LOGISTICS and OPERATIONS WORK GROUP

EXECUTIVE SUMMARY

May 8, 2020

Group Participants: Lisa Bucher – Fiscal Affairs
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On-Campus Operation

Introduction

The CCSU Logistics and Operations Work Group met several times over the past few weeks to gather data and input in order to facilitate development of a plan to address the successful opening of the campus for the Fall 2020 semester. This group was tasked with looking at campus operations and logistics and the challenges created by the coronavirus pandemic.

The challenges created by the coronavirus pandemic require the University to develop clear, concise protocols and procedures that are well publicized, able to be implemented quickly, sustainable over time and enforceable. The campus community, including students, staff, faculty, and visitors must be aware of and comply with any policies and procedures developed to promote opening the University for the Fall 2020 semester in the safest and least disruptive manner.

This group assumes that a return to on-campus operations does not equate to a return to operations as normal; that expanded cleaning and social distancing will be in effect; and that recommendations and requirements from various levels of local, state and federal government will likely impact operational and logistical decisions and policies on campus.

Analysis of Data

The team used information from numerous sources including work group meeting notes, shared discussion with peers, and responses from the President’s survey of faculty, staff and students. Critical areas of operations and logistics were listed and thoroughly reviewed relative to on-campus operations and a list of challenges and potential solutions was developed.

Major Challenges Identified

The work group agrees that the major challenges to on-campus Fall 2020 operations are not physical. Policies and procedures can be developed and implemented to assure clean and safe facilities and to promote social distancing. However, the work group identified the following challenges that need to be addressed for a successful on-campus Fall 2020 opening:

1. How to establish the confidence of students, faculty and staff that the campus facilities (residence halls, academic buildings, dining halls, support buildings) are safe, clean and virus free; particularly the residence halls, Kaiser and Huang Recreation Center which were used for the potential Covid-19 patients.

2. How to deal with the physical and operational changes required to conduct face-to-face operations: Bursar, Registrar, Financial Aid, Disability Services, Admissions, Card Office, Student Center, Payroll, open suite offices, mail delivery and pick up, Advising, etc.
3. How to manage instruction in laboratories, including physical sciences, nursing, music, exercise science, theater, fine arts, counseling, etc.

4. How athletic, recreational, social and academic club events can be held on campus while social distancing guidelines are in effect.

Compromised or Unmet Services

With fully open on-campus operations, all logistical and operational services would be met as they have been in the past. However, new on-campus operations, including social distancing requirements, would create issues that would impact many of the campus services.

The socio-psychological issues of students, faculty and staff must be met in some way.

Solutions to Major Challenges

1. Provide signage indicating what has been done and what is being done to maintain a safe environment. This will help to promote confidence in the University’s plan for a safe and successful opening. Assure the availability of disinfectants and cleaning supplies so students, staff and faculty feel comfortable that they can maintain a clean and safe work/school/living environment. Create video showing expected cleaning procedures that students, staff and faculty must view prior to coming back to campus and on the first day of classes.

2. Design and install plexiglass barriers for face to face operations throughout campus. Design all campus spaces with social distancing guidelines in mind.

3. Collaborate with individual departments to determine methods to ensure safe academic learning experience in laboratories. It is expected that there will be variations depending on the type of laboratory.

4. For athletics, follow NCAA and NEC protocols and procedures (develop Athletics Covid-19 Action Team). Create guidelines for recreation, social and academic clubs.

Immediate Needs

Immediately order PPE and cleaning supplies for distribution throughout campus. Every building entrance, classroom and office will need cleaning supplies and/or hand sanitizer.

Work with Facilities Architecture group to design plexiglass barriers.

Complete classroom analysis to encompass social distancing guidelines.

Recommendations for On-Campus Operations

For successful Fall 2020 full on-campus operations, work must begin immediately on developing appropriate protocols and procuring necessary staffing, supplies, signage, social distancing signs and floor markers, and plexiglass barriers. Create a “safe opening campaign” to inform the campus community of the plans for a successful opening. There simply cannot be enough positive and demonstrative information put forth to create the confidence that the campus family needs.

