

Return to Work Plan for the
Student Services Division of
Modest Junior College

6-10-2020

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Guidelines and Expectations for Returning to Work

Vice President of Student Services Executive Summary

Student Services plan to return to work with guidelines and expectations for returning to work will be grounded in the latest research available from the Center for Disease Control, the State of California, Stanislaus County, and the Yosemite Community College Chancellors's office. These guidelines and expectations provided in this plan to return to work are in response to the COVID-19 pandemic.

The health and safety of all members of the college community and the public we interact with is our primary concern. As our knowledge and insight of the COVID-19 virus continue to increase, our guidelines, expectations, and policies may change to incorporate the most current research information. **Following are general recommendations and protocols that will be practiced; however, each area has included their own action plans to be implemented by Fall, 2020 or whenever, the President through its respective approvals, deems prudent.**

Self-monitoring Requirements

All members of Student Services workforce are required to comply with the guidelines, expectations, policies, and protocols outlined in this manual. Failure to comply may result in corrective action as advised by YCCD Human Resources.

All staff members returning to campus must answer in the **negative** to the following questions or prescreen check-in form that can include but not limited to:

1. Have you or anyone in your household been in contact with someone who has been diagnosed with COVID-19?
2. Have you or anyone in your household experienced any of the following symptoms:
 - Cough
 - Shortness of breath or difficulty breathing
 - Fever (100.4)
 - Chills
 - Repeated Shaking with Chills
 - Runny nose or new sinus congestion
 - Muscle Pain
 - Headache
 - Sore Throat
 - Fatigue
 - New GI symptoms

- New loss of taste of smell

If the answered in the **affirmative** to any of the above symptoms, the supervisor will be notified and appropriate HR protocols will be followed.

According to the CDC, if staff has any of the following conditions they be at higher risk for COVID-19 infection such as:

- An older adult 65 years and older
- A person living with HIV
- Asthma (moderate or severe)
- Chronic lung disease
- Diabetes
- Serious heart conditions
- Chronic kidney disease being treated with dialysis
- Severe obesity
- Being immunocompromised

Any staff member who is required to return to work and has concerns due to a medical condition that places them in a higher risk group or those who are pregnant should communicate with their supervisor and contact Human Resources to discuss reasonable accommodations according to the ADA. If you have primary care responsibilities for someone in the above categories, please contact your direct supervisor.

Staffing of Offices

Student Services will engage in a phased restaffing of offices to ensure appropriate social distancing. Student Services will expand staffing based on mission-critical operations, our ability to manage specific work environments safely including within the obligation to have a person-to-person interaction as law or policy requires.

All return to work decisions must be approved by your direct supervisor, or Administrative Manager. In order to reduce the spread of COVID-19, we continue to support social distancing. Therefore, we must reduce the number of people on campus and support units that can continue to work remotely. These guidelines will continue to be in place until restrictions for large gatherings are lifted.

The return to work for all employees will be monitored and controlled to mitigate potential risks and ensure the health and safety of all members of the college community and the public. Once decisions are made to expand staffing in specific areas, on-site staff should follow the recommendations of the President's Taskforce.

All unit staffing levels will be monitored to assess the possible spread of the COVID-19 virus and to ensure health and safety. If localized outbreaks emerge, tighter restrictions and reduced staffing may need to be re-implemented.

Strategies for staffing

Area supervisors will identify several strategies to consider to maintain social distancing and reduce staffing density within building and work areas. The supervisor and staff members will decide who comes to campus.

Remote Work

Those who can fulfill mission-critical work from home will do so to reduce the number of individuals on campus and the potential spread of COVID-19. The immediate supervisor will approve remote working and may be done on a full or partial day/week schedule as appropriate. Staff members fall within the at risk categories or take care of someone at home who is at risk will work remotely.

Alternation Days

A partial staffing pattern on alternating days will be utilized for high-density departments to limit interactions, especially in units with large common workspaces, to ensure appropriate social distancing.

Staggered Arrival and Departure

The beginning and end of the workday bring many people together at common entry and exit points. Therefore it is advisable to alter arrival and departure times.

Health and Safety Guidance

Personal Safety and Self-Responsibility

Face masks and cloth face coverings will be worn by all staff when working on campus in the presence of others, in public settings, and where other social distancing measures are challenging to maintain (e.g., shared workspaces, meetings room, classrooms, etc.). The proper use of face masks and coverings is critical to reducing the risk of transmission of the COVID-19 virus to others.

A supply of disposable masks will be provided to you at the building entrance needed.

