

WASHBURN TECH: Operational Area Reopening Plan

Revised: June 1, 2020

Name of WU/WIT Academic or Administrative Operational Unit	Washburn Tech Student Services (includes Admissions, Financial Aid, Registrar Services, Advising and Student Success, Campus Advocate, Testing, Student Accommodations, Conduct, Student Transitions, Care Closet)
Bldg/Room Location	<ul style="list-style-type: none">• Huntoon Campus• East Campus• Cosmetology (29th & Kansas)
Name/Position Title of Reopening Plan Developer	Steven Grenus, Assistant Dean and Director of Student Services
Date Reviewed	
Name/Position Title of Dean/Director Reviewer	Dr. Gary Bayens, Dean of Washburn Tech
Date Reviewed	
Area Head Name	Dr. JuliAnn Mazachek
Date Reviewed and Approved	June 15, 2020
Date Approved to Return to Campus* (this date will need to be communicated to WU/WIT Facilities/WUPD)	June 15, 2020

SUMMARY

The following Operational Area Reopening Plan has been developed for employees to return to the Washburn Tech campuses. This plan aligns with the phases identified within the university reopening plan and has been approved by the academic dean.

SUMMER SEMESTER

During the summer, Student Services employees can work remotely to complete their responsibilities and continue to deliver student services in all areas of the division. It has been determined all positions in the division contain significant duties that can be accomplished remotely. There are a limited number of responsibilities that will require certain employees to be on campus a few hours a week to a day or two a week. The Assistant Dean & Director of Student Services has established a schedule of who may return to campus to work specific hours and on specific tasks. If a staff member needs to return to campus for a specific task this must be approved by the individual's supervisor in consultation with the Assistant Dean. In all cases we will limit the number of individuals on campus and in our specific offices. Social distancing will be in place at all times. Changes in schedule and work location will continually evolve as restrictions are adjusted by Shawnee County and the University.

Nearly all services that we would generally deliver throughout offices will continue to some degree. Materials will be delivered electronically when possible, or by U.S. Mail. Questions and

Inquires will be handled via email or phone. Advising, counseling, problem resolution and conduct will be handled via Zoom, phone email, and letter. The offices will be staffed either remotely or with a small number of on-campus employees, but meetings with other staff and students will generally not take place in the physical office. While our offices are open for business, they are generally not open for in-person service or visits. Campus visits for prospective students who plan to matriculate for the Summer or Fall 2020 term will generally take place outside on the campus with staff a visitor wearing PPE and maintaining social distance. New Student Orientation will be handled remotely using Zoom, YouTube Videos, and D2L.

The following expectations have been set for all Student Services Employees across all Tech Campuses and locations.

- Divisional staff meetings are scheduled on the mornings of Monday, Tuesday, and Thursday. All staff is required to participate via Zoom.
- Each staff member provides a weekly update of tasks, projects, or other items they are involved with through the week.
- Supervisors keep close contact with team members to ensure communication and collaboration are consistently occurring.
- All phones including the main campus switchboard, main student services line, admissions line and financial aid lines are to be forward to the computers of staff working remotely.
- No face to face meetings with students is to be conducted in the student services offices without permission. We continue to be able to handle routine business, student advising, and student advocacy issues via phone, text, and Zoom.
- Student Services Staff will work the Instructional Division work to keep track of who (students) is on campus throughout the summer.
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Staff and students who need to be on campus will adhere to personal safety practices, which includes the following:

- Stay at least 6 feet from other people. Avoid meetings with other staff in private offices or smaller area.
- Signs will be designed a posted by Student Services with the assistance of Facilities, letting campus visitors know when the building is closed to the public, or in the case of open buildings, signs will be placed reminding visitors of the importance of wearing masks when entering an open building.
- Student Services staff have place CDC designed signs in restrooms and in designated areas throughout the campus reminding staff and students to wash their hands, cover their coughs, etc.
- Washing hands often with soap and water for at least 20 seconds (if soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol).