A plan for monitoring students, faculty and staff, potential containment and potential campus closing must be developed and implemented prior to an on-ground opening.
Hybrid Operation

The CCSU Logistics and Operations Work Group met several times over the past few weeks to gather data and input in order to facilitate development of a plan to address the successful opening of the campus for the Fall 2020 semester. This group was tasked with looking at campus operations and logistics and the challenges created by the coronavirus pandemic. For this exercise, the group considered a hybrid operation.

The challenges created by the coronavirus pandemic require the University to develop clear, concise protocols and procedures that are well publicized, able to be implemented quickly, sustainable over time and enforceable. The campus community, including students, staff, faculty, and visitors must be aware of and comply with any policies and procedures developed to promote opening the University for the Fall 2020 semester in the safest and least disruptive manner.

This group assumes that a return to any sort of on-campus operations will require expanded cleaning and social distancing; and that recommendations and requirements from various levels of local, state and federal government will likely impact operational and logistical decisions and policies on campus.

We know and understand that hybrid operations still need to be fully defined and vetted. For hybrid operation, this group assumes that we will limit students, staff and faculty on campus, and that expanded cleaning and social distancing will be in effect.

Analysis of Data

The team used information from numerous sources including work group meeting notes, shared discussion with peers, and responses from the President’s survey of faculty, staff and students. Critical areas of operations and logistics were listed and thoroughly reviewed relative to on-campus operations and a list of challenges and potential solutions was developed.

Major Challenges Identified

For a hybrid operation, physical changes to campus will be necessary, but the major personal challenges remain:

1. How to establish the confidence of students, faculty and staff that the campus facilities (residence halls, academic buildings, dining halls, support buildings) are safe, clean and virus free; particularly the residence halls, Kaiser and Huang Recreation Center which were used for the potential Covid-19 patients.

2. How to deal with the physical and operational changes required to conduct face-to-face operations: Bursar, Registrar, Financial Aid, Disability Services, Admissions, Card Office, Student Center, Payroll, open suite offices, mail delivery and pick up, Advising, etc.

3. How to manage instruction in laboratories, including physical sciences, nursing, music, exercise science, theater, fine arts, counseling, etc.

4. How athletic, recreational, social and academic club events can be held on campus while social distancing guidelines are in effect.

5. How to assure classroom space not only works for students attending in the classroom, but also for those students accessing the class remotely. Social distancing will likely require that the number of classroom occupants be significantly reduced. Currently, seats are typically about 2 feet or less apart. Creating 6 feet
of separation would result in reducing seat counts by at least 50% or likely more. Having the students wear masks could reduce the separation distance required.

Compromised or Unmet Services

Assuming a hybrid operation where support services are staffed and available both on campus and remotely, all logistical and operational services would be met as they have been in the past. However, on-campus operations including social distancing requirements would create issues that would impact many of the campus services.

The socio-psychological issues of students, faculty and staff must be met in some way.

Solutions to Major Challenges

1. Provide signage indicating what has been done and what is being done to maintain a safe environment. This will help to promote confidence in the University’s plan for a safe and successful opening. Assure the availability of disinfectants and cleaning supplies so students, staff and faculty feel comfortable that they can maintain a clean and safe work/school/living environment.

2. Design and install plexiglass barriers for face to face operations throughout campus. Create campus spaces with social distancing guidelines in mind.

3. Collaborate with individual departments to determine methods to ensure safe academic learning experience in laboratories. It is expected that there will be variations depending on the type of laboratory. – aligns with Strategic Plan 2030; Goal 1; Objective 1; Activity 3.

4. For athletics, follow NCAA and NEC protocols and procedures (develop Athletics Covid-19 Action Team). Create guidelines for recreation, social and academic clubs.

6. Create classroom space that meets the physical and technological needs of faculty to instruct both in the classroom and to students accessing remotely. Create and layout classroom design, including furniture layouts that promote both social distancing and learning. – aligns with Strategic Plan 2030; Goal 1; Objective 5; Activity 5.

Immediate Needs

Immediately order PPE and cleaning supplies for distribution throughout campus. Every building entrance, classroom and office will need cleaning supplies and hand sanitizer.

Work with Facilities Architecture group to design plexiglass barriers.

Work with Facilities group to develop realistic seat counts in classrooms taking social distancing requirements into account.

Recommendations for Hybrid Operations

For a successful Fall 2020 hybrid operation, work must begin immediately on developing appropriate protocols and procuring necessary staffing, supplies, signage, social distancing signs and floor markers, and plexiglass barriers. Create a “safe opening campaign” to inform the campus community of the plans for a successful opening. There simply cannot be enough positive and demonstrative information put forth to create the confidence that the campus family needs.

