Due to the many unknowns and considerations yet to be determined, the Community and Alumni Relations Workgroup (both Hy-Flex and Remote) collaborated as a whole and then individually provided the information* below.

Our hope is that as decisions are made by the University, this data will be taken into consideration to meet the needs of our team and therefore our students, alumni, and community. In addition to the information below, a separate work assessment form is being drafted by each department as instructed by Human Resources.

Please provide clarification regarding the following questions:

- Could the Campus/Building Hours of Operation be clarified?
- Is there a possibility of Student workers/GAs in offices?
- Policies for allowing outside guests on-campus to attend CCSU events of to offer support for CCSU programs
- Will there be employees with personally compromised health or compromised health of an immediate family member be able to work remotely?
- Will employees with young children have flexibility to work remotely if their return to work is impacted by plans for school districts and childcare facilities
- Will there be access to at home and at work technology and supplies?
- Will there be gathering policies for gathering for CCSU on campus, Downtown, and off campus for CCSU business (ie face to face donor visits, career fairs, off-campus internships/volunteer opportunities, Continuing Education classes, Athletic/Tech it out/Dance camps, Homecoming, Continuing Ed classes, Community Drive, Finish the Race, concerts, plays, athletic events, Halloween Safe Zone, Commencements, Central Authors, Poetry readings, Library Talks, Classic Friday films, athletic events, dance, theatre, music, student reports from campus, collaborating with faculty on more virtual events, Continuing Ed Diversity and Equity class, etc.)?
- Will there be fall and spring athletic contests?
- Will there be a list of spaces available for events?
- Will outdoor events will be allowed following social guidelines?
- Who should create a policy to address the use if CCSU events at off-site non-CCSU facilities?
- Is there a safety plan for Downtown campus and those businesses renting space?
- Is it possible to resume the campus radio station?
- Will there be increased Marketing Services?
- Will there be increased IT Technology Training?
- Will there be a plan and location for on campus guests to check-in, temp taken, PPE assessed, and then escorted to their destination?
- Will CCSU students and faculty be able to visit outside constituents for volunteer and community engagement opportunities?
- Will outside constituents be allowed on campus to participate in career/club/volunteer fairs, hold classes, present to on ground classes?
- Will there be a strong Social Medial presence for all outreach areas?
- Will there be more constant outreach and communication with community partners?
- Are there outdoor spaces available for event purposes?
• Will tents/fencing be rented by University for long-term use through October in designated areas?
• Does “no external client events” expand to no external clients as guests of on-campus events?
• Does 185 Main Street fall under the same policies as main campus or will external clients be able to book and/or have programs at that location?
• Will alumni attending events on campus will they be required to sign a waiver form?
• Would members of the Alumni Board and committees be considered “an outside group”?
• Why doesn’t the University use WFCS, a 24/7 resource, and its student staff, as a way of keeping in touch with the local community. Use it to inform, entertain, etc.?
• When will be given more information on the technology, be trained in this, and run some pilots to see if we can run this at home on our own wi-fi?
• How does a professor monitor attendance and participation given the student can delay when and how they participate?
• Will there be more comprehensive calendar of events – student, alumni, Continuing Ed, etc. and who will manage that list?
• Will there be a collaborative events committee?
## Additional Colleague Feedback

**Name:** Nelba Márquez-Greene  
**Department/Area:** Community Advancement

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<thead>
<tr>
<th>Constraints</th>
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| Going online has allowed us expand our reach- but not yet charge for events, trainings, lectures.  
Also, our work with school districts and reach into communities are limited in this model but not impossible. CCSU is uniquely poised to serve as a community resource right now and step up partnerships. We have stepped up partnership with DCF, Office of Early Childhood, State Child Advocate, Commission for Women, Children and Seniors and more. | This model would allow for some on campus but brings into question if we have the infrastructure to keep everyone safe.  
Most of our events are over 50 people - so it also still limits us.  
Can we control the unlimited unknown variables necessary to not spread virus? |

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<tr>
<th>Concerns</th>
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<tbody>
<tr>
<td>No on-ground events/services provided income generation</td>
<td>income generation</td>
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<thead>
<tr>
<th>Questions</th>
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<tr>
<td>We could use help turning our programs into something income generating and more widely supported by the university community in order to bring awareness to the people, programs, ideas and topics being featured. Could there be more robust and coordinated marketing?</td>
<td>health and safety are my primary concerns - how will we gather and maintain protocols?</td>
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<tr>
<th>Work Plan Updates</th>
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<th>HYFLEX</th>
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</table>
| CA has a robust learning series and nightly programming for students.  
Alongside the Center for Social and Emotional Learning and SEPS staff, we are serving as a resource for local school districts online.  
We maintain our relationships through calls, Webex, FB Live, and social media and focused/intentional outreach.  
Searching for, sending inquiry letters and applying for grants as assigned.  
We have expanded our reach online as evidenced by the number of new donors to DDD for AGP. | I cannot underscore enough the importance of health and safety. A brain in fear is not a brain that can learn/take in new information.  
Everything we do (events, awareness, fundraising, community building) is for naught if our activities make people choose between us and their safety/common sense. |
Given these unprecedented circumstances, the IA staff has been resilient, resourceful, flexible and successful working in a remote environment. We have continued to raise funds to support our students and to engage and steward our donors and our alumni. We will continue to refine our work plan based on ever-changing information. Our IA team is available to collaborate with other CCSU colleagues to assist in the creation of University event guidelines based on the over-arching University safety policies, as well as those dictated by the state and other health organizations.

