Office of Admissions and Financial Aid Activity Plan

I. Overview/Summary of Approach

1. Activity Area: Office of Admissions and Financial Aid (OAFA)
2. Activity Lead: Marc Harding, Vice Provost for Enrollment
3. Name of individual submitting Activity Area Plan: Peggie Dunklin and Marc Harding
4. Date of submission: 7/30/2020
5. Revision of a previously approved Activity Area Plan? No
6. Summary of OAFA Activity Plan and basic operating assumptions:
   a. Travel - international and domestic recruitment travel not occurring in Fall 2020
   b. Visitors/Events – no on campus prospective student or family visitors/no events regardless of which operational posture the university is in. Will reassess in late November 2020.
   c. Visit Center in Alumni Hall and the Wellness Center in Thackeray will remain closed to the public, but business functions will continue virtually (phone, social, email, text, Web, etc.) through all postures.
   d. All staff will continue to work remotely with a small number of exceptions to conduct critical business needs as indicated below and documented in the operational postures.
   e. Prospective student and family engagement will be remote.
   f. Operations – on campus presence occasionally for computer equipment, maintenance, and distribution.
   g. OAFA Mail – on campus presence occasionally to review mail.
   h. Processing of checks for students. On campus presence needed to process checks received in the mail.
   i. Letter generation – on campus presence occasionally.

7. As the lead of this activity area, I hereby confirm that OAFA will commit to following the University’s Healthcare Standards and Guidelines and the Personnel Standards and Guidelines through all three postures while on campus:
   a. Wear face coverings in the presence of any other individual, as they enter and leave the building, except when eating or in an enclosed private single-occupancy space such as a personal office.
   b. Adhere to all physical distancing, safety, and hygiene requirements.
   c. Use physical barriers or maintain six feet of physical distance while engaging with others.
   d. Clean their personal and office spaces at the beginning and end of work periods.
   e. Adhere to the limits on gathering sizes and defaulting to remote gatherings when possible:
      - High Risk posture – no gatherings of more than 10 people
      - Elevated Risk posture – no gatherings of more than 25 people
      - Guarded Risk posture – no gatherings of more than 250 people

II. Functions in Each Operational Posture

1. High Risk Posture
All staff at OAFA will be working remotely in the High Risk Posture, with the exception of those indicated below. Staff will be notified that no one will be permitted access to Alumni or Thackeray Hall unless essential and approved by the Vice Provost for Enrollment, Marc Harding.

Total number of staff in Alumni Hall at one time would be at the most five, but will fluctuate according to business needs.

Total number of staff in Thackeray Hall would be at the most four, but will fluctuate according to business needs.

a. Function 1
   i. Administrative (Vice Provost for Enrollment and Director of Budget and Human Resources)
      1. All work will be conducted remotely, with occasional on-campus presence as needed by the Vice Provost for Enrollment and/or the Director of Budget and Human Resources to process checks (Marc Harding and Peggie Dunklin) or their designees
      2. Staff: 2
      3. Buildings:
         a. Alumni Hall (1st, 2nd, 3rd, and 4th floors of OAFA)
         b. Thackeray Hall (130 and 3rd floor Financial Aid Offices)

b. Function 2
   i. Engagement (Programs)
      1. All work will be conducted remotely.
      2. Staff: 0
      3. Building: No building access.

c. Function 3
   i. Financial Aid
      1. All work will be conducted remotely, with occasional on-campus presence as needed by the Executive Director of Financial Aid (Randy McCready) or his designee
      2. Staff: 1
      3. Building:
         a. Thackeray Hall (130 and 3rd floor Financial Aid Offices)

d. Function 4:
   i. Marketing Communications
      1. All work will be conducted remotely, with occasional on-campus presence as needed by the Executive Director of Enrollment Outreach, Assistant Vice Provost for Enrollment (Molly Swagler) or her designee
      2. Staff: 1
      3. Building:
         a. Alumni Hall (1st, 2nd, 3rd, and 4th floors of OAFA)

e. Function 5:
   i. Operations
      1. All work will be conducted remotely, with occasional on-campus presence as needed related to maintenance and distribution of computer
and telecommunication equipment by the Associate Vice Provost for Enrollment, Executive Director of Admissions (Kellie Kane) or her designee

2. Staff: 1

3. Buildings:
   a. Alumni Hall (1\textsuperscript{st}, 2\textsuperscript{nd}, 3\textsuperscript{rd}, and 4\textsuperscript{th} floors of OAFA)
   b. Thackery Hall (130 and 3\textsuperscript{rd} floor Financial Aid Offices)

f. Function 6:
   i. Recruitment
      1. All work conducted remotely.
      2. Staff: 0
      3. Building: No building access.

2. Elevated Risk Posture

All staff at OAFA will continue to work remotely in the Elevated Risk Posture, with the exception of those indicated below. Staff will be notified that no one will be permitted access to Alumni or Thackeray Hall unless essential and approved by the Vice Provost for Enrollment.

Total number of staff in Alumni Hall at one time would be at most fifteen, but will fluctuate according to business needs and rotation of staff.