Social Distancing: Keeping space between others is one of the best tools we have to avoid being exposed to the COVID-19 virus and slowing its spread. Social distancing is important for

everyone, especially to help protect people who are at higher risk of getting very sick. Staff at work on-site must follow these social distancing practices:

1. Stay at least 6 feet from other people at all times
2. Do not gather in groups of 10 or more
3. Stay out of crowded places and avoid mass gatherings

Goggles/Face Shields: Employees do not need to wear goggles or face shields as part of general activity on campus. Good hand hygiene and avoiding touching your face are generally sufficient for non-healthcare environments.

Cleaning/Disinfection: Housekeeping teams will clean office and workspaces based on the CDC guidelines for disinfection and Yosemite Community College District policy. Facilities Management will also maintain hand-sanitizer stations at major building entrances, elevator stops, and high-traffic areas.

Building occupants should also wipe down commonly used surfaces before and after use with the cleaner provide to you by YCCD. This includes any shared-space locations or equipment (e.g., copiers, printers, computers, A/V and other electrical equipment, coffee makers, desks, tables, counters, light switches, doorknobs, etc.)

Working in Office Environments: All staff will maintain at least 6 feet distance from co-workers. Staff working in workstations will have at least one empty workstation separating coworkers. All Staff should wear a face mask or face covering at all times while in a shared workspace/room.

Departments should assess open work environments and meeting rooms to institute measures to physically separate and increase the distance between employees, other co-workers, and students (when applicable), such as:

1. Place visual cues such as floor decals, colored tape, or signs to indicate to students where they should stand while waiting in line.
2. Place one-way directional signage for large open workspaces with multiple throughways to increase the distance between employees moving through the space.
3. Consider designating specific stairways for up or down traffic if building space allows.

For staff/faculty working in offices: No more than one person should be in the same room unless the required 6 feet of distancing can be consistently maintained. If more than one person is in a room, masks/face coverings should be worn at all times. A mask or face covering is not required if staff are working alone in a confined office space (does not include partitioned work areas in a large open environment). All staff should wear masks/face coverings in a reception/receiving area.

Masks/face coverings should be used when inside all facilities where others are present, including walking in narrow hallways where others travel and in break rooms, conference rooms, and other meeting locations.

Using Restrooms: Use of restrooms should be limited based on size to ensure at least 6 feet distance between individuals. Washing hands protocol will be practiced.

Elevators: No more than one person may enter an elevator at a time, the stairs whenever possible.

Meetings: Convening in groups increases the risk of viral transmission. Where feasible, meetings will be held in whole or part using the extensive range of available collaboration tools (e.g., Zoom, WebEx, Microsoft Teams, telephone, etc.).

In-person meetings are limited to the restrictions of local, state, and federal orders. They should not exceed 50 percent of the capacity of a room, assuming individuals can still maintain 6 feet of separation for social distancing requirements. Departments should remove or rearrange chairs and tables or add visual cue marks in meeting rooms to support social distancing practices between attendees. All attendees should wear a mask or face covering while sharing space in a common room.

During your time on-site, staff will be encouraged to communicate with their colleagues and supervisors as needed by email, instant message, telephone, or other available technology rather than face-to-face. You can also use a range of available collaboration tools (e.g., Zoom, WebEx, Microsoft Teams, Jabber, etc.).

Meals:

If dining on campus, you should wear your mask or face covering until you are ready to eat and then replace it afterward. Eating establishments must meet requirements to allow at least 6 feet of distance between each customer, including lines and seating arrangements. Individuals should not sit facing one another. Staff are encouraged to take food back to their office area or eat outside if this is reasonable.

Signage and Posters: Building occupants are expected to follow signage on traffic flow through building entrances, exits, elevator usage, and similar common use areas.

Mental and Emotional Wellbeing

EAP Employee Assistance Program (EAP) is available to offer support during this stressful period.

Departments and building managers will identify usable building access points and coordinate arrival and departure times of staff to reduce congestion during typical “rush hours” of the business day when students are on campus.

Program Area Action Plans

Enrollment Services

Staffing Options:

- Working remotely
- Alternating Days
- Student workers will return

Office Environment:

- Enrollment Services is locked by keypad entry
 - Sanitize hands before using keypad?
- No more than 12 individuals in office at one time
 - This will allow social distancing at front counter, back cubical, and 3 private offices
 - Lunch & break schedule will remain the same – this ensures office coverage while maintaining distancing
- Plexi-glass at front counter
- Are we open to public?
 - If yes, can we reduce the number of hours open to public
- Limit number of people in Enrollment Services lobby?
 - Rearrange seating/furniture
- Student check-in
 - Remove Starfish Kiosk do not allow students to check in themselves
 - Install plexi-glass
 - Student worker can check-in student
- Floor decals and visual cues/signage
- One-way entry and exit
 - Will need facilities to program locks on building
- No in office gatherings (potlucks, lunches, breaks)
- Shared copier/fax for all staff
 - Sanitize before using? After?