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<tr>
<th>REMOTE</th>
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<tbody>
<tr>
<td><strong>Restraints</strong></td>
<td>-Preference to meet and gather with alumni, donors, and colleagues in person.</td>
</tr>
<tr>
<td>-Preference to meet with alumni, donors, and colleagues in person.</td>
<td>-Preference to hold events and one on one donor meetings.</td>
</tr>
<tr>
<td>-Inability to hold events and one on one donor meetings.</td>
<td>-Understaffed Marketing and Communications department.</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>Concerns</strong></td>
<td>-IA is in need of certain decisions to be made (listed in the cover page) particularly with regard to on-campus events in order for our division to finalize work plans. Or, we need the directive to put together a team to work on these policies/guidelines for the University based on the over-arching safety policies of CCSU, state and health organizations.</td>
</tr>
<tr>
<td>-IA is in need of certain decisions to be made (listed in the cover page) particularly with regard to on-campus events in order for our team to finalize work plans. Or, we need the directive to put together a team to work on these policies/guidelines for the University based on the over-arching safety policies of CCSU, state and health organizations.</td>
<td>-Safety of our constituents.</td>
</tr>
<tr>
<td><strong>Questions</strong></td>
<td>See questions on cover page</td>
</tr>
<tr>
<td><strong>Work Plan Updates</strong></td>
<td>-Plan targeted virtual events to engage alumni – collaborate with faculty and alumni.</td>
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<tr>
<td>-Plan targeted virtual events to engage alumni – collaborate with faculty and alumni.</td>
<td>-Collaborate as a team to enhance prospect lists.</td>
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<tr>
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<td>-Identify University Funding Needs.</td>
</tr>
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<td>-Plan targeted solicitations to match donor interests with University funding opportunities.</td>
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<tr>
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<td>-Continue to grow endowment by identifying new scholarship fund and planned giving prospects.</td>
</tr>
<tr>
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<td>-Steward current donor relationships.</td>
</tr>
<tr>
<td>-Steward current donor relationships.</td>
<td>-Plan on-ground and virtual Alumni Events – collaborate with faculty and alumni.</td>
</tr>
<tr>
<td></td>
<td>-Collaborate as a team to enhance prospect lists.</td>
</tr>
<tr>
<td></td>
<td>-Identify University Funding Needs.</td>
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<td></td>
<td>-Plan targeted solicitations to match donor interests with University Giving opportunities.</td>
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<td>-Continue to grow endowment by identifying new scholarship and planned giving prospects.</td>
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<td>-Steward current donor relationships.</td>
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### Additional Colleague Feedback

**Name:** Laura Whittemore  
**Department/Area:** Student Center

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<tr>
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<tbody>
<tr>
<td><strong>Constraints</strong></td>
<td>No on-ground events/services provided</td>
<td>-Limited on-ground events (attendance cap = 50; limited bookable spaces available; no academic spaces to be used for non-academic programs; limited staff support)</td>
</tr>
<tr>
<td></td>
<td>Virtual or off-campus only events/meetings</td>
<td>-CenTix Box Office = online sales only</td>
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<td></td>
<td></td>
<td>-Assuming limited catering options</td>
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<td></td>
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<td>-On-ground building access will be limited to those with current CCSU Blue Chip IDs (ex: Breakers Game Room)</td>
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<td></td>
<td></td>
<td>-No external client events for Fall 2020</td>
</tr>
<tr>
<td><strong>Concerns</strong></td>
<td>No on-ground events/services provided</td>
<td>-Older alumni age group = at-risk for more complications</td>
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<tr>
<td></td>
<td></td>
<td>-Athletics parameters for Fall 2020</td>
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<td></td>
<td></td>
<td>-Limited catering options = more expense and/or less options for smaller audience size</td>
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<td></td>
<td></td>
<td>-No in-person ticketing available through CenTix Box Office for event purchasing may be challenging for alums without internet or those not comfortable with technology.</td>
</tr>
<tr>
<td><strong>Questions</strong></td>
<td></td>
<td>-Outdoor spaces available for event purposes?</td>
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<td></td>
<td></td>
<td>-Will tents/fencing be rented by University for long-term use through October in designated areas?</td>
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<td>-Does “no external client events” expand to no external clients as guests of on-campus events?</td>
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<td></td>
<td></td>
<td>-Does 185 Main Street fall under the same policies as main campus or will external clients be able to book and/or have programs at that location?</td>
</tr>
<tr>
<td><strong>Work Plan Updates</strong></td>
<td>All virtual/off-campus events should still be submitted and advertised via a centralized process – VirtualEMS and Master Calendar.</td>
<td>The Student Center and Central Reservations Office (CRO) are working closely with Facilities regarding space availability, usage and cleaning for non-academic events. <strong>Space usage in support of academic classes is the priority for Fall 2020.</strong> Information regarding events is conditional upon State of Connecticut and CCSU guidelines related to COVID19. Central Reservations Office staff are available Monday through Friday 8:30AM-4:30PM at 860.832.1964 or email at <a href="mailto:CRO@ccsu.edu">CRO@ccsu.edu</a>. Space requests, when parameters are made clear, will be able to be made using VirtualEMS only - <a href="https://today.ccsu.edu/VirtualEms/">https://today.ccsu.edu/VirtualEms/</a>.</td>
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Community and Alumni Relations Work Group – June 26 Report