A plan for monitoring students, faculty and staff, potential containment and potential campus closing must be developed and implemented prior to an on-ground opening.
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Remote Operation

Introduction

The CCSU Logistics and Operations Work Group met several times over the past few weeks to gather data and input in order to facilitate development of a plan to address the successful opening of the campus for the Fall 2020 semester. This group was tasked with looking at campus operations and logistics and the challenges created by the coronavirus pandemic. For this exercise, the group considered a remote learning environment.

The challenges created by the coronavirus pandemic require the University to develop clear, concise protocols and procedures that are well publicized, able to be implemented quickly, sustainable over time and enforceable. The campus community, including students, staff, faculty, and visitors must be aware of and comply with any policies and procedures developed to promote opening the University for the Fall 2020 semester in the safest and least disruptive manner.

This group assumes that continuing with a remote learning environment will continue to be a challenge as both faculty and students grapple with the technology issues.

We know and understand that remote operations, although used through the end of the Spring 2020 semester still has room for improvement. For remote operations, this group assumes that no students will be allowed on campus, however, faculty and staff will be allowed on campus under limited conditions.

Analysis of Data

The team used information from numerous sources including work group meeting notes, shared discussion with peers, and responses from the President’s survey of faculty, staff and students. Critical areas of operations and logistics were listed and thoroughly reviewed relative to on-campus operations and a list of challenges and potential solutions was developed.

Major Challenges Identified

For this remote operation, physical changes to campus will be necessary. But the major personal challenges remain:

1. How to establish the confidence of faculty and staff (if on campus) that the campus facilities are safe, clean and virus free; particularly Kaiser and Huang Recreation Center which were used for the potential Covid-19 patients.

2. How to improve remote instruction and learning for students and faculty.

3. How to create a physical classroom space that that can be used by faculty for recording or live streaming class lectures.

4. How to deal with laboratories, including physical sciences, nursing, music, exercise science, theater, fine arts, counseling, etc.

5. How to implement the physical and operational changes required for both academic and administrative offices to conduct operations both on campus and remotely.
Compromised or Unmet Services

Assuming a remote operation where support services are staffed and available both on campus and remotely, all logistical and operational services would be met as they have been in the past. However, any on-campus operations will likely include social distancing requirements which will create issues impacting many of the campus services.

A fully on-line university will impact travel to conferences for students, staff and faculty.

The socio-psychological issues of students, faculty and staff must be met in some way.

Solutions to Major Challenges

1. Provide signage indicating what has been done and what is being done in order to promote confidence in the University’s plan for a safe and successful opening. Assure the availability of disinfectants and cleaning supplies so staff and faculty on campus feel comfortable that they can maintain a clean and safe work/school/living environment.

2. Offer additional training and technological support to faculty on the software systems for remote learning. Students should be encouraged to participate via remote learning. Work with student groups to determine the needs of the students and identify gaps such as WiFi and equipment availability. – aligns with Strategic Plan 2030; Goal 1; Objective 1; Activity 3.

3. Create a team of Facilities, IT, CTFD and ITDRC personnel to create recording space in classrooms. – aligns with Strategic Plan 2030; Goal 1; Objective 3; Activity 3 and Goal 5; Objective 1; Activity 1.

4. Collaborate with individual departments to create effective on-line laboratory learning experiences. – aligns with Strategic Plan 2030; Goal 1; Objective 3; Activity 3 and Goal 5; Objective 1; Activity 1.

5. Design and install plexiglass barriers for face to face operations throughout campus.

Immediate Needs

Design “classrooms” or studios that faculty can use to create their virtual lessons or live stream classes.

Recommendations for Remote Operations

For a successful opening of Fall 2020 remote campus operations, work must begin immediately on improving the remote learning process. Professors must be strongly encouraged to access professional development, training and support services on the software systems necessary for remote learning in order to improve the student experience. Students should be encouraged to participate via remote learning and provided with robust support in order to promote engagement and positive learning outcomes. It is critical in the remote learning option, that all academic and administrative departments improve remote operations over the course of the summer and prioritize providing high quality remote serve to student as well as the CCSU family as a whole.