I. Overview

1. **Area**: Customer Experience – Panther Central, Assignments and Leasing, Communications, & Business Systems

2. **Area Lead**: Kathleen Kyle, Director of Housing & Panther Central; Jamie Kardell, Manager of Panther Central; Rich Rode, Business Systems Manager; Rachel Yoke, Senior Manager of Marketing and Communications

3. **Submitter of Activity Area Plan**: Kathleen Kyle

4. **Date of Submission**: 7/20/20

5. **Revision of a previously approved Activity Area Plan?** No

6. **Summary of Plan**: Customer Experience will assess the safety and needs of its customers, University stakeholders, and staff to provide services under each operational posture determined by the University of Pittsburgh
   a. Modify Panther Central hours of operation as required
   b. Follow and monitor all safety requirements for staff that will work on campus.

7. As the lead of this Activity Area, Kathleen Kyle, Jamie Kardell, Rich Rode, and Rachel Yoke will commit to following the University’s Healthcare Standards and Guidelines and Personnel Standards and Guidelines. While on campus, employees will comply with [COVID-19 Standards and Guidelines: Shared Spaces](#).

II. Operational Posture Functions

The Customer Experience team will modify its business operations in accordance with the University of Pittsburgh’s posture, including office operations, hours, services, and staffing. The number of staff required to be on campus will fluctuate given operational posture and decisions.

The following functions will occur across all three postures:

1. Staff training of Covid-19 Safety completed
2. Health self-attestation form required for those staff reporting to campus
3. Remote work policies in place for all staff not scheduled to be working at Panther Central
4. Customer Experience will comply with [COVID-19 Standards and Guidelines: Face Coverings, Personal Protective Equipment, and Personal Hygiene along with Shared Spaces](#).
   a. Plexiglass barriers installed at all customer facing workstations
   b. Stanchions and University approved signage to assist with queueing
   c. Safety Officers, James Kardell (PC) and Mike Barker (Brackenridge) Rich Rode (Systems) Rachel Yoke (Comms) appointed to area
d. Cleaning log to be completed; all high touch areas, cleaned every 1 hour
e. Disinfecting wipes utilized as recommended by EH&S for non-laboratory use

1. High Risk Posture
   a. Function 1: Customer Experience will be closed to the public and will offer services through its online self-service portals
      i. Panther Central Services (Towers Lobby)
         1. Services
            a. ID requests, renewals, and troubleshooting will be completed through our website
            b. Staff shall continue to print University IDs, troubleshoot essential staff access issues, and perform other in-person job duties as required
         2. Staffing
            a. Panther Central staffing will consist of 3 employees in office at one time
               a. Existing workstations are 6ft or more apart
               b. Schedules are rotated with at home work days and in office work days
      ii. Housing Assignments and Off-Campus Living (Brackenridge)
         1. Services
            a. All services will be offered through email, virtual appointments and phone calls.
         2. Staffing
            a. All staff will work remotely. If key distribution is necessary, approval must be obtained by Director of Housing and Panther Central to complete this task.
      iii. Business Systems (Towers Lobby)
         1. Services
            a. All support of equipment and computer systems will occur remotely where possible. For critical on campus support needs, approval must be obtained by Business Systems Senior Manager.
         2. Staffing
            a. Business Systems staffing will consist of 4 employees working remotely
      iv. Communications (Towers Lobby)
         1. Services
            a. Communications and marketing to BAS and other clients remotely. For critical on campus support needs, approval must be obtained by Business Communications Senior Manager.
2. Staffing
   a. BAS Communications staffing will consist of 5 employees working remotely.

2. Elevated Risk Posture
   a. Function 1: Customer Experience will be closed to the public and operate under reduced hours. Services will be offered through its online self-service portals as well as in person by appointment
      i. Panther Central (Towers Lobby)
         1. Services
            a. ID requests, renewals, and troubleshooting will be completed through our website
            b. Panther Central waiting area limited to 3 customers at a time
               i. University provided 6ft distance signage will be utilized in reception area to assist with recommended social distancing
            c. Sneeze guards installed at printing stations B, C, and front desk
            d. Touchless pay options available; self-service for customers to swipe ID and credit card payment
            e. Customer flow/directional signage implemented to assist in maintaining social distancing
               i. One-way entry and exit
               ii. Line management stanchions and social distancing signage in place
               iii. Dedicated Greeter role 7 days a week during peak hours
            f. Tent queueing area set up on Forbes Ave. patio to handle additional customers
               i. One-way entry and exit
               ii. Line management stanchions and social distancing signage in place
               iii. Dedicated Greeter role 7 days a week during peak hours
            g. University Provided Signage
               i. PA “COVID-19 Safety Procedures for Businesses” flyer
               ii. Queuing directions
               iii. Face coverings guidance/rules for customers
            h. Guidelines/recommendations for customer safety
               i. Face coverings
               ii. Physical distancing
               iii. Hygiene/handwashing
2. Staffing  
   a. Panther Central staffing will consist of 5 employees in office at one time  
   b. Existing workstations are 6ft or more apart  
   c. Schedules are rotated with at home work days and in office work days  
   d. Staggered start and end times to prevent congestion in locker area and hallway  
   e. Remote work options in use when staffing and work flow permits.

ii. Housing Assignments and Off-Campus Living (Brackenridge)  
   1. Services  
      a. All services will be offered through email, virtual appointments and phone calls.
   2. Staffing  
      a. All staff will work remotely. For critical on campus support needs, approval must be obtained by Director of Housing and Panther Central to complete this task.