**Additional Colleague Feedback**

**Name:** Catherine Jost  
**Department/Area:** Alumni/IA

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<tr>
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<th>REMOTE</th>
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<tbody>
<tr>
<td><strong>Constraints</strong></td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td><strong>Concerns</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homecoming 2020 is scheduled for Oct.2-3. We are receiving calls daily seeking information on if this event will be cancelled. For planning purposes when might a decision be made?</td>
<td></td>
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<tr>
<td><strong>Questions</strong></td>
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<tr>
<td>Will alumni attending events on campus will they be required to sign a waiver form? Would members of the Alumni Board and committees be considered “an outside group”?</td>
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<tr>
<td><strong>Work Plan Updates</strong></td>
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<tr>
<td>Community advancement “hours of operation” must be flexed to include weekend content and evening learning. This statement also applies to the Alumni Office since most events and meetings occur after normal business hours or on weekends.</td>
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</table>
### Additional Colleague Feedback

**Name:** Gil Gigliotti  
**Department/Area:** Modern Languages, English and Community Outreach

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<tr>
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<th>REMOTE</th>
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<tbody>
<tr>
<td><strong>Constraints</strong></td>
<td></td>
<td>“Central Authors” will most probably not be able to begin taping again with a live audience in the Bookstore in the fall.</td>
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<tr>
<td></td>
<td></td>
<td>WFCS is completely unavailable to its student staff because the studio is in the Student Center</td>
</tr>
<tr>
<td><strong>Concerns</strong></td>
<td></td>
<td>“Central Authors” is the longest-running authors series in the ConnSCU system, and one of the longest-running in the state, and it should be maintained in some form, until our “normal” returns.</td>
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<tr>
<td></td>
<td></td>
<td>While WFCS is automated, when something knocks it off-line (like a power outage), staff cannot enter to restart or even to turn off transmitter. Note: To not be broadcasting with the transmitter on is an FCC violation and makes the University subject to fines.</td>
</tr>
<tr>
<td><strong>Questions</strong></td>
<td></td>
<td>Why doesn’t the University use WFCS, a 24/7 resource, and its student staff, as a way of keeping in touch with the local community. Use it to inform, entertain, etc...?</td>
</tr>
<tr>
<td><strong>Work Plan Updates</strong></td>
<td></td>
<td>Pursue plans with the Media Center to create a format (on-line or no live audience) for “Central Authors” to resume in Fall.</td>
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<td>Work with SA/LD to figure a remote or Hyflex way to resume broadcasting.</td>
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<td></td>
<td>We’ll also be working with the New Britain Sister Cities Committee 9and possibly the Classical Association of Connecticut) to find alternate meeting space.</td>
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</table>
**Community and Alumni Relations Work Group – June 26 Report**

**Additional Colleague Feedback**

**Name**: Melody Avery  
**Department/Area**: Institutional Advancement, Development

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<tr>
<th></th>
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<tbody>
<tr>
<td><strong>Constraints:</strong></td>
<td>- Difficulty printing documents but have been viewing online only.</td>
<td>- Can’t meet with donors/hold fundraising events because of the pandemic</td>
</tr>
<tr>
<td></td>
<td>- Do not have the same workstation set up with monitor/keyboard which isn’t ergonomic and requires frequent breaks to reduce eye strain</td>
<td>-- Do not have the same workstation set up with monitor/keyboard which isn’t ergonomic and requires frequent breaks to reduce eye strain</td>
</tr>
<tr>
<td></td>
<td>- Can’t meet with donors/hold fundraising events because of the pandemic</td>
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</tr>
<tr>
<td><strong>Concerns</strong></td>
<td>- We will need to look to new or different ways to engage our donor/alumni constituents using additional resources</td>
<td>- We will need to look to new or different ways to engage our donor/alumni constituents using additional resources</td>
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<tr>
<td></td>
<td></td>
<td>- Wouldn’t want to put our constituents at risk, many of whom are in at-risk groups</td>
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<tr>
<td><strong>Questions</strong></td>
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<tr>
<td><strong>Work Plan Updates</strong></td>
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### Name: Kate Wall

