COVID-19 Recovery Plan

Spring 2020

Executive Debrief

- The office of the President and SPC Administration will develop multiple plans for a "Come Back" to on-campus learning that will follow the guidance and direction of health officials and the U.S. Centers for Disease Control and Prevention while prioritizing the safety of students, faculty, and staff.

Academic Affairs

- **Pluses**
1. **Academic Continuity Plan was updated to meet the needs of a pandemic event.**
2. **Communication, Collaboration and Support between departments to continue to provide instruction, tutoring and support to students.**
3. **OLS moved quickly to deploy technologies across the college and coordinate training and support.**
- **Deltas**
1. **Adjunct faculty needed additional support for online instruction.**
2. **Students with limited experience with online learning required support.**
- **Recommendations**
1. **Continue online training for staff with professional development.**
2. **Update departmental COOPS and train annually.**
3. **Continual improvement for optimal efficiency to improve processes for staff and student needs.**

Academic Technology/Instructional Design

- **Pluses**
  1. Transition to online campus.
  2. Communication regarding timely updates.
  3. Technology resources available for faculty, including standard courses, Zoom tutorials for My Courses, and excellent support staff.

- **Deltas**
  1. Confusion for faculty who got Zoom accounts and then received emails about Microsoft Teams. Not a good time to roll out new technology.

- **Recommendations**
  1. Update departmental COOP to include technology needs in detail for instructional continuity.
  2. All departments should document everything that was done so that the next crisis is handled much easier.
  3. Sanitization should be highly emphasized prior to, during and after the crisis (especially restrooms).

Collegiate High School

- **Pluses**
  1. Great support moving to online instruction by SPCHS and SPC employees.
  2. Outstanding job of keeping SPC employees and students informed in a timely and caring manner.
  3. Great assistance from CETL, TRS, Student Life & Leadership and SPC employees with webinars, collaboration and continued support.

- **Deltas**
  1. Some parental concern of privacy issues with Zoom and Honorlock.
  2. Need for webcams for student use.

- **Recommendations**
  1. Update protocols based on CDC guidance for social distancing, cleaning, etc. Have PPE devices and thermometers on hand.
  2. Continued professional development on best practices for online instruction.
  3. Have additional webcams available.

Emergency Management

- **Pluses**
1. **Total commitment of the SPC staff in transitioning to an online campus.**
2. **Communications to faculty, staff and students was timely and effective.**

- **Deltas**
1. **Departmental COOPS need to add transition to online environment and working remotely.**

- **Recommendations**
1. **Continue future training in ICS principles by conducting simulated and/or tabletop exercises.**
2. **Implement an Integrated System so that departments are not operating in isolated silos.**
3. **Continual review of SPC Emergency Plan and Continuity of Operations Plan.**

Enrollment Services

- **Pluses**
- **1. See Student Services**
- **Deltas**
- **Recommendations**

Facilities Planning & Institutional Services

- **Pluses**
  1. Communication regarding timely updates.
  2. Technology resources to staff.
  3. Collaboration of all departments and partners to minimize re-entry.

- **Deltas**
  1. Not having a personnel policy in place caused confusion and anxiety among teams.
  2. Some employees did not have WiFi access at home.

- **Recommendations**
  1. Consideration given to state distancing guidelines for building patrons prior to re-opening.
  2. Provide proper PPE materials for staff.
  3. Provide additional sanitizing wipes, disinfectants, hand soap and toiletries.

Finance and Business Operations

- **Pluses**
  1. Technology resources to staff.
- **Deltas**
  1. Communication by having a more "streamlined" approach.
  2. Evaluating the timing and language of invoices being sent to students during the pandemic.
- **Recommendations**
  1. A policy to address safety rules is needed during a shutdown and should be shared with college partners prior to an emergency.