- Opening/processing mail
 - Need gloves? Special considerations?

Services Offered:

- Enrollment Services will continue to offer all services to student
 - On campus or remotely
 - Will work with Josh Hash to install Jabber software
- Website contains current hours of operation and modalities of offering services
 - Email
 - Chat
 - Phone
- Enrollment Services updates are included in weekly Student Services email
- Eforms coming soon
- CCC MyPath coming soon
- Enrollment Services computer lab
 - If open to students, it needs frequent sanitation

Phased staffing considerations:

- Who will be instructed to return to work
 - How much info can we ask?
 - High-risk
 - Pregnant
 - Caregivers or household family members in high risk categories
- Expect absenteeism
 - If out of sick/vacation time?
 - Fear of exposure
- Daily symptom monitoring prior to work and during work hours
 - Temperature checks
 - Testing all employees/students daily not feasible, idea is to keep sick individuals away. Self-screening may be more feasible.
 - Daily self-screening
 - Emory University free screener for public: <https://c19check.com/start>
 - Wrist bands or day passes symbolizing “cleared?”
 - **Training**
- If symptomatic prior to work (“yes” in screening)
 - Direct employee to call Stan County assessment/testing #
- If symptomatic during work (through self-monitoring)
 - Isolation and communication protocol

If an employee tests positive:

Stanislaus County conducts contact tracing – Amy emailed Aaron on 5/19/20 (PH contact) regarding collaboration with contact tracing.

- Plan for communication with departments and HR
 - Employee with positive test to notify HR and department manager conduct internal tracing and direction to isolate other employees?
 - Importance of maintaining confidentiality

Personal Safety Practices:

- Face Masks
 - Should be required in all shared spaces, even with 6 ft distancing
 - Students/Visitors to campus?
 - Not required if alone in a confined space
 - Plan if employee uncomfortable
 - Plan if employee/manager doesn't comply
 - N-95 available if employee symptomatic?
 - **Training**
- Distancing
 - Shared spaces, need at least 6 feet distance
- Handwashing
 - Schedule/Rotation
 - **Training**
- Using restrooms
 - Distancing and hand-washing
 - Place signs
- Using elevators
 - One at a time
 - Place signs
- Meeting Spaces
 - Continue using Zoom or other platforms as much as possible
 - Place signs with rules outside of meeting room
 - Not to exceed 50% of capacity
 - Space 6 ft apart
- Meals
 - Maintain at least 6 ft distancing

- Cleaning/Disinfecting
 - Facilities will do their part, but employees will also need to clean surfaces
 - Cleaning after shift in preparation for next rotation
 - **Training**

Program Area Action Plans

Student Financial Services

1. Self-Monitoring Requirements

- i. Monitor for symptoms (prior and during work hours)
- ii. YCCD COVID-19 Screening form
 1. Experience symptoms prior to work
 - a. Stay home, isolate and contact medical provider
 2. Experiencing symptoms during work hours
 - a. Isolate
 - b. Communicate with Manager
 - c. Manager to call HR
- iii. Maintain confidentiality

2. Staffing Options:

- a. Alternative Days (M&T or W&Th; alternating Fridays)
- b. Remote (High risk group will be working from home)
- c. Staggered starting/ending times (starting times 7:00 or 7:30 am and End times 5:30 or 6pm)
- d. Contact HR if staff has concerns with returning to work due to Medical conditions and/or primary care responsibilities for self or someone consider High Risk

3. Personal Safety

- a. Face-covering/disposable mask
 - i. All staff should be wearing face covering in all shared spaces
 - ii. Washing hands and/or the use of hand sanitizer is required prior to handling the face-covering/disposable mask
 - iii. Students/visitors must wear a face-covering when entering the office
 1. HR will provide face-covering for staff and students
 2. Training on proper usage of a face-covering/mask
- b. Distancing
 - i. Staff need to stay at least 6 ft from each other