iii. Business Systems (Towers Lobby)  
   1. Services  
      a. All support of equipment and computer systems will occur remotely where possible. For critical on campus support needs, approval must be obtained by Business Systems Senior Manager.
   2. Staffing  
      a. Staffing  
         i. BAS Business Systems staffing will consist of 2 employees in the office and 2 employees working remotely as needs dictate based on level of activity of areas supported.  
         ii. Staggered start and end times to reduce time spent in the office with coworkers  
         iii. Remote work options maximized when support needs permit

iv. Communications (Towers Lobby)  
   1. Services  
      a. Communications and marketing to BAS and other clients remotely.
   2. Staffing  
      a. BAS Communications staffing will consist of 5 employees working remotely.
3. **Guarded Risk Posture**
   a. Function 1: Customer Experience will provide all services according to safety needs. Hours and in-person services vary by office
      i. Panther Central (Towers Lobby)
         1. Services – 24-hour operations
            a. ID requests, renewals, and troubleshooting will be completed through our website
            b. Panther Central staffing will consist of 6 employees in offices at one time
               i. Existing workstations are 6ft or more apart
               ii. Schedules are rotated with at home work days and in office work days
            c. Panther Central waiting area limited to 3 customers at a time
            d. Sneeze guards installed at printing stations B, C, and front desk
            e. Touchless pay options available; self-service for customers to swipe ID and credit card payment
            f. Customer flow/directional signage implemented to assist in maintaining social distancing
               i. One-way entry and exit
               ii. Line management stanchions and social distancing signage in place
               iii. Dedicated Greeter role 7 days a week during peak hours
            g. Will have tent queueing area set up on Forbes Ave. patio
               i. One-way entry and exit
               ii. Line management stanchions and social distancing signage in place
               iii. Dedicated Greeter role 7 days a week during peak hours
            h. University Approved Signage
               i. PA “COVID-19 Safety Procedures for Businesses” flyer
               ii. Queuing directions
               iii. Face coverings guidance/rules for customers
            i. Guidelines/recommendations for customer safety
               i. Face coverings
               ii. Social distancing
               iii. Hygiene/handwashing
   2. Staffing
      j. Panther Central staffing will consist of 6 employees in office at one time
k. Staggered start and end times to prevent congestion in locker area and hallway
l. Remote work options in use when staffing and work flow permits.

ii. Housing Assignments and Off-Campus Living (Brackenridge)
   1. Services
      a. In-person apartment showings will resume as needed
      b. Educational offerings will be remote when possible
      c. Student meetings will remain remote when possible
   2. Staffing
      a. All staff will rotate in the office 2-3 days per week and work remotely on off days.

iii. Business Systems (Towers Lobby)
   1. Services
      a. All support of equipment and computer systems will occur remotely where possible. For critical on campus support needs, approval must be obtained by Business Systems Senior Manager.
   2. Staffing
      a. Staffing
         i. BAS Business Systems staffing will consist of 4 employees in the office
         ii. Staggered start and end times to reduce time spent in the office with coworkers
         iii. Remote work options maximized when support needs permit

iv. Communications (Towers Lobby)
   1. Services
      a. Communications and marketing to BAS and other clients remotely.
   2. Staffing
      a. BAS Communications staffing will consist of 5 employees working remotely.

III. Transition between Operational Postures

As risk levels decline:

1. Shift from High Risk Posture to Elevated Posture
   • Update operation hours and services as outlined in plan
   • Review and update all facility checklists
   • Notify staff at least one week in advance of schedule change and need to report to campus or remote work options
     o Notification will take place via scheduling software, email, and staff meeting
• Notify University communications of updated operational hours and services

2. Shift from Elevated Risk Posture to Guarded Risk Posture
• Update operation hours and services as outlined in plan
• Review and update all facility checklists
• Notify staff at least one week in advance of schedule change and need to report to campus or remote work options
  o Notification will take place via scheduling software, email, and staff meeting
• Notify University communications of updated operational hours and services

As risk levels increase:

3. Shift from Guarded Risk Posture to Elevated Risk Posture
• Update operation hours and services as outlined in plan
• Review and update all facility checklists
• Notify staff at least one week in advance of schedule change; remote work options in place for most staff
  o Notification will take place via scheduling software, email, and staff meeting
• Notify University communications of updated operational hours and services

4. Shift from Elevated Risk Posture to High Risk Posture
• Update operation hours and services as outlined in plan
• Review and update all facility checklists
• Notify staff of immediate closure of stores; remote work options implemented
  o Notification will take place via scheduling software, email, and staff meeting
• Notify University communications of updated operational hours and services

IV. Stakeholder Outreach

Customer Experience supports key stakeholders including students, parents, faculty, and staff.

1. Departmental hours, offered in office services, and online self-service portal services will be communicated to all stakeholders through multiple channels including:
  o signage
  o website information
  o Read Green
V. Monitoring and Amendment

The Director of Housing and Panther Central, Kathleen Kyle, Rich Rode, Business Systems Manager; Rachel Yoke, Senior Manager of Marketing and Communications Panther Central Manager, James Kardell; is responsible for monitoring compliance with all plans and policies. Any revision to this plan will be reviewed and assessed by Matthew Sterne, Vice Chancellor for Business Services, and approved by the Senior Vice Chancellor for Business and Operations.