**Department/Area:** Institutional Advancement & Management/Org (Academic)

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<tr>
<th>Constraints</th>
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<tbody>
<tr>
<td>• Bandwidth (at home)</td>
<td>• Time.</td>
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<tr>
<td>• Space</td>
<td>• Lack of information on how this model work this method works in practice, particularly with first year students</td>
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<tr>
<td>• I teach remotely at another university. Remote works great with SMALL class sizes.</td>
<td>• Bandwidth (at home)</td>
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<td></td>
<td>• Laptops with adequate software</td>
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<td></td>
<td>• Social distancing</td>
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<tr>
<th>Concerns</th>
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<tbody>
<tr>
<td>• TIME: WE NEED TO KNOW SOON AS WE BUILD OUR COURSES!</td>
<td>• TIME: WE NEED TO KNOW SOON AS WE BUILD OUR COURSES!</td>
<td></td>
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<tr>
<td>• Building community in the first classes</td>
<td>• Will professors be required to participate in training in online/video/hi-flex teaching?</td>
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<tr>
<td>• Student motivation and persistence</td>
<td>• Student motivation and persistence, and engagement, readiness for this environment</td>
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</tr>
<tr>
<td>• Student access to technology and knowing how to use it; “Readiness test” needed to determine if students are ready for this format!</td>
<td>• Training students in how this works and being explicit about attendance policies</td>
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<td></td>
<td>• First-year students and transfers should have some type of attendance requirement</td>
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<td></td>
<td>• Planning: how does an instructor create a consistent plan for each module with no way of knowing beforehand how many and which students will be attending each class session?</td>
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<td></td>
<td>• Setting up the first class and setting expectations, building community --</td>
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<td></td>
<td>• Intellectual property: who “owns” the video material?</td>
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<td></td>
<td>• Monitoring online-offline students and chat rooms</td>
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<td>• Social distancing: overflow classes? Turning away learners?</td>
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<td>• “Students choose assignments from a menu of learning options...”?; multiple platforms and providing a high level of customization requires signify</td>
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<td>• Varying levels of expertise and sophistication with software</td>
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<td></td>
<td>• More work to monitor given students are not at the same spot in the course</td>
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<td>• Gaps in timing between capture of the in-class session and its availability to students</td>
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<tr>
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<td>• Does “remote” mean synchronous online?</td>
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<td>• How does a professor monitor attendance and participation given the student can delay when and how they participate?</td>
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| Work Plan Updates | |
|-------------------| |
Student Center and Outreach Work Plans

Document Authors: Laura Whittemore (Student Center) and Gil Gigliotti (English/Modern Lang./Comm. Outreach)

Community & Alumni Relations Working Group – Hybrid Planning

Parameters:

• Identify administrative and student services that can fully function in this environment. Include recommended hours of operation for on ground and remote.

• Identify administrative and student services that will be compromised in this environment.
  ▪ Develop plans/solutions to overcome compromised services. Include recommended hours of operation for on ground and remote.

• Identify administrative and student services that cannot be offered in this environment.
  ▪ Provide recommendations to subsidize these services if available.

The Community and Alumni Relations work group includes: Alumni Relations, Athletics, Community Engagement, Community Partnerships, Continuing Education, Student Center Operations, Development, and faculty/staff with community partnerships.

HyFlex

Campus buildings open at reduced staffing levels with moderate foot traffic.

1) Reduced office hours
   a) Each department represented identify their plan for reduced office hours? See below
   b) Have any of your offices changed your “hours of operation” while we have been remote this spring?

2) Staff on A/B schedule
   a) If shared workspaces – custodial sanitizes work space on weekend in between workers:
      i) Person A – Week A = telecommute, Week B = in office
      ii) Person B – Week A = in office, Week B = telecommute
   b) If individual offices/work spaces that aren’t shared:
      i) Office supervisor can work with all staff to create schedule that ensures office operations are able to be supported Monday-Friday. Custodial sanitize each work space weekly; individual staff members should maintain a clean and surface sanitized space while in the office.

      (1) Considerations:
         (a) Those with compromised immune systems or need to remain telecommuting should be accommodated to be able to do so.
         (b) Those with school-age children should be accommodated, depending on if their child’s school district is operating remotely/hybrid.

3) Limited/no foot traffic in office spaces (shared space and/or personal offices)
   a) If 6’ distance cannot be maintained, masks required and only 1 client/guest at a time.
   b) If 6’ distance cannot be maintained, no clients/guests allowed without prior appointment.
   c) PPE available for guests who need to be seen immediately and do not have PPE on them.

Events:

• External guests/alumni/community members cannot attend on-campus events for Fall 2020 – limit requests/size/type of external events for Spring 2021
  o Coordinate with Media Center/IT for live streaming equipment in major spaces
Student Center and Outreach Work Plans-Continued

- All visitors/alumni must register before entering campus/downtown campus with details of where they will be going (ex: meeting in office, attending event in Constitution Room, attending athletic event in Kaiser Gym) to support contact tracing efforts and are subject to same health checks at entry points as students/staff/faculty.
- Designated parking lot (gated) for guests (if allowed to enter campus)
- Designated exterior spaces (tent) for events of 50 or less
- Torp Theatre, Welte Auditorium, Constitution Room & Alumni Hall (on-campus) & Stanley Room (185 Main) are only spaces able to accommodate 50 max attendee spaces inside a facility
- Department and student org events registered through Master Calendar website or VirtualEMS
  - CRO can create a WebEx/Teams “room” for their event to use
- Livestream music, lectures, etc. For community members

Hours of Operation: Administrative & Student Services - Fully Functional

1) Athletics
2) Alumni Relations, Community Partnerships, Community Engagement, Development:
3) Community Engagement
4) Community Partnerships
5) Development
6) Continuing Education
7) Student Center Operations
   a) Central Reservations Office (CRO) 8:30A-4:30P Monday-Friday
      i) Staff can answer phones remotely or on-site; event planning can take place via Teams/WebEx, VirtualEMS = online space reservation system
   b) Reception Desk 8A-5P Monday-Friday
   c) Bookstore 9A-7P Monday-Friday

Hours of Operation: Administrative & Student Services - Compromised

1) Athletics
2) Alumni Relations, Community Partnerships, Community Engagement, Development:
3) Community Engagement
4) Community Partnerships
5) Development
6) Continuing Education
7) Student Center Operations
   a) Student Center hours 7A-8P Monday-Friday, limited hours Sat/Sun by event reservation only
   b) Information Desk – no in-person services, virtual support/resources only
   c) CenTix Box Office – no in-person ticket purchases/bus passes; online only
   d) Breakers Game Room – virtual services only
   e) ESPorts Center – virtual services only
   f) Devil’s Den food court – limited services while hybrid (match SC hours of operation)