- ii. No large gatherings
 - iii. In all share spaces – staff need to wear face-coverings
 - 1. Not required – when inside own office
 - iv. Meeting spaces
 - 1. FA lunchroom- only two staff members may be in the FA lunchroom at once
 - a. Sitting opposite of each other
 - b. Staff is required to clean surfaces they touch
 - i. Microwave, refrigerator handles/door
 - ii. Light switch
 - iii. Table surface/chair
 - c. Copy Machine/printers
 - d. Cleaning supplies will be provided by facilities/district
- c. Hands washing
- i. Wash hands often with soap or use hand sanitizer
 - 1. Each staff member will have a hand sanitizer at their desk
 - ii. Avoid touching eyes, nose, mouth, and face
 - iii. FA will have a hand washing schedule in place
 - 1. Every 2 hrs.
- d. Cleaning and Disinfecting Areas
- i. Facilities will take care of the everyday cleaning; however, FA staff will also participate in cleaning/disinfecting their work area, common areas such as lunchroom tables, microwave, coffee makers, counters, doorknobs, and equipment (copy machine) before and after use
 - ii. Cleaning supplies will be provided by facilities
 - iii. FA staff will need training
- e. Using Restrooms
- i. FA Restroom – clean doorknobs, wash hands
 - ii. Hallway Restrooms – we will place signs alternating restroom doors “Do not use” to allowed for social distancing
 - iii. Only four people allowed in restroom at a time
 - iv. Numbering system outside of the door to communicate with others in the building
 - 1. Handwashing is a must
 - 2. Clean doorknob when entering and exiting the room
- f. Financial aid Entrance/Exit doorway
- i. Entry Doors- signs “Entrance Only” and “Exit Only”
 - ii. FA will need floor signage
 - 1. “Entrance Only” & “Exit Only”Traffic flow signage
 - 2. Social distancing markers
 - iii. When students return
 - 1. Student Worker will need to clean/disinfect the check in monitor
 - 2. Only four students allowed in FA waiting area
 - a. Students must maintain social distancing

3. Social distancing floor decals
4. Posters/with instructions
5. Extra Pens for students to take with them
6. Plexi-glass in all workstations
7. Students need to wear face masks to receive service
8. District to provide face masks for staff and students

g. Meetings

- i. FA will continue to meet using zoom
- ii. Communication with staff by zoom, teams, phone (Jabber), email
- iii. Avoid the face-to face interactions

h. Office Space/Environment

- i. All stations will need a Plexi-glass protective barrier
 1. FA common area- 13 stations need Plexi-glass
 2. Floor decals – at least 32 floor decals will be needed in our area to promote social distancing
 3. Visual Cues
 - a. 4 signs - “Entrance Only” & 4 signs- “Exit Only”
 - b. 4 signs - One-way directional signage for common area flow
 - c. 6 signs - Bathroom signage – “Do not use”
 - d. 10 signs – Clean/disinfect surface signage
- ii. Cleaning supplies need to be provided by facilities
 1. Training on how to use cleaning/disinfecting supplies
 2. Enough supplies for each area (personal workstation & common areas)

4. Dining on Campus

- a. FA Lunchroom – only two people allowed in the lunchroom
- b. Staff Lunch Schedule will be provided – FA staff will be encouraged to eat outside when reasonable
- c. Wash hand before and after meal
- d. Wear face mask until you are ready to eat
- e. Clean all surfaces
- f. Signage needed to encourage social distancing and cleaning/disinfecting

5. Student Workers

- a. FA will need 2-3 student workers
 - i. Answer phones – general questions
 - ii. Make copies
 - iii. Filling

6. Communication plan for students

- a. FA will communicate with students via chat, email, and phone calls
 - i. Website
 1. List of documents accepted via email, fax, mail

- 2. List of documents accepted via EDS
- 3. List of documents that need to be notarize and mailed to the office
- 4. List of documents that need to be submitted in person
- ii. List of FA Zoom workshops
- iii. Document Drop off events
 - 1. By appointment and events
- iv. FA document drop box (east and west campus)

7. Mental and Emotional Wellbeing

- a. Employee Assistance Program (EAP)

8. Technology Needs

- a. 7 hot spots
- b. 8 monitors (cable and monitor)
- c. 15 laptops (more capacity)
- d. 3 printers
- e. 2 scanners
- f. Cisco-Jabber for all FA staff

9. Trainings

- a. Training on how to use cleaning solutions
- b. Training on how to use Jabber
- c. Training on how to upload documents on Etrieve
- d. Training on how to create events on Starfish and booking appointments
- e. Training on how to update the website

10. Materials/supplies

- a. Hand sanitizer bottles for each workstation
- b. Cleaning solution/wipes for each common area
- c. Mask for all staff/daily
- d. Mask available for potential visitors (students)
- e. Paper/ink for printers
- f. Poly Slash Jackets- FA files
- g. Pens
- h. Signage for all doors, common areas, staircase/elevators, bathrooms

Program Area Action Plans

Access & Outreach, Veterans Services, and Campus Life

Alternation Days/Staggered Arrival and Departure:

Access/Outreach: Will continue working 100% remote

Veterans Services: Michael Jackson and Fernando Velez will work in the office Monday, Wednesdays, and Fridays.