- Wearing a face mask or covering is highly recommended but is not a substitution for social distancing.
- Gatherings must not exceed the Shawnee County requirements with regard to size.

FALL SEMESTER

While we anticipate being able to resume in-person instruction on August 12th, Student Services will work closely with the Assistant Dean of Technical Education to support whatever changes may be required with regard to changing student schedules, adjusting service times, and communicating with our high school partners.

While we plan to deliver more face to face services through our offices in Building A and at Tech East, we will continue to promote the delivery of service over the phone, via the web, and through Zoom. While these approaches may initially seem awkward, we believe that students will not expect the same culture of “drop-in” meetings going forward. While the focus may include less in-person access, we will focus on reaching out to students individually and at a personal level via other methods of communication.

Admissions visits

Advisors will still visit their classrooms and shop, safety precautions as outlined below, will be followed. Further, we will continue to move forward with the implementation of digital methods of collecting student information and for collecting and tracking attendance.

The following expectations have been set for all Student Services Employees across all Tech Campuses and locations.

- We will plan for all activities delivered throughout the fall semester to be handled as they would with the physical offices being opened, but have contingency plans to accomplishing these same activities should be need to move to online.
- If necessary we will continue to operate with a portion of the staff occasionally working remote. This would involve limiting the staff in the physical office based on the academic and student services delivery calendar.
- Regular staff meetings will be scheduled for Mondays and Thursdays via Zoom. The purpose of the meetings is to make sure all staff, either working remotely or on campus maintain updated on campus and divisional activities, and that collaboration and syncing of services is encouraging, as well as to allow for staff development.
- Each staff member will provide a weekly update of tasks, projects, or other items they are involved with through the week.
- Supervisors keep close contact with team members to ensure communication and collaboration are consistently occurring.

- All phones, including the main campus switchboard, main student services line, admissions line and financial aid lines will be able to be forward to the computers of staff working remotely.
- Regular face-to-face meetings with students are to be conducted in the student services offices that are set up for social distancing as well as have PPE requirements in place such as hand sanitizer, disinfecting wipes, and in many cases Plexiglas shields to separate the office occupant from visitors

Detailed Operational Area Reopening Plan for Student Services Area (SUMMER SEMESTER)

1-Business Need to Reopen

Consistent delivery of services necessary to support students finishing the spring term, attending online classes over the summer, and new students planning to attend Tech in the fall.

Several hundred students will need to return to Tech in small groups from the second week of May through early/mid-June to complete hands-on course work that was not able to be completed after the Spring 2020 Term went online. There is much to be done in terms of apprising students of when they may return to campus to complete work and how to manage incomplete grades; providing advising for summer and fall; working with students to complete requirements for financial aid, working with students wanting to transition to the University Campus; promoting and administering the application and distribution process of students eligible for CARES funds; communicating grades, enrollments with high school partners; conducting degree audits and conferring certificates for students who are graduating; completing recruiting activities for fall; designing and conducting New student Orientation for fall and continuing to care for students who have special needs or are continuing counseling.

Additionally, Tech will run a number of online Summer 2020 courses through the Health Occupations area, and in-person classes through Cosmetology. This will require that the advisors and financial aid staff be available to these students through the summer. Admissions staff will continue to process last-minute summer admits and continue to build our fall class working with students on the phone and via email. Campus visits will be mostly self-guided, out of doors, and take place through publications and the phone or Zoom.

Determination of Essential Staff:

The Assistant Dean and Director of Student Services determined which employees were needed to return to campus to support the students and instructors who would be on campus, as well as provide communication with participating high schools that were sending students to campus. Many employees were able to continue their work remotely.

When permitted to have a limited number of students on campus, the lead proctor and a small number of proctors will return to open the Testing Center for limited, scheduled visits

2-Positions impacted by the reopening

As previously stated, all Student Services Staff will continue to do their regular jobs as well as some special projects throughout the summer. All staff has work to be accomplished, and while most may be done remotely through the summer, we will have a staff presence on campus. The specific staff on campus will be determined based upon student, and overall Tech Staff needs.