Hours of Operation: Administrative & Student Services - Cannot Operate

1) Athletics
2) Alumni Relations, Community Partnerships, Community Engagement, Development:
3) Community Engagement
4) Community Partnerships
5) Development
6) Continuing Education
Community and Alumni Relations Work Group – June 26 Report

Student Center and Outreach Work Plans-Continued

7) Student Center Operations
   a) Devils Den food court – no services if virtual
   b) Bookstore – no in-person services if virtual (online sales)

L. Whittemore Ideas:

Athletics – virtual team meetings whenever possible; virtual academic advising whenever possible; staggered dining schedules (outside of normal dining hall times so that most of the team can eat together OR grab n go options available outside of normal times); card swipe entry to athletic facilities and locker rooms/weight rooms; no attendees at events (or limit to 50 maximizing distance measures if have the space and if screened upon entry – limited to on-campus students? Alumni have to register and enter lottery for games – only 5-10 "seats" for alums?

Alumni Relations, Community Partnerships, Community Engagement, Development:

1) Events of no more than 50 people – pre-registration required
2) Lottery system for athletic events to cap attendees
3) Supports contact tracing measures
4) Smaller donor events on campus, or larger events off-campus (if external facilities will support)
5) Partnerships with local restaurants for “catered” meals & virtual content
6) Three-course meal available for pick up or delivery (within radius) – either discounted price or covered by Alumni office
7) Virtual meet & greets

GG “thoughts (‘though more like questions”):

Virtual live Central Authors talks available to all (to be recorded and edited for later broadcast, as usual)

Need for clear, detailed, and communicated plans for outside groups (affiliated with CCSU or not) who, due to size limits, will need their events to be hybrid. Who will assist with/operate the technology for the virtual segment?

Should affiliated outside groups (such as the New Britain Sister Cities Committee) who regularly have met on campus simply find another venue, despite their being small gatherings (under 10 people)?

Not mentioned yet, WFCS, the campus radio station, which, while a student club, is also 24/7 outreach to community near and far – and right now it’s automated all the time. This situation serves neither our students nor the community. We must set up parameters to get students back in the studios – staggered schedules? Alternating time slots (to allow for studio cleaning in-between)?

What of diverse events like library talks, poetry readings, guest lectures, etc...Should all host departments simply plan their own events? Should there be consistency in on-line platform? One thing that students definitely expressed at the end of last semester was the dizzying effect of dealing with the multiple platforms being used in their various classes. And while the question of “academic freedom” may be at play for classes, would it be wise (or not?) to have an as-standard-as-possible event platform for extra-curricular/alumni/community/outreach events?

- CRO can potentially “reserve” a WebEx/Teams “room” for these so that the events can still be advertised documentoed on the University calendar. The event reservation will include the link to attend.

Should we bring back a virtual version of Classic Friday films?
Cheryl Crespi – Accounting/Community Outreach

Another item we may want to consider is computer and technology issues. It was not until the end of the semester that I learned a student was just using their cell phone as they had no computer, and, thus, could not complete an assignment. While students were emailed if they needed a computer, some will believe they can get by with just their phone. Community engagement may not be completed by cell phone alone, either remotely or Hy/flex.

- Identify academic classes/labs that can **fully function** in this environment.
  - considering that all classes went remote this spring, a majority of classes would fit here
  - has a faculty and dean survey been considered to identify these classes?
  - Junior Achievement is already planning virtual volunteering
- Identify academic classes/labs that **need assistance functioning** in this environment.
  - Those classes involving teams and external speakers
    - plans/solution: Training for students and faculty
  - Some Community Engagement Minor classes that needs student interaction with the community
    - plans/solutions: ?
  - Teacher Education
  - VITA training
- Identify academic classes/labs that **cannot function** at all in this environment.
  - Nursing students needing clinicals
  - Other courses needing clinicals for some clinicals (not nursing I presume)
    - Recommendations: Telehealth
    - internships: some students were able to work remotely but some student interns were let go.
- Identify administrative and student services that can **fully function** in this environment. Include recommended hours of operation for on ground and remote.
- Identify administrative and student services that **will be compromised** in this environment.
  - Career Fairs
    - Plan: ??
  - Student Organizations that bring alumni on campus to speak to students
    - Plan: ??
    - Develop plans/solutions to overcome compromised services. Include recommended hours of operation for on ground and remote.
- Identify administrative and student services that **cannot be offered** in this environment.
  - Provide recommendations to subsidize these services if available.
Development Work Plan

Laura Marchese - Development

HyFlex/Remote

Campus buildings open at reduced staffing levels with moderate foot traffic.
  Meetings conducted with appropriate spacing or via webex.
  Bathrooms are limited to use and appropriate sanitizer is available.
  Consideration of masks being worn in presence of others.
  Appropriate signage for safe distancing.

If individual offices/work spaces that aren’t shared: Option given for those who can work remote- ex. meeting with donors and emails, work, and research can be done remote.

Limited/no foot traffic in office spaces (shared space and/or personal offices)

Alumni events to be held virtual or to be held outside under tents.