- Fernando arrives at 8am Leaves at 5pm
 - Lunch at 12pm
- Michael arrives at 8:30am Leaves at 3:30pm

Campus Life: Alejandra Espinoza and Carmen De La Cruz will work in the office Tuesdays and Thursdays

- Alejandra arrives at 9am and leaves at 3pm
- Carmen arrives at 9:30am and leaves at 4pm
 - Lunch at 12pm

Health and Safety Guidance

***Access & Outreach:** If Sonya and Kristi need to come to campus, they will be using mask at all times.

***Veterans Services:** Both staff members will use mask

****Campus Life:** Staff will wear mask.

*Department will need to request mask

**Department will need to request cleaning/disinfecting supplies

Hiring Student Workers

Access & Outreach: Will have 5 student ambassadors that may need to come to campus for data entry and inreach/outreach efforts. Students would be scheduled in a way that protects their health and safety. Student workers will wear face masks and adhere to social distancing policies.

**Student Ambassadors will need laptops and hotspots

Veteran Services: If the VRC reopens, we will hire 2 VA student workers and 1 Peer Mentor who will work in the VRC and Veterans Services office to assist with operations. Student worker/Peer Mentor will assist the SCO with the certification process, data entry and inreach/outreach efforts. Students would be scheduled in a way that protects their health and safety. Student workers will wear face masks and adhere to social distancing policies.

*Will like to request one laptop for peer mentor – to work remotely.

If VRC is not open, 1 student worker and 1 peer mentor will be hired.

Campus Life: Will hire 4 student workers. They will work remotely. Laptops will be provided if needed. Student workers will go through extensive customer services training with Campus Life staff via Zoom. Additionally, they will help staff prepare reports and/or keep track of department data/info.

What is the department’s communication plan with students?

Access & Outreach: will continue to use student emails, phone calls, and zoom meetings.

Veterans Services: Will continue to use student emails, phone calls, and zoom meetings.

Campus Life: Will continue to use student emails, phone calls, zoom meetings, website, and collaborate with Public Relations department to promote services such as events.

Plexiglass needed:

Student center Student ID card Kiosk

In front of SCO’s desk



Program Area Action Plans

Health Services

My self-defined role: To guide the implementation of public health-informed measures to lower risk and increase confidence for employees to be productive and healthy

Staffing Options:

- Remote
- Alternating Days
- Staggered Reporting/Departing

Phased staffing considerations:

- Who will be instructed to return to work
 - How much info can we ask?
 - High risk
 - Pregnant
 - Caregivers or household family members in high risk categories
- Expect absenteeism
 - If out of sick/vacation time?
 - Fear of exposure
- Daily symptom monitoring prior to work and during work hours
 - Temperature checks
 - Testing all employees/students daily not feasible, idea is to keep sick individuals away. Self-screening may be more feasible.
 - Implications: EEOC, ADA, ACLU article - too invasive, false sense of security
 - Daily self-screening
 - Emory University free screener for public: <https://c19check.com/start>
 - Microsoft ProtectWell – needs UN/PW
 - Wrist bands or day passes symbolizing “cleared?”
 - **Training**
- If symptomatic prior to work (“yes” in screening)...

- Direct employee to call Stan County assessment/testing #
- If symptomatic during work (through self-monitoring)...
 - Isolation and communication protocol

If an employee tests positive:

Stanislaus County conducts contact tracing – Amy emailed Aaron on 5/19/20 (PH contact) regarding collaboration with contact tracing.

- Plan for communication with departments and HR
 - Employee with positive test to notify HR and department manager conduct internal tracing and direction to isolate other employees?
 - Importance of maintaining confidentiality

Personal Safety Practices:

- Face Masks
 - Should be required in all shared spaces, even with 6 ft distancing
 - Students/Visitors to campus?
 - Not required if alone in a confined space
 - Plan if employee uncomfortable
 - Plan if employee/manager doesn't comply
 - N-95 available if employee symptomatic?
 - **Training**
- Distancing
 - Shared spaces, need at least 6 feet distance
- Handwashing
 - Schedule/Rotation
 - **Training**
- Using restrooms
 - Distancing and hand-washing
 - Place signs
- Using elevators
 - One at a time
 - Place signs
- Meeting Spaces
 - Continue using Zoom or other platforms as much as possible
 - Place signs with rules outside of meeting room
 - Not to exceed 50% of capacity
 - Space 6 ft apart

- Meals
 - Maintain at least 6 ft distancing

- Cleaning/Disinfecting
 - Facilities will do their part, but employees will also need to clean surfaces
 - Cleaning after shift in preparation for next rotation
 - **Training**

Office Environment

- Plexi-glass
- Floor decals and visual cues
- One-way entry and exit
- One-way paths outside
- One-way directional signage for open work environments (library, A&R, FA, etc.)
- Designating stairways for up or down traffic
- Isolation room for symptomatic employees/visitors?

