opening are being developed by the Fall, 2020 Opening Steering committee. Some requirements will include:

- Wearing masks while inside all buildings is mandatory except while inside a personal office
- Maintaining social distancing – develop and implement waiting spots for when waiting lines are required for in-person services
- Signage – all areas of buildings, from the front entrance, throughout and to the exit will require signage; social distance, stay right, wear mask, enter, exit.
- Cleaning – All building areas will receive special COVID cleaning - see cleaning section
- Each office area will require an evaluation of whether plexiglass shields are required.

Facilities Related Items

Additional facilities related items that will be installed as part of the COVID-19 prevention include:

- Additional hands-free hand sanitizer stations at entrances to buildings
- All HyFlex classrooms to get hand sanitizer stations and sanitizing wipes
- UV lights in central air conditioning systems to clean circulating air
- Buildings will be set up with single entrances and one direction movement through the building.
- Extensive signage throughout buildings for traffic control, social distancing, wearing a mask, etc.
- All water fountains and bottle filling stations will be disabled
- Bathroom sinks will be either shut down or blocked to promote social distancing.

Specific Department Opening Plans

Each department should be required to develop specific opening plans which will include the general requirements above and address the following questions:

**How will the department set up social distancing?**

Staff - Reduce number of staff in office by alternating days or some other sort

Offices – Set up policy; do not enter an office unless wearing a mask

**Does the department deal with students/public one-on-one?**

If yes, then plexiglass barriers or some other remote interaction will be required.
Will personnel within your department be able to work remotely?

Do they have the proper IT equipment to work from home?

Do they have adequate space and furniture?

What types of signage do you need?

Social Distancing

Waiting spots

Questions concerning operating hours, personnel, and other non-facilities related issues were not addressed by this committee.

Academics

The Academics team has identified a list of potential classrooms and laboratories that will be used for on ground portions of the classes this fall. The list of these rooms is attached. The Operations and Logistics work group developed drawings which indicate how many seats could be placed in these rooms, and where they could be placed within a typical classroom and still maintain social distancing.

Other Areas of Concern:

Labs – SEST, SEPS, CLASS

Library operations including self-checkout. Close stacks?

Black Box Theater – live stream opportunity

Music Performances – live stream

Art Gallery

Maloney (Fine Arts and Theater) and Welte (music) should get special case considerations – art classes, theater, music classes. Maybe allow productions with no audience, but a film crew to live stream. Cross discipline opportunity. How can instruction take place in a class where interaction is critical?

Journalism uses the library production studio for classes. How can these classes be held?

Student Support Areas (non-residence)

In a HyFlex campus operation, student support services will be compromised, but should be able to be fully functional. All student support departments will need to develop specific opening plans as outlined above.
Student Affairs (Residence Life, Student Union, Recreation, Dining)

In a HyFlex campus operations, it is expected that residence halls will be occupied as normal; roommates, suite mates, etc. Two residence halls, Seth North and Beecher, will be reserved for potential quarantine dorms and will not be occupied by non-COVID impacted residents.

The Residence Life office suite is a high traffic area with one door in and out. The Facilities AE team will have to look at the office layout and make changes to support social distancing.

Residence halls will be open and subject to new protocols. Visitors may not be allowed. Laundry facilities and operation must be evaluated, and protocol developed. Elevator occupancy should be limited to one person and this will have a negative effect in the high-rise halls such as Barrows, James, Vance, Sheridan, Gallaudet and MCRH. Consideration should be made concerning fire drills. Bathroom cleaning protocols must be developed.

It has been suggested to create a space in each residence hall for issue resolution, whether between RA/RD and student or police and student.

The Student Center must remain open and an active, viable space. This building contains key gathering, student club, eating and social rooms. Signage will be critical in this building to help students feel safe.

The Recreation Center is critical to maintain student wellness and moral and must also remain open. A very detailed specific opening plan must be developed for this space.

Campus Life

It is imperative that Student Clubs and Activities be allowed to occur in some manner. If students are not permitted to have clubs and activities during on ground operations, two things may happen. First, as the students create their own off campus activities, exposure to COVID-19 will become a reality. And second, town and gown issues will develop if friends or activities are not allowed on campus and there are more off campus parties and activities.

The Student Activities staff must develop plans to both accommodate student club meetings and create an environment where the meetings can be held either remotely or in some sort of Hy-Flex manner. Possibly set up a video room where the leaders of the clubs could be presenting to their remote members.

Administrative Departments

In a Hy-Flex campus operation, all administrative departments should be able to fully function with limited restrictions. Each department will need to develop specific opening plans as outlined above.
Admissions – Campus Tours

Campus tours will be permitted; however, a new protocol will be required. The tour groups will not be allowed to enter buildings. It is imperative that a high quality processional virtual tour be created.

Athletics

Athletics is working on a detailed plan taking into consideration NCAA and NEC guidelines for fall competition. The plan will include the following.

• Phased in pre-season reporting and acclimation period.
• Pre-season practice, meeting, housing and food service policies and procedures.
• In season and out of season practice policy and procedures.
• Away travel and home game policies.
• Ongoing testing for students, athletes and coaches.
• Training room student athlete clearance and treatment policies and procedures.
• How will social distancing be applied in athletic locker room.

Events Management

On campus events must be tightly controlled. Non-CCSU participants will not be allowed unless with exception. Events will be limited to less than 50 people and all participants must social distance and wear a mask. Rooms acceptable to hold events must be determined and scheduled properly. A detailed Events Management Plan must be developed.