All guests/visitors/alumni must register before entering campus/downtown campus with details of where they will be going (ex: meeting in office, attending event in Constitution Room, attending athletic event in Kaiser Gym) to support contact tracing efforts and are subject to same health checks at entry points as students/staff/faculty.

  a. Designated parking and check-in at this space with designated staff member (Police?).
  b. All visitors must wear masks and take necessary safety precautions.
Community and Alumni Relations Work Group – June 26 Report

Jessica Hernandez - Office of Community Engagement – Work Plan

**HyFlex**

Identify administrative and student services that can fully function in this environment. Include recommended hours of operation for on ground and remote

- Consultation with faculty and students to develop virtual or on-the-ground community engaged projects and outreach
- Consultation with community agencies/partners to develop and monitor progress of campus-community projects
- Tracking and data collection of campus-community engagement projects and outreach
- Curricular and Co-Curricular outreach opportunities (e.g. Service-learning, volunteering)
- Other fiscal/administrative functions (budget management, monitoring FSCEC Grant progress, etc..)

Identify administrative and student services that will be compromised in this environment

- Traditional on-the-ground volunteer and outreach (e.g. volunteering in schools or in person at afterschool and other community-based organizations
- CREC Dual Enrollment Program
- All in person meetings with faculty, staff, students, community-partners including campus-community k-12 partnerships that bring large groups of students to campus
- Curricular and Co-curricular opportunities (e.g. service-learning, volunteering)

Develop plans/solutions to overcome compromised services. Include recommended hours of operation for on ground and remote

- Work with community partners, students, and service-learning faculty to identify alternative schedules for volunteering that compliment new hyflex schedules if on the ground
- Work with community partners, students, and service-learning faculty to identify appropriate virtual volunteer opportunities and projects for classes only meeting online or at community sites that are not open to having outside volunteers
- Schedule virtual meetings whenever possible
- Work with CREC Counselors and ensure adequate communication with students and parents re: hyflex schedules and sufficient transportation; hire additional tutors to support high school students who may need additional assistance in navigating hyflex environment and academic requirements

Identify administrative and student services that cannot be offered in this environment

- Traditional on the ground events that have larger crowds of community and campus populations coming together (e.g. Halloween Safe Zone)

Provide recommendations to subsidize these services if available.

- Virtual alternatives to volunteering and community engagement

**Remote**

Identify administrative and student services that can fully function in this environment. Include recommended hours of operation for on ground and remote

- Consultation with faculty and students to develop virtual or on-the-ground community engaged projects and outreach
- Consultation with community agencies/partners to develop and monitor progress of campus-community projects
- Tracking and data collection of campus-community engagement projects and outreach
Office of Community Engagement – Work Plan – Continued

- Curricular and Co-Curricular volunteer and outreach opportunities
- Other fiscal/administrative functions (budget management, monitoring FSCEC Grant progress, etc.)

**Identify administrative and student services that will be compromised in this environment**

- Traditional on-the-ground volunteer and outreach (e.g. volunteering in schools or in person at after-school and other community-based organizations, Jumpstart Program, CREC Dual Enrollment Program Partnership
- All in person meetings with faculty, staff, students, community-partners
- Campus-community partnerships that bring k-12 students to campus
- Curricular and Co-curricular opportunities (e.g. service-learning, volunteering)

**Develop plans/solutions to overcome compromised services. Include recommended hours of operation for on ground and remote**

- virtual volunteer opportunities and projects for classes only meeting online
- Schedule virtual meetings
- Work with CREC Counselors and ensure adequate communication with students and parents; hire additional tutors to support high school students who may need additional assistance in navigating remote learning environment and academic expectations
- Work with community partners, students, and service-learning faculty to identify appropriate virtual volunteer opportunities and projects for classes only meeting online or at community sites that are not open to having outside volunteers

**Identify administrative and student services that cannot be offered in this environment**

- Coordination of traditional on the ground events that have larger crowds of community and campus populations coming together (e.g. Halloween Safe Zone) and in school volunteer programs like Jumpstart and Read for the Record
- In-person meetings, events, and programing with students, faculty, staff, community partners

**Provide recommendations to subsidize these services if available.**

- Virtual alternatives to volunteering and stronger online (social media) presence
- More constant outreach and communication with community partners
- Develop virtual alternatives to some of the partnership programs
- Schedule virtual meetings
Joe Gordon - Advancement Services – Work Plan

1. Phonathon
   a. We typically hire between 10-16 students to call alumni on behalf of the University to update their information, inform them of events/initiatives at CCSU and solicit a donation.
   b. Due to the pandemic, the two phonathon supervisors (who are CCSU grads and current UAs in IA), Kyle & Alyssa Reynolds have been calling alumni to do wellness checks and invite them to the planned virtual events. They have not been soliciting donations. They typically reach approximately 100-110 individuals each calling session between the two of them.
   c. While the technology exists to have students call from their remote location, the following concerns exist:
      i. Allowing students to access alumni records (demographic, giving, prospect info, etc.) from a remote location without a supervisor present.
      ii. Inability to take a credit card gift over the phone (the current process is to have the supervisor who is in the room to “run” the credit card charge through our mobile credit card processing machine without ever writing down the constituents credit card number.
      iii. Inability for supervisors to listen in to calls and offer suggestions on improvement to the caller.
      iv. Inability for supervisors to handle questions that are beyond caller knowledge/experience.
      v. Inability to print and mail pledge reminders for those alumni (currently approximately 85%) who wish to make their gift through the mail.
   d. Solution 1 is to highlight an area on campus that will allow for callers and supervisors to socially distance while being able to interact momentarily when necessary. Masks and hand sanitizer would need to be used and the space would need to be sanitized by the cleaning company after each use.
      i. A budget would need to be put in place for this option.
      ii. The technology (computers with internet access, printers, paper supplies and phone lines) would need to be established.
      iii. The current phonathon room, located at the Downtown Campus in room 303, could potentially continue to serve with limited staff and some adaptations of the physical space (plexiglass walls, etc. taking place.
   e. Solution 2 is to have students call from their remote location and either direct them to the CCSU giving site or pass along their name and number to the supervisor for a follow-up call in order to obtain credit card information.