Program Area Action Plans

Counseling Center East and West Campus

Fall 2020

Based on the CDC guidelines, we are planning to continue to serve our students remotely through the Fall Semester. Our rationale to continue remote service is as follows; there is not enough room in offices to conduct one-on-one meetings and keep the recommended 6ft social distancing requirement.

- Remote Services
 - Programs used for staff and student communication:
 - Starfish
 - Cranium Café
 - Teams
 - Zoom
 - Google Voice
 - Technology Needed
 - Adobe Professional for PDF reading/writing/Sign
 - Office phones (Jabber) from home
 - Some staff may still need to pick up monitors, keyboards, printers, etc. from offices
 - New laptops for some staff may be needed
 - Other needs
 - None at this time
- Professional Development Needs
 - How do we maintain “Wellness and Resilience” in the remote environment
 - Regular staff town halls to ensure we all have the most current information
 - Confidentiality training in an online environment.
- Counselors can work entirely remotely without a significant impact on service to students.
 - It is estimated that approximately 50% of the current staff may fall into a high-risk category as outlined by the CDC
- Communication with Students

- Counselors will use email, Starfish, text messages through remind.com, chat, one-on-one online meetings, and Zoom to communicate with students
- Front desk phones are linked to a shared email where admin staff can connect students to the appropriate counselor and or service.

Physical return to campus considerations once social distancing requirement is removed.

- Social distancing on campus (when campus fully reopens)
 - East and West Campus
 - No more than three counselors, one Dean and their Senior Administrative Secretary, would be scheduled per day to serve students online in the counseling center. Given that several programs share common hallways and copy rooms, we need to keep the entire staff in the Counseling and EOPS wings to ten total staff members.

Needs

- Plexiglass to divide computer stations in the front reception area
- Floor markers to maintain social distancing
- Masks
- Cleaning supplies
- Hand sanitizer
- Signage
- Wireless keyboards and mice to avoid sharing with students
- Enough pens/pencils so they are not shared
- Staff will need to be scheduled to work both on campus and from home, depending on program needs.
 - Staff will split the week and possibly split the day to maintain social distancing and limit staff density in shared hallways and copy rooms.

Program Area Action Plans

Extended Opportunity Program/CalWORKs

Fall 2020

Based on the CDC guidelines, we are planning to continue to serve our students remotely through the Fall Semester. Our rationale to continue remote service is as follows; there is not enough room in offices to conduct face to face meetings and comply with the recommended 6ft social distancing requirement.

- Remote Services
 - Programs used for staff and student communication:
 - Datatel
 - SARS
 - Starfish
 - Cranium Café
 - Etrieve
 - Teams
 - Zoom
 - VPN
 - Google Voice
 - Technology Needed
 - Office phones (Jabber) from home
 - Printers/paper at home
 - Some would prefer to have their work desktops (two monitors)at home
 - Make available back-up laptops for those that encounter technical difficulties with their ancient equipment.
 - Other needs
 - We need to be informed of changes and updates that impact students in a timely manner
- Professional Development Needs
 - Wellness and Retention

- Regular staff town halls to ensure we all have the most current information
- Technology training on backing up desktop onto One Drive
- Confidentiality training in an online environment
- More frequent meetings to share ideas; what is working and what is not
- EOPS /CalWORKs is working entirely remotely; however, some students may still require to come on to campus: (in this case special arrangements will need to be made examples follow)
 - Students that are receiving book vouchers will have to come on to campus to pick up their books.
 - Some students might have to come on to campus to pick up laptops.
 - Some students might have to come to campus for food services
- Communication with Students
 - EOPS/CalWORKs is using email, Starfish, text messages through remind.com, chat, one-on-one online meetings, and phone calls to communicate with students.

Physical return to campus considerations once social distancing requirement has been removed.