The TV Studio team will investigate if a remote production studio can be set up in order to limit number of production people required at any events that must be recorded or live streamed.

Large or Community Spaces

Large spaces require special consideration. The Facilities AE team is developing plans to control access, directions and social distancing. Some of the rooms to consider are:

Library: First-floor circulation desk, Starbucks, soft seating areas, tables and chairs

MCRH Multi-Purpose Room: Limited seating with social distancing

Res Hall Laundry Areas: Limited occupancy

Semesters: Limited seating with social distancing. This is a dining area so specific signage indicating people must wear a mask at all times unless seated AND eating.
Student Center: A pass-through building with multiple student club offices, lounge spaces, eating areas, staff offices, etc. Extensive use of signage, “Stand Here” stickers, etc. required. Remove some furniture to create social distancing.

Athletic Facilities: See above

Recreation Center: The recreation center is a high traffic, high interaction area. The center should operate at 50% capacity. Masks should be mandatory, and students must maintain 6 feet of space between equipment. The recreation center should develop their own opening plan taking the lead from the State of CT REOPEN Connecticut Sector Rules dated June 6, 2020, attached.

Food Service

Memorial Hall and Hilltop Dining Halls – Serving plan developed by Sodexo with CCSU review and approval. Social distancing of tables required. Remove excess furniture. Utilize all four quadrants of the 2nd floor including Constitution Room for student dining.

Semesters Retail – Open and following food service requirements, social distancing and “stand here” floor stickers.

Set up grab and go from old faculty dining server and students that do not wish to dine.

Starbucks – in Library; Open and following food service requirements, social distancing and “stand here” floor stickers.

Zime – in Willard DiLoreto; Open and following food service requirements, social distancing and “stand here” signs.

Bassett Hall Grab and Go area will be closed.

Tent – Set up tent on Vance Green to be used for overflow dining and anybody that does not wish to eat in the dining room.

Classrooms

The Academics Work Group in conjunction with the Campus Engineering and Architecture team created a list of 35 Hyflex classrooms. These classrooms will be outfitted with a lecture capture system installed by the IT Department. The Campus A/E group developed floor plans indicating how many seats would fit in each classroom assuming 6-foot social distancing. Plexiglass was added to the teaching station and the lectern. A teaching zone was created to keep social distancing between the students and the professor. Masks must be worn at all times.
In addition, five 40-seat lecture rooms were created utilizing large spaces on campus. These rooms include Welte Theater, Torp Theater, Alumni Hall and Willard-DiLoreto D121. Additional spaces such as Detrick Gym, the Recreation Center and Memorial Hall are being investigated.

Labs

The Academics Work Group in conjunction with the Campus Engineering and Architecture team created a list of laboratories that will be used on-ground. The definition of a lab includes all the sciences, and also the arts and other academic groups. Five of these labs will be outfitted with a moveable monitor/camera system installed by IT in order to record the lab or studio work. The intent of the remaining labs is to be 100 percent on ground with social distancing rules in effect. If a student desires not to come on campus, these labs/studios will be set up with basic recording/viewing system (webcam).

The TV Studio team will investigate if a remote production studio can be set up in order to limit number of production people required at the Black Box Theater.

FACILITIES RELATED SPECIAL ITEMS

PPE/Masks/Sanitizer

The CCSU Facilities Department will handle the distribution of masks and hand sanitizer as required as a result of the COVID-19 pandemic. Standard science laboratory PPE will continue to be handled by the respective departments.

Face masks are required to be worn at all times in campus buildings and in outside locations where social distancing is not feasible. Face masks will be provided for those faculty, staff, or students who do not bring their own from home. Cloth masks will be distributed outside East Hall during scheduled times to be announced. Disposable masks are being provided at five locations on campus to provide for those who forgot to bring their masks before entering buildings. Additional disposable masks may be provided in laboratory situations where they will need to be changed out more frequently for preventing contamination.

Job tasks which require more extensive and specialized PPE will be outlined in PPE Hazard Assessments by EH&S. N95 masks will be distributed under the CCSU Respiratory Protection Program and limited to staff in Health Services and the Police Department who may have direct contact with COVID-19 positive cases. Additional PPE may include gloves, gowns, face shields, and goggles.
Cleaning Plan  The Facilities Management Department has been following a number of disinfection/sanitization protocols. These measures are being followed by both CCSU and Contract Custodial staff:

- Using an approved disinfectant kill COVID-19.
- Deep cleaning and disinfection of residence halls
- Daily disinfection routines in all the buildings using a variety of manual and battery-operated sprayers including backpacks for large areas.
- Deep cleaning and disinfection of all dining areas
- All high touch areas in buildings (door knobs, handles, railings, entrances, etc.) are disinfected multiple times throughout the day
- All bathrooms are cleaned and disinfected every time they are fully serviced (schedules based on building)
- All hard floor surfaces, especially in the bathrooms, are damp mopped with the disinfectant, killing any germs produced by human waste and/or sick people
- Electrostatic sprayers are used on hard surfaces. This process sprays an electrostatically charged mist onto surfaces and objects. Electrostatic spray uses a specialized solution that is combined with air and atomized by an electrode inside the sprayer. Subsequently, the spray contains positively charged particles that are able to aggressively adhere to surfaces and objects. Because the particles in the spray are positively charged, they cling to and coat any surface they’re aimed at.

Signage  There is another on campus group and CSCU group working on signage, so this group did not work on sign design. However, we acknowledge that there would need to be numerous sign types and they must be placed throughout all the campus buildings.