2a-Work schedule and location for employees

In our primary space of AC 100, AC 117 and the Student Services Space on the East Campus, will maintain a limited staff presence.

On a typical day, will have one Advisor between the Huntoon Campus, Tech East, and Cosmetology. Two additional advisors will be available remotely via email, phone, and Zoom. One of the two financial aid professionals will be available in AC 117 on the Huntoon campus two days per week. One admissions counselor will be available in AC 100 on the Huntoon campus every day. The student services person who handles admissions applications, incoming transcripts, outgoing transcripts and verifications will be on campus partial days Monday, Wednesday and Friday. At least one testing proctor will be available in the Testing Center each day on the Huntoon Campus. The Assistant Dean and the Associate Director of Tech Admissions will split days on campus as an administrative and managerial presence. The Assistant Dean and Director of Student Services will also be the on-site person available to the Instructional area each Wednesday.

Staff will be encouraged to work remotely whenever possible.

2c-Notification of returning employees

Student Services Staff returning to the campus on a limited basis for the summer have been notified. They have been updated on protocols for operating the offices over the summer. All Student Services employees have gone through on-line COVID-19 awareness training.

3-Social distancing measures

Protocols consistent with the Kansas Governor's Executive Order 20-29 were developed and implemented.

4-Use of masks

PPE was purchased (Washburn Tech provided two cloth masks per individual) and safety training was developed for instructors and staff. Students, instructors, and staff were expected to wear issued masks as well as to provide their own masks. References to CDC guidelines were consistently presented as documentation for our protocol.

5-Signage/Movement Through Facility

Signs were posted on all doors in Washburn Tech facilities indicating the expectation to wear masks and to follow CDC guidelines for washing hands and other safety precautions. Traffic flow for campus visitors was limited to two central doors on the A building of the Huntoon campus, with a phone station located in that entrance area so that visitors could call the office they needed to visit. Other doors in the A building remained locked. In other buildings, housing technical programs, signage indicated expectations for safety precautions.

6-Cleaning Supplies

The Assistant Dean and Director of Finance oversees the custodial staff and provided for the distribution of cleaning solutions and rags to all Student Services areas. Additionally, each employee desk is equipped with hand sanitizer and each area has access to disinfectant wipes.

7-Rearranging Physical Facility

Limited rearranging of student service areas is required. Currently, most Student Services Staff at both Tech Campuses have private offices. There are a limited number of staff who work in modular office cubes. All cubes have 6' walls, and with one exception, there is still a 6' distance between employees in cubes. All cubes have been equipped with plexiglass dividers designed to separate the employee from the visitor when face-to-face meetings begin to take place in future reopening phases. There are two employees who work at the front counter. It may be necessary to temporarily relocate one of these employees to ensure proper social distancing. The entire main counter service area in AC 100 is now equipped with 3' tall plexiglass shields. The waiting area in AC 100 will be reconfigured so that visitors are properly socially distanced. There will also be restrictions on the number of visitors permitted in the waiting area. Chairs will be removed with some relocated to the hallway and signage will advise visitors how many are permitted in the waiting area at any given time. In suite AC 117 limited seating will be available in the waiting area, and the number of visitors in the waiting area will be limited. There is no need to make physical changes to the student service area at Tech East. Other than adding a plexiglass desk shield in the Advisor's office. Advising at the Cosmetology building will be mostly limited to phone, email, and Zoom over the summer, but any meeting will take place in open areas with social distancing being observed.

8-Limitations on Mass Gatherings

Student Services has canceled any large gathering, such as summer camps and admission visit days. At no time will we exceed the gathering limit prescribed by Shawnee County.

9-Signage/Health and Safety Guidelines

Student Services staff members posted signage across the Tech campuses to educate and remind individuals of proper health and safety protocols.