2. Virtual Events
   a. Kyle & Alyssa Reynolds are currently planning, marketing and hosting the majority of the virtual events targeting to alumni.
      i. In order to keep alumni engaged in these events, a budget would need to be established for these events. Currently no budget exists.
         1. Budget would be used to attract pay talent, offer prizes to alumni, etc.

3. Supplies
   a. Providing office supplies for the phonathon, acknowledgment process and general correspondence is a challenge. The current process involves emailing several people in a specific order and getting approvals before emailing the next person. It is time consuming and inefficient.
   b. Possible solution is to utilize WebNow (or some other electronic medium) that allows the user to make the request and upload all relevant documents which then gets routed to each appropriate individual for approval culminating with an email approval back to the requestor.

4. Office Stuff
   a. If this lockdown of campus continues, arrangements need to be made for the office staff to visit their offices and obtain any items that are needed in order to continue working remotely. Inventory form would need to be filled out and signed off on by each supervisor.
   b. All social distancing and sanitation efforts would need to be implemented.
Advancement Services – Work Plan

5. Constituent Meetings
   a. The development team is in the business of relationship building which is quite difficult via WebEx.
      i. Not all constituents have access to WebEx
   b. Taking into account any liability/legal issues, staff should have the ability to visit with constituents in
      socially responsible way.
      i. Outdoor meetings
         1. Masks and hand sanitizer would need to be used.
      ii. Meetings in a space designated for such purposes on campus
         1. Masks and hand sanitizer would need to be used and the space would need to be
            sanitized by the cleaning company after each use.
      iii. Meetings in a room designated for such purposes at the downtown campus
         1. Masks and hand sanitizer would need to be used and the space would need to be
            sanitized by the cleaning company after each use.
   c. Some budget allocation would need to be made for the staff hosting these meetings.
The only added item/difference is:

- I believe there should be a set registration capacity.
- All must register in advance. No add on/walk-ins
- A list of workers/staff/tech/waiter staff must be provided in advance.
- Events are best served in areas that have their own exit/entrance. CT Room/NE Dining Room or a large tent. Cleaning and sterilization would be centered and less confusion.
- Block a set of restrooms for the attendees since they mostly would be outsiders.
- Utilizing ITBD is great for the main campus but also brings in more outsiders.
  
  Attendees can wonder off the floors they should be on.
  
  There are student staff monitoring the lobby. They are pushovers and people ignore them. Full time person is needed to allow individuals in.
  
  Judicial has training classes. Again mixing crowds outside of the campus.

- There should be a decision made if any event should operate Virtually.
Cathie Jost – Alumni – Work Plan

Alumni Relations, Community Partnerships, Community Engagement, Development:

Events of no more than 50 people with the ability to adjust numbers as the guidelines issued by the state change.

- For any event sponsored by the Alumni Office and The Alumni Association Require pre-registration.
- In the world of alumni relations, our alumni are notorious for just showing up. By planning for 5 to 10 people less than we can accommodate, we will be able to avoid any unpleasant scenes and ensure social distancing.
- When guests check-in, ensure we have their most up to date contact information (i.e., email, and phone number) to support contact tracing efforts.
- Dedicated Parking Area for guests registered for a campus event. To avoid them getting lost and having to roam needlessly around campus.
- Whenever possible, hold the event outdoors under a tent (I believe at this time sides are not allowed on tents so the event would be at the mercy of the weather, and a backup date should be planned for all events.
- The Alumni Office, in conjunction with The Ana Grace Project and Continuing Ed. has been promoting virtual events that offer educational as well as social content.
- The Association recently partnered with SoCAA The Southington Cultural Arts Council to provide a series of virtual art workshops opened to alumni and any interested individuals.
- The collaboration will serve the dual purpose of providing an opportunity for the Alumni Association to reach out to area alumni via a different group While making connections in a town that serves as one of CCSU’s largest feeder communities. The Association is planning to line up programs that can be offered in both environments for the fall.
- The Alumni Office is also exploring highlighting programs sponsored by the academic departments. In the next two weeks, the Theatre Department is sponsoring a costume workshop that has generated a good deal of interest on social media, and alumni are looking forward to the presentation. It benefits alumni as well as recruitment if we can engage people in what the University has to offer.
- Recently events involving alumni working with students in classes to help them prepare for job interviews have been growing.
- These events can continue under both scenarios since if the alumni and students cannot be in the same room, Web-Ex Training Sessions will allow for breakout rooms.

Identify administrative and student services that can fully function in this environment. Include recommended hours of operation for on-ground and remote.

- All services of the Alumni Office can function at 100% in either environment. As long as we can manage our day to day operations, it does not matter where we are located.

Identify administrative and student services that will be compromised in this environment.

Develop plans/solutions to overcome compromised services. Include recommended hours of operation for on-ground and remote.