- Extended Opportunity Program and Services:
 - For safety reasons, the EOPS department prefers the remote service option. Should we return to direct student service, we will rotate staff to provide coverage. Some staff might prefer to work on campus if they did not have to meet with students or are part of a high-risk group. Should we need to see students, we would consider the following:
 - Student service building should only have one entry point where students and staff are check for temperature and given hand sanitizer.
 - Plexiglass for check-in areas
 - Floor markers to maintain social distance
 - Masks
 - Cleaning supplies
 - Hand sanitizer
 - Signage
 - Wireless keyboards and mice to avoid sharing with students
 - Rearrange furniture, desks, computers, cubicles, etc.
 - Paperless processing
 - Enough pens/pencils so they are not shared
 - Clear process/guidelines for screening staff and students
 - Tents and chairs for students that may potentially have to wait outside for their turn to receive services
 - Air purifiers
- California Work Opportunity and Responsibility to Kids (CalWORKs)
 - The office configuration for the CalWORKs office is not conducive to face-to-face services. Given the size of the office, we would not be able to maintain the 6 feet of social distancing.

Program Area Action Plans

Student Success Specialists

Fall 2020

Based on the CDC guidelines, we are planning to continue to serve our students remotely through the Fall Semester. Our rationale to continue remote service is as follows; there is not enough room in offices, hubs, and Pathways Centers to conduct one-on-one meetings/help and keep the recommended 6ft social distancing requirement.

- Remote Services
 - Programs used for staff and student communication:
 - Datatel
 - SARS
 - Starfish
 - Cranium Café
 - Etrieve
 - Teams
 - Zoom
 - VPN
 - Google Voice
 - Technology Needed
 - Adobe Professional for PDF reading/writing
 - Office phones (Jabber) from home
 - Hotspots
 - Internet connection boosters
 - Some staff may still need to pick up monitors, keyboards, printers, etc. from offices
 - New laptops for some staff that have ancient ones
 - Other needs

- All MJC webpages to be up to date
- Professional Development Needs
 - Wellness Coaching (for employees so employees can coach students)
 - Regular staff townhalls to ensure we all have the most current information
 - Technology training on backing up desktop onto One Drive
 - Confidentiality training in an online environment
- Student Success Team is working entirely remote with a few exceptions:
 - Collaborative book loan program requires visits to campus to give students books
 - Periodic laptop and hotspot distribution
- Communication with Students
 - Student Success Team is using email, Starfish, text messages through remind.com, chat, one-on-one online meetings, and the Pathways Center webpage (currently linked in homepage) to communicate with students
 - Are not currently using the Student Services Canvas shell but this is another option

Physical return to campus considerations once social distancing requirement is removed.

- Social distancing on campus (when campus fully reopens)
 - Pathways Centers
 - East campus
 - No more than two specialists scheduled per day to serve no more than 2 students at a time with 2 students waiting to be seen (with current layout)
 - West campus
 - No more than two specialists scheduled per day to service no more than 2 students at a time with 1 student waiting to be seen (with current layout)
 - Needs
 - Plexi glass to divide computer stations
 - Plexi glass for check-in areas
 - Face shields if no plexi glass available
 - Plexi glass for specialist cubicles
 - Floor markers to maintain social distance
 - Masks
 - Cleaning supplies
 - Hand sanitizer
 - Signage
 - Wireless keyboards and mice to avoid sharing with students
 - Rearrange furniture, desks, computers, cubicles, etc.
 - Assistance from campus safety to help monitor crowds
 - Paperless processing
 - Enough pens/pencils so they are not shared
 - Clear process/guidelines for screening staff and students
 - Tents and chairs for students that may potentially have to wait outside for their turn to receive services

- Air purifiers
- Hubs (possible to be open but recommend they stay closed as students will not be served in these areas)
 - East Campus Hub
 - There is not enough space in the east campus hub to maintain social distancing while serving students
 - Staff can work in the hub without students but only one person at a time
 - East Campus Multicultural Center
 - There is not enough space in the MCC to maintain social distancing while serving students
 - Staff can work in the hub without students but only 1-2 persons at a time
 - Students may occasionally stop in to pick up books, laptops etc. but the front area will be used to leave the items for pickup to limit interaction
 - West campus
 - There is not enough space in the east campus hub to maintain social distancing while serving students
 - Staff can work in the hub without students but no more than two people at a time with a minimum of one cubicle distance between them
- Staff will be scheduled to work both on campus and from home
 - Staff will split the week and possible split the day as well to limit having to eat their lunch on campus to minimize risk

Program Area Action Plans

Transfer Center

Based on the CDC guidelines, we are planning to continue to serve our students remotely through the Fall Semester. Our rationale to continue remote service is as follows; there is not enough room in Transfer Center to conduct one-on-one meetings and keep the recommended 6ft social distancing requirement.