10-Shared Spaces

Custodial staff wrapped water fountains in plastic wrap to discourage public use of the drinking spouts. Students and staff were encouraged to bring their own water bottles; also, Tech purchased and distributed bottled drinking water upon reopening campuses in May.

Restrooms were cleaned more frequently. The cafeteria on the Huntoon campus was closed for eat-in service; instead, meals were delivered to offices. Break rooms and the Ichabod shop (convenience store) were closed to discourage public eating and loitering.

11-Disability Accommodations

Supervisors will be notified by the Dean and Assistant Deans about the protocol to refer employees who may need disability accommodations to the Director of Human Resources, Theresa Lee. This notification will be conveyed through the Dean's management team meetings. The Washburn Tech HR manager, Lacey Roberts, will reinforce the way in which supervisors may broach this subject with employees in a compassionate and legally-appropriate manner.

Requests for disability accommodations for students will be evaluated by the Campus Advocate in Student Services.

12-Modifications to Work Assignments

Supervisors will be notified by the Dean and Assistant Deans about the protocol to refer employees who may need modifications to their work assignment (e.g., change in location, shift, schedule) due to being in a "high risk" category for COVID-19 to the Director of Human Resources, Theresa Lee. This notification will be conveyed through the Dean's management team meetings. The Washburn Tech HR manager, Lacey Roberts, will reinforce the way in which supervisors may broach this subject with employees in a compassionate and legally-appropriate manner.

13-Compliance with External Regulatory Agencies

In compliance with the Kansas governor's Ad Astra plan, the Shawnee County plan; the CDC guidelines, and advice from the American College Health Association's plan for reopening institutions of higher education, Washburn Tech's plan for reopening included appropriate measures to ensure the health and safety of all individuals coming to work or school on the Tech campuses.

14-Special Events

Special events that had been scheduled for the summer session (i.e. summer campus, open houses, New Student Orientation programs, nursing intake days, GED orientations, etc.) were all postponed or moved to an online format when appropriate. Through website announcements, the public was encouraged to call ahead for appointments to conduct business on the Washburn Tech campuses.

15-Incorporate Template

The Operational Area Reopening Plan template has been used to create this document. (see page 1).

Resource Information:

- Kansas Governor’s Ad Astra: A Plan to Reopen Kansas
- Guide to Re-opening Shawnee County
- Centers for Disease Control (CDC)
- Washburn University regulations and procedures – 20. Communicable Disease
- CDC guidelines as to who should/should not wear a cloth mask

Detailed Operational Area Reopening Plan for Student Services Fall 2020

1-Business Need to Reopen

Anticipating that the state of Kansas and Shawnee County will allow schools and businesses to be open, classes and work on the Washburn Tech campus will resume for the upcoming academic year with specific contingencies in place to accommodate either “shelter-in-place” orders or more likely, random periods of quarantine and/or illness by students, staff or instructors.

Consistent delivery of services necessary to support students attending Washburn Tech for the first term and to those who are returning to continue their educational programs. Delivery of services include admissions, financial aid, registrar services, advising, academic support services, counseling, advocacy, disability accommodations and testing.

Students will begin to return for the fall term starting with New Student Orientation in mid-summer and through the first week of classes. New Student Orientation will be delivered virtually via videos, documentation and D2L. Advising needs will increase just prior to the start of the term and remain steady throughout the term. The same holds true for financial aid counseling, advocacy services, testing and communication with our high school partners. Recruiting for the spring term and Fall 2021 will begin in September. While we hope to deliver all of these services in a somewhat traditional manner, we will utilize appointment scheduling to limit the number of students in our service delivery areas, and utilize electronic methods for collecting data from students. Appointments will be available in person if permitted by the Shawnee County and State guidelines, but will be promoted to occur using the phone and Zoom when practical.