Financial Assistance Services

- **Pluses**
1. Cares Grant to students
2. Communication
3. Transition to online environment

- **Deltas**
1. Technology resources to staff and students
2. Need for adequate funding for AIS equipment, budget and staff

- **Recommendations**
1. Use Cares Grant Funds to provide critical areas for laptops, and work at home standards
2. Implement "lessons learned" from previous crisis scenarios
3. May need more "deep cleaning" resources for future pandemic issues

General Counsel

- **Pluses**
1. Communications regarding timely updates
2. Transition to online campus
3. SPC was able to continue our mission to help students successfully move towards the finish line

- **Deltas**
1. Technology resources to staff

. **Recommendations**

1. Each department undertake the assessment of technology needs as part of the department's COOP

2.Plan for adherence to all guidance from the state, CDC and OSHA on cleaning, sanitizing, social distancing and phasing employees back to work

3. Reassess personnel policies related to remote work, teleworking and determining which duties are considered essential functions on campus sites

Human Resources

- **Pluses**

1. Transition to online campus and communications
2. Support for staff during transition

- **Deltas**

- **Recommendations**

1. Move toward in-house fingerprinting
2. Provide training and protective gear for staff

Information Systems/Network Systems & Telecommunications

- **Pluses**
  1. IT teams transitioned to remote work quickly with numerous challenges
  2. Technology resources were provided to students/staff with our capabilities
  3. Tech Support Desk handled elevated number of tickets from staff and students

- **Deltas**
  1. Need policy for laptop distribution for employees
  2. Evaluate how the classroom delivery will be done in the future

- **Recommendations**
  1. All full-time staff and faculty should have college provided laptops
  2. Other equipment i.e. docking stations, webcams, UPS, etc. should be available
  3. Maintain social distance and availability of hand sanitizer and wipe for employees

Institutional Advancement and Foundation

- **Pluses**

1. Support for students and staff
2. Communications
3. SPC was a model for other colleges

- **Deltas**

1. Planning, training and or policy change for online platforms i.e. Zoom, Teams

- **Recommendations**

1. A process of sanitation, cleaning, to ensure public places are safe and healthy
2. A distribution plan for technology needs to be in place

Institutional Effectiveness and Academic Services

- **Pluses**
    1. Transition to online classes and technology resources to students and staff.
    2. Communications were timely.
    3. The college did an amazing job all things considered.

- **Deltas**
    1. Having access to laptop computers would be helpful.
    2. Easier password change process.

- **Recommendations**
    1. Phased approach to employees returning to campus. Rotate days in which employees are in the office.
    2. Ongoing sanitation of bathrooms and buildings.
    3. Maintain security control at main entrance to EPI Services to control non-employees entering the building.

International Studies

- **Pluses**
  1. SPC's management of in implementing both off-site learning and off-campus work in such a short time is remarkable.
  2. Constant communications, announcements and updates were very effective.
  3. Support for staff and students.

- **Deltas**
  1. Initially some loaned laptops did not work but was resolved.
  2. I-20 documents had to be printed and mailed; resolved when government went electronic.
  3. New health insurance options are being researched for International students.

- **Recommendations**
  1. Return to campus in phases with "hybrid" teams to alternate days.
  2. Provide temperature kits, hand sanitizers and PPE items.

Marketing and Strategic Communications

- **Pluses**
  1. Timely communications from Emergency Council and provided to students, staff, and faculty.
  2. Transition to remote working.

- **Deltas**
  1. Training for staff to convert to online work/instruction.

- **Recommendations**
  1. A better understanding of the psychological aspects of the pandemic experience i.e. mental exhaustion, fear of returning to workplace or classes.
  2. If a second wave occurs, preparations should be in place i.e. masks, sanitizers, etc.
  3. Improve cascading communication model by filtering out non-essential information from Emergency Council calls and then sending out important bullet points to faculty, staff, and students.
  4. Have pre-scripted messages for pandemic similar to pre-scripted hurricane messages.

Security, Risk Management and Safety Services

- **Pluses**
  1. Transition to online campus.
  2. Technology support to staff.

- **Delta**
  1. Maintaining access points to campuses universal.

- **Recommendations**
  1. Uniform enhancements and protections.
  2. Additional cameras.

Student Services

- **Pluses**
1. Incorporating remote learning modalities for staff to support students.
2. Use of Zoom conferences for students to feel "connected"

- **Deltas**
1. Technology access for all students.

- **Recommendations**
1. Overarching Guidelines for following guidelines as set forth by the CDC.
2. Employee considerations i.e. level of risk, PPE for employees, and providing technology.
3. Serving students Face-to-Face. Continue to promote online and virtual services.