- Remote Services
 - Programs used for staff and student communication:
 - Starfish
 - Cranium Café
 - Teams
 - Zoom
 - Google Voice
 - Technology Needed
 - Adobe Professional for PDF reading/writing
 - Office phones (Jabber) from home
 - Other needs
 - None at this time
- Professional Development Needs
 - Wellness Coaching (for employees so employees can coach students)
 - Regular staff townhalls to ensure we all have the most current information
 - Technology training on backing up desktop onto One Drive
 - Confidentiality training in an online environment
- Communication with Students
 - The transfer team is using email, Starfish, text messages through, chat, one-on-one online meetings, and Center webpage (currently linked in homepage) to communicate with students

Physical return to campus considerations once social distancing requirement is removed.

- Social distancing on campus (when campus fully reopens)
 - Needs
 - Floor markers to maintain social distance
 - Masks
 - Cleaning supplies
 - Hand sanitizer
 - Signage
 - Wireless keyboards and mice to avoid sharing with students
 - Rearrange furniture, desks, computers, cubicles, etc.
 - Paperless processing
 - Enough pens/pencils so they are not shared
 - Clear process/guidelines for screening staff and students
 - Tents and chairs for students that may potentially have to wait outside for their turn to receive services
 - Air purifiers
 - Staff will be scheduled to work on campus and from home
 - Staff will split the week and possible split the day as well to limit having to eat their lunch on campus to minimize risk.

Program Area Action Plans

TRIO/Pre-College Programs

Based on the CDC guidelines, in response to the Coronavirus (COVID-19), the federally funded program TRIO SSS has prepared a reopening plan to continue serving program participants/students remotely. Counselor/Coordinator will continue to coordinate efforts to maintain efficiency and services remotely.

- **Remote Services**

- Programs used for staff and student communication:
 - Datatel
 - OneDrive shared folder: **TRIO SSS** updated with all program forms.
 - SARS
 - Starfish
 - Cranium Café
 - Etrieve
 - Teams
 - Zoom
 - VPN
 - Telephone - Main office phone line (209) 575-6189 has been linked to the Program Technician's email.
 - Email
- Technology Needed
 - Adobe Professional for PDF reading/writing
 - Office phones (Jabber) from home
 - New laptops for some staff
- Other needs

- Program Technician will update the website and social media with announcements.
- Professional Development Needs
 - Wellness Coaching (for employees so employees can coach students)
 - Regular Meeting with the Dean to ensure we all have the most current information
 - Technology training on backing up desktop onto One Drive
 - Confidentiality training in an online environment
- Office staff will have continuous communication, operate, and serve participants remotely.
 - Voicemail changed, reflecting information on how to meet with program Counselors and Program.
- Communication with Students
 - Program Staff will coordinate with the presenter and offer workshops via ConferZoom.
 - Emails to be sent to students on how to sign up for the sessions virtually.
 - Keep students informed is our priority. Emails, text messages, and phone calls will be used.

Program Area Action Plans

TRIO/ Student Support Services

In response to the Coronavirus (COVID-19), the federally funded program TRIO SSS has prepared a contingency plan to continue serving program participants/students. Counselor/Coordinator will continue to coordinate efforts to maintain efficiency and services remotely.

COUNSELOR AND STAFF:

- Counselor and Program Technician are prepared to work remotely taking appointments and walk-ins online via Zoom or ConexEd.
- Counselor and Program Technician will continue to serve students remotely.
- Staff attended training provided by college and other virtual resources.
- VPN access given to permanent staff.
- OneDrive Shared Folder: **TRIO SSS** updated with all program forms.
- Office staff will have continuous communication, operate and serve participants remotely.

OFFICE MAIN PHONE LINE:

- Voicemail changed reflecting information on how to meet with program Counselor and/or Program Technician via appointment or walk-in.
- Main office phone line (209) 575-6189 has been linked to Program Technician's email.

PEER MENTORS AND TUTORS:

- According to the federal announcement in regards to COVID-19 in the event of campus closure, all Federal Work-Study students will continue to get paid during the closure. Non-FWS students will be assigned special projects that can be completed remotely.

EVENTS AND TRAVEL:

- All program events have been placed on HOLD until further notice.

WORKSHOPS:

- Program Staff will coordinate with presenter and offer workshops via ConferZoom.
- Emails to be sent to students on how to sign up for the sessions virtually.

WEBSITE AND SOCIAL MEDIA:

- Program Technician will update website and social media with announcements.

EMAILS:

- Keep students informed is our first priority. Emails, text messages and/or phone calls will be used.
- Informed students about how program will continue to operate remotely to assist their needs

STAFF COMMUNICATION

- Constant communication among staff will continue via email, text messaging, and TEAM Microsoft.

Program Area Action Plans

Athletics

The Athletic Program Area Action Plan is on a separate file.