Student Services Delivery Adjustments

Should we be required to curtail all in-person services or student and visitor access to our offices, we will return to delivering services as we are this summer. This will include fewer staff in the

office, all meetings via phone or Zoom, follow up with students and high school partners via phone. Admissions recruiting is critical, regardless of whether we are delivering services in person or virtually. We are in the process of developing virtual alternatives to on-campus visits and we will post information on those alternatives as soon as they become available. At this time, we are hosting all campus visit via zoom. We are also working with our Director of Marketing and Communications to create a virtual tour for the website which can use with zoom campus visits. In addition, we are creating a short video to send out to high school/CPC's for the fall semester, to limit travel.

When we do resume Campus Visits, we have three conference rooms that we have identified to allow for social distancing when talking to prospective families.

We are also offering remote testing for the Accuplacer, allowing prospective students the opportunity to complete their admissions requirements while remaining socially distance.

Determination of Essential Staff:

In conjunction with the three Assistant Deans, each supervisor will determine the work status of their personnel. Throughout the summer, employees have been balancing a schedule of working remotely with short periods of on-site work. Beginning August 1, if the *Non Nobis Solum* plan and other external regulatory agencies allow schools and businesses to resume operations, we plan to bring employees back to campus. However, we are changing our processes so that we limit mass gatherings (i.e. our typical staff development days once brought all staff together in the conference center for three days of face-to-face meetings and breakout sessions; this format will be changed to smaller group meetings and Zoom meetings).

2-Positions impacted by the reopening

Almost all employees at Washburn Tech will be impacted by the reopening: administrative staff, instructors, support staff. If external regulatory agencies allow a return to operations, all employees will be expected to be at work on campus on Monday, on August 3.

2a-Work schedule and location for employees

For Fall 2020, we plan to return to the normal work schedule (7:30 a.m. – 4:30 p.m.) at Washburn Tech, with evening classes running as scheduled. Employee work spaces are being prepared during the summer to provide plexiglass separators for workers whose stations are open to the public (reception centers, for example).

If shelter-in-place orders are issued, the Dean and three Assistant Deans will work with supervisors to determine how to proceed, given the constraints of the situation.

2b-Encourage remote work when possible

Supervisors will confer with the Dean to determine which positions are either required or eligible to continue to work remotely during AY21. The plan is to bring all employees back, but decisions can be made on a case-by-case basis.

2c-Notification of returning employees

The Dean's management team meets every other week throughout the year; they will begin discussions with employees as early as July 1 to help employees plan for their return to campus August 3.

3-Social distancing measures

4-Use of masks

Consistent with Washburn University's *Non Nobis Solum*, we anticipate expecting students, staff and instructors to wear masks on campus. We anticipate remaining consistent with Washburn University (and Shawnee Country) as guidelines change throughout the year.

Contingencies:

What if an individual refuses to wear a mask on principle (non-medical reasons)?

- The instructor or employee is encouraged to inform the individual that wearing a mask is the expected behavior; if the individual is a student, the instructor may inform the student of online options for completing coursework, but the mask is required for on-campus work. If the individual is a visitor, the employee may suggest options for conducting business by phone to avoid personal contact.

What if an individual has medical reasons for not wearing a mask?

- While instructors/employees/supervisors are not allowed to discuss medical conditions with students/visitors/supervisees, it is permissible to encourage the individual to complete the ADA accommodations form (available through the HR manager).

5-Signage/Movement Through Facility

The Student Services staff will continue to provide signage across campus indicating traffic flow.

6-Cleaning Supplies

The Assistant Dean and Director of Finance oversees the custodial staff and provided for the distribution of cleaning solutions and rags to all instructors. Further, an enhanced schedule of more frequent cleaning of restrooms and public spaces will continue throughout the academic year.

