

Name of WU/WIT Academic or Administrative Operational Unit	Business Office
Bldg/Room Location	Morgan 103
Name/Position Title of Reopening Plan Developer	Mary Schumacher, Bursar
Date Reviewed	5/19/2020
Name/Position Title of Dean/Director Reviewer	Luther Lee, Controller
Date Reviewed	5/22/2020
Area Head Name	Chris Kuwitzky, VPAT
Date Reviewed and Approved	June 2, 2020
Date Approved to Return to Campus* (this date will need to be communicated to WU/WIT Facilities/WUPD)	June 8, 2020

Washburn University Business Office Plan for Reopening

Many of the tasks performed by Washburn University Business Office were determined to be essential during the early phase of the shutdown. We remained open, with modifications, and will continue to do so. As reopening of the campus progresses, we will examine our hours and processes to align with the rest of the campus and to better serve students and staff.

Location: Morgan 103

Employees:

- Mary Schumacher, Bursar
- Colleen Thiessen, Accountant
- Heather Jones, Collections Specialist
- Amy Schmidlein, Administrative Assistant
- Cashiers:
 - Joan Anderson (half time / week 1)
 - Marcia Johnson (half time / week 2)
 - Cathy Miller (half time / week 2)
 - Amy Cronister (scheduled to begin employment on 7/13/2020, joining Joan Anderson)

Office Description:

The office space, located in Morgan Hall 103, is shared with but separated from the Financial Aid Office (nearest neighbor), Registrar’s Office, Admissions, and the Student One Stop. Employees from other offices pass through the same entrance to the workspace but do not need to pass closely by the individual work spaces. The Bursar, Accountant, and Collections Specialist each have offices with doors that can be shut. The Administrative Assistant is in an open area that is set back a sufficient distance from other offices, and the Cashiers (two work at a time) share space in a small room with the vault adjoining. While the daily deposit is being prepared, the Accountant occupies the vault space. The cashier office is the only Business Office space that will not allow for adequate social distancing. The Cashiers also interact regularly with students and staff as various payments and deposits are processed. Cashiers have a window between themselves and students/staff in the main hall, but when transcripts or other items are brought to them, the exchange takes place through a rear window that slides open.

Proposed Reopening by Staff Duties:

The Business Office continued to operate throughout the University shut down, with some work done from home and some in the office. Individual staff reopening plans are as follows:

- **Cashiers:** Taking payments and preparation of deposits cannot be done away from the office, so a cashier remained on duty throughout the shutdown. As of 3/23/20, we limited our window hours from 10 a.m. to 2:00 p.m. each day, and allowed only one cashier to work at a time. Because the normal schedule for cashiers is to work a week and then be off a week, the two cashiers who normally work together had to divide their work time among the shortened work hours. Effective 5/18/20, the Cashier Office hours increased to 8:00 a.m. to 4:00 p.m. each day. This is still limited from our normal 7:30 to 5:30, but allows the cashier to put in an 8-hour day. On the weeks we have two cashiers, one will sit at the reception desk just inside Morgan 103 that is normally where a student worker sits. The cashier at the reception desk will handle miscellaneous receipts, the daily safe count, and direct traffic coming into Morgan 103.
- **Administrative Assistant:** During the shutdown, the administrative assistant worked 3 hours per day (7:30 to 10:30) in the office and the remaining time at home. The only task that she can do at home is answer phones, so her time in the office was spent keeping up the mail, deliveries, scanning, etc. Beginning 5/18/20, her hours in the office changed to 7:30 to 12:00 with the remaining time at home. The plan is to phase her back to full time in the office on June 1.
- **Collections Specialist:** During the shutdown, the Collections Specialist worked most of her hours from home while coming in only to review mail and other details. She can do most of her tasks from home in addition to phone coverage as needed. She will continue work from home as much as possible and to do so until the University fully reopens.
- **Accountant:** During the shutdown, the Accountant continued to come to the office and work a full day. Her work is mostly solitary, very paper driven, and few students came to see her in person. Most of what she needs to do she can handle over the phone. She prepares the daily deposits which must be done on site. She will continue to come to the office as the University moves to the next phase of reopening.
- **Bursar:** During the shutdown, the Bursar continued to come to the office from half to three-quarters of the time. She will continue to come to the office in order to be of assistance where needed and to more closely supervise and will likely be full time in the office effective June 1.

Proposed Reopening Process:

- Ensure the office has coverage, including cashier window, phones, mail, courier runs, scanning, and any tasks that must take place on site
- Strict social distancing will be maintained
- Signage regarding social distancing and mask use will be posted at each office
- Masks will be encouraged for all Business Office staff meeting with visitors in person
- Visitors will be asked to wait and remain at least six feet from any desk except for the cashier window

- Visitors will be encouraged to wear masks when visiting with staff
- Visitors may meet with staff as needed, but will be required to remain in the doorway and not enter any of the staff offices; distance will be marked with carpet-friendly tape
- Returning staff will be briefed on social distancing expectations, sanitation, and other safety measures.
- Hand sanitizer will be available to each staff member or at the very least in the reception area
- Cleaning supplies will be available to each staff member so work areas can be sanitized each day and as needed
- Any staff member who may need work assignment modification due to being in a “high risk” category for developing a severe illness from COVID-19 or an accommodation due to a disability will be directed to the Director of Human Resources, Teresa.lee@washburn.edu, promptly.

Shared Work Spaces / Equipment

- For cashiers who work in the same area, each cashier will clean the area before leaving for the day so it is clean when the next cashier arrives
- Lunch storage containers must be sanitized before being placed in the refrigerator
- Staff will not be allowed to eat lunch in the break room (no congregating). Lunch can be taken at their desk, away from the office, or outside. Staff must wash hands upon return to the office and work station.
- Staff will be required to sanitize their hands after each use of the copier; social distancing measures are expected to be maintained when using the copier

Protective Items and Supplies:

- Cleaning supplies for each office and work station
- Hand sanitizer for each office and work station
- Carpet-friendly tape for the front of each office for social distancing guides
- Masks for staff
- Masks for visitors (for use as needed)