- Plans are not needed since, as I stated earlier, the day to day operations can be maintained at 100% in either situation. If we operate in a hybrid format at least two days a week, alumni could make an appointment to come to campus if they needed to speak to someone in person. However, I would recommend that a staff member meet them at an off-campus location to make the interaction less cumbersome for the alum.

Identify administrative and student services that cannot be offered in this environment.

- We do not have any services that cannot be offered in either environment. Granted face to face interaction is preferable for our work and allows up to reach alumni who are not savvy in using technology. In several cases, I feel the alumni might be more comfortable meeting one on one with a member of the IA staff versus coming to campus because they are in the age group that is considered high risk.

Provide recommendations to subsidize these services if available.

- The CCSU Alumni Association generally provides funding for their programs, so this is not an issue.
Community and Alumni Relations Work Group – June 26 Report

Christa Sterling – Continuing Education – Work Plan

Remote & HyFlex

• Identify academic classes/labs that can fully function in this environment. Continuing Education does not have academic classes – but we do have non-credit classes. We are transitioning many classes to fully online, but ideally many of our classes would be better served with a classroom option in addition to an online or hybrid option. At the end of this document is a bulleted account of how I would recommend moving CE work back to 185 Main Street.

Classes with Labs
GIS Certificate – is already hybrid with lab in the GIS Lab
IFS – interactive lab work with MFT dept on campus

Classes needing classrooms
Black Belt – 105 hours classroom study; better in the classroom
90% of our programs are in the classrooms – but can go online – but it’s not as effective

• Identify academic classes/labs that need assistance functioning in this environment.
  ▪ Develop plans/solutions for these classes/labs.

Classes with Labs
GIS Certificate – is already hybrid with lab in the GIS Lab
  Solution: It’s on a Saturday and generally has less than 10 students. We could likely hold the lab in the SS building and keep our distance.
IFS – interactive lab work with MFT department on campus
  Solution: This program often has 30-40 people – they would need a very large room to be able to distance. They meet on Fridays – Sundays so they could possibly use the Stanley room @ 185 Main and keep their distance. Booking a room on campus was already difficult – I don’t see how this group could find a big enough space on campus.

Our other classes don’t have a true lab – but are better hands on in the classroom

• Identify academic classes/labs that cannot function at all in this environment.
  ▪ Provide recommendations if available.
The IFS program will be decided by the faculty. We are currently transitioning to online learning – but we will support what they want to do. I think Ralph Cohen will want to be in person if he can.
The Black Belt class is best offered in the classroom. The class is usually small enough to be able to keep a distance in some of the rooms at 185 Main. We are moving to online for some of the class for right now.
The GIS certificate only has a few labs that did go online – but it’s better in the classroom and the software is in a classroom in the SS building.

• Identify administrative and student services that can fully function in this environment. Include recommended hours of operation for on ground and remote.
Community and Alumni Relations Work Group – June 26 Report

Continuing Education – Work Plan – Continued

We can continue to support the classes remotely – however if we can run our classes at 185 Main, we can work in our offices. We have enough space in our work area to maintain social distancing. We could rotate our work schedules, but we likely could distance without a lot of difficulty.

• Identify administrative and student services that will be compromised in this environment.
  ▪ Develop plans/solutions to overcome compromised services. Include recommended hours of operation for on ground and remote.
  If all of our classes remain online, we can continue to support them remotely. If we run classes at 185 Main St. we will need to come in to help prepare the instructors for their classes. But – we should easily be able to main social distancing. I would recommend proper signage in our work area and in the building.

• Identify administrative and student services that cannot be offered in this environment.
  ▪ Provide recommendations to subsidize these services if available.

I will divide my recommendations into four areas:

Professional Development

Life & Leisure

Youth Programs

Conferences & Events

Recommendations for CE Professional Develop programs.

I feel like I have been practicing social distancing for years @ 185 Main so it won’t be difficult. Getting our programs up and running is probably the most important piece of our business as it generates revenue.

*Identify rooms at 185 Main St that will be used solely for CE classes. Perhaps a couple on the second floor (the classrooms are rarely used) with a couple on the third.

*We offer classes during the daytime and in the evening.

*We will schedule classes and only fill to the recommend number to maintain social distancing, i.e., classrooms built on the 2nd floor could hold 10-15 I’m guessing.

*We can eliminate lunch for the classes if necessary (but we might be able to make that work.)

*We can provide guideline to customers, which they must agree to, to be able to attend classes. Instructors too.

*I would like to continue to offer online and hybrid options where we can

*If there are protocols for entering the building and using the bathrooms, I believe we could safely start up our programs again.

*I would post the protocols and have signage in the building. Also – have instructors remind the students.
Continuing Education – Work Plan - Continued

Life & Leisure programs

*Unfortunately, this is a high-risk group, and I would not recommend that we invite them to campus for this academic year. I would wait to see where we are with vaccines/treatments in 2021.

*I know some will be disappointed – but many might not come anyway.

*Our online sessions are going great and I’d like to offer more online options.

*Maybe resume summer 2021.

Tech It Out Youth Programs

*We have transitioned to online programs for summer 2020.

*Wait until Jan/Feb 2021 to decide on summer 2021.

*Recommend marketing ‘Summer @ CCSU ‘for all summer programs next summer. Whatever they may look like.

Conferences & Events

*Not recommend that we offer any on-campus conferences or events at 185 Main or campus.

*I would like to offer an online Diversity & Inclusion conference in the fall.