7-Rearranging Physical Facilities

Limited rearranging of student service areas is required. Currently, most Student Services Staff at both Tech Campuses have private offices. There are a limited number of staff who work in modular office cubes. All cubes have 6" walls, and with one exception there is still a 6' distance between employs in cubes. All cubes have been equipped with plexiglass dividers designed to separate the employee from the visitor when face-to-face meetings begin to take place in future reopening phases. There are two employees who work at the front counter. It may be necessary to temporarily relocate one of these employees to ensure proper social distancing. The entire

main counter service area in AC 100 is now equipped with 3” tall plexiglass shields. The waiting area in AC 100 will be reconfigured so that visitors are properly socially distanced. There will also be restrictions on the number of visitors permitted in the waiting area. Chairs will be removed with some relocated to the hallway and signage will advise visitors how many are permitted in the waiting area at any given time. In suite AC 117 limited seating will be available in the waiting area, and the number of visitors in the waiting area will be limited. There is no need to make physical changes to the student service area at Tech East. Other than adding a plexiglass desk shield in the Advisor’s office. Advising at the Cosmetology building will be mostly limited to phone, email and Zoom over the summer, but any meeting will take place in open areas with social distancing being observed.

Public areas such as the cafeteria, if we permit its use, will be reconfigured for fall to ensure social distancing. Additionally, we will likely restrict students from taking breaks each morning and afternoon outside of the classrooms/shops, to discourage students congregating in larger groups. This may not be necessary as the *Ad Astra* plan anticipates allow gathering of groups up to 90 individuals.

8-Limitations on Mass Gatherings

Campus business – meetings, training, and other instructional activities – will be formatted to meet the limitation on mass gatherings. For example, Zoom will be used for as many committee and staff meetings as possible. At the time of this writing, the *Ad Astra* plan anticipated allowing up to 90 individuals for mass gatherings. However, the Washburn Tech campus will err on the side of caution and encourage gatherings of fewer than 30 individuals.

9-Signage/Health and Safety Guidelines

Student Services staff members will continue to post signage across the Tech campuses to educate and remind individuals of proper health and safety protocols.

10-Shared Spaces

Tables and chairs can be removed from break rooms to discourage gatherings and eating in public. Signage regarding appropriate use of shared refrigerators and microwaves will be posted; the expectation is that users will clean the handles and surfaces of these appliances as they are used. The custodial staff will clean these areas in the middle of the work day as well as at the beginning/end of the work day.

11-Disability Accommodations

Supervisors will be notified by the Dean and Assistant Deans about the protocol to refer employees who may need disability accommodations to the Director of Human Resources, Theresa Lee. This notification will be conveyed through the Dean’s management team meetings. The Washburn Tech HR manager, Lacey Roberts, will reinforce the way in which supervisors may broach this subject with employees in a compassionate and legally-appropriate manner.

Requests for disability accommodations for students will be evaluated by the Campus Advocate in Student Services.

12-Modifications to Work Assignments

Supervisors will be notified by the Dean and Assistant Deans about the protocol to refer employees who may need modifications to their work assignment (e.g., change in location, shift, schedule) due to being in a “high risk” category for COVID-19 to the Director of Human Resources, Theresa Lee. This notification will be conveyed through the Dean’s management team meetings. The Washburn Tech HR manager, Lacey Roberts, will reinforce the way in which supervisors may broach this subject with employees in a compassionate and legally-appropriate manner. Further, an email message to “All Tech Employees” will be sent in late July to notify employees that this option is available.

13-Compliance with External Regulatory Agencies

In compliance with the Kansas governor’s *Ad Astra* plan, the Shawnee County plan; the CDC guidelines, and advice from the American College Health Association’s plan for reopening institutions of higher education, Washburn Tech’s plan for reopening includes appropriate measures to ensure the health and safety of all individuals coming to work or school on the Tech campuses.

Washburn Tech reserves the right to be *more restrictive* than the current Shawnee County plan, particularly if frequently changing guidelines cause confusion and disrupt the academic calendar. Our student population spans several counties, and differing expectations will impact the attendance and transportation of high school students. Communication with our stakeholders is the most essential tool we can use to help ensure the continuation of the academic mission while ensuring the health and safety of our entire campus community.

14-Special Events

Special events such as campus visits will be architected to adhere the Kansas Governor’s Ad Astra plan, the Shawnee County plan; the CDC guidelines, and advice from the American College Health Association’s plan for reopening institutions of higher education

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