Total number of staff in Thackeray Hall would be at most five, but will fluctuate according to business needs and rotation of staff.

a. Function 1
   i. Administrative (Vice Provost for Enrollment and HR)
      1. All work will be conducted remotely, with occasional on-campus presence needed by the Vice Provost for Enrollment and/or the Director of Budget and Human Resources as needed to process checks, as needed with the additional staff members of the Budget and HR team
      2. Staff: No more than 3 in the building at the same time (rotating as needed) following all safety guidelines.
      3. Buildings:
         a. Alumni Hall (1\textsuperscript{st}, 2\textsuperscript{nd}, 3\textsuperscript{rd}, and 4\textsuperscript{th} floors of OAFA)
         b. Thackery Hall (130 and 3\textsuperscript{rd} floor Financial Aid Offices)

b. Function 2
   i. Engagement (Program)
      1. All work will be conducted remotely with the exception of those staff members approved to be in the building to run virtual programs, as needed in Alumni Hall.
      2. Staff: No more than 4 in the building at the same time (rotating as needed) following all safety guidelines.
3. Building: 3rd floor of Alumni Hall

c. Function 3

i. Financial Aid
1. All work will be conducted remotely, with occasional on-campus presence as needed by the Executive Director of Financial Aid (Randy McCready) and financial aid staff rotating as needed.
2. Staff: No more than 5 in the building at the same time (rotating as needed) following all safety guidelines.
3. Building: Thackeray Hall (130 and 3rd floor Financial Aid Offices)

d. Function 4:

i. Marketing Communications
1. All work will be conducted remotely, with occasional on-campus presence as needed by the Executive Director of Enrollment Outreach, Assistant Vice Provost for Enrollment (Molly Swagler) and marketing communication staff rotating as needed.
2. Staff: No more than 2 in the building at the same time (rotating as needed) following all safety guidelines.

e. Function 5:

i. Operations
1. All work will be conducted remotely, with occasional on-campus presence as needed related to opening and processing mail for our students, letter generation, and the maintenance and distribution of computer/telecom equipment approved by the Associate Vice Provost for Enrollment, Executive Director of Admissions (Kellie Kane).
2. Staff: No more than 3 in the building at the same time (rotating as needed) following all safety guidelines.
3. Buildings: Alumni Hall (2nd, 3rd, and 4th floors)

f. Function 6:

i. Recruitment
1. All work conducted remotely, with occasional on-campus presence as needed related to virtual recruitment of prospective students.
2. Staff: No more than 3 in the building at the same time (rotating as needed) following all safety guidelines.
3. Building: 3rd floor Alumni Hall

3. Guarded Risk Posture

The majority of OAFA staff will continue to work remotely in the Guarded Risk Posture, with the exception of those indicated below. Staff will be notified that no one will be permitted access to Alumni or Thackeray Halls unless essential and approved by the Vice Provost for Enrollment or one of four members of OAFA’s Leadership Team. – (Peggie Dunklin, Kellie Kane, Randy McCready, and Molly Swagler)

All members of OAFA’s Leadership Team would have access to Alumni and Thackeray Halls.
Total number of staff in Alumni Hall at one time would be at most twenty-five, but will fluctuate according to business needs and rotation of staff.

Total number of staff in Thackeray Hall would be at most five, but will fluctuate according to business needs and rotation of staff.

a. Function 1
   i. Administrative (Vice Provost for Enrollment and HR)
      1. All work conducted remotely, with occasional on-campus presence needed by the Vice Provost for Enrollment and/or the Director of Budget and Human Resources as needed to process checks, as needed with the additional staff members of the Budget and HR team (Marc Harding and Peggie Dunklin)
      2. Staff: No more than 3 in the building at the same time (rotating as needed) following all safety guidelines.
      3. Buildings:
         a. Alumni Hall (1st, 2nd, 3rd, and 4th floors of OAFA)
         b. Thackery Hall (130 and 3rd floor Financial Aid Offices)

b. Function 2
   i. Engagement (Program)
      1. All work will be conducted remotely with the exception of those staff members approved to be in the building to run virtual programs, as needed in Alumni Hall. May have additional engagement staff members and Pathfinders (student tour guides) on campus if the university allows visitors to campus.
      2. Staff: No more than 6 in the building at the same time (rotating as needed) following all safety guidelines.
      3. Building: 3rd floor Alumni Hall

   a. Scenario # 1: If the University is not allowing visitors then anything that OAFA does for visit programs with be done virtually through tour guides using GoPro cameras.
   b. Scenario #2: If the University allows visitors to campus, we would adjust the number of employees on campus to serve guests. The number of staff needed depends on the University rules for capacity on campus and in Alumni and Thackeray Halls. Safety protocols will be addressed in any updates to this plan when visitors are allowed.

c. Function 3
   i. Financial Aid
      1. All work will be conducted remotely, with occasional on-campus presence as needed by the Executive Director of Financial Aid (Randy McCready) and financial aid staff rotating as needed.
      2. Staff: No more than 5 in the building at the same time (rotating as needed) following all safety guidelines.
3. Building: Thackeray Hall (130 and 3rd floor Financial Aid Offices)

d. Function 4:

i. Marketing Communications
   1. All work will be conducted remotely, with occasional on-campus presence as needed by the Executive Director of Enrollment Outreach, Assistant Vice Provost for Enrollment (Molly Swagler) and marketing communication staff rotating as needed.
   2. Staff: No more than 4 in the building at the same time (rotating as needed) following all safety guidelines.

e. Function 5:

i. Operations
   1. All work will be conducted remotely, with occasional on-campus presence as needed related to opening and processing mail for our students, letter generation, and the maintenance and distribution of computer/Telecom Equipment approved by the Associate Vice Provost for Enrollment, Executive Director of Admissions (Kellie Kane).
   2. Staff: No more than 6 in the building at the same time (rotating as needed) following all safety guidelines.
   3. Buildings: Alumni Hall (2nd, 3rd, and 4th floors)

f. Function 6:

i. Recruitment
   1. All work will be conducted remotely, with occasional on-campus presence as needed related to virtual recruitment of prospective students.
   2. Staff: No more than 6 in the building at the same time (rotating as needed) following all safety guidelines.
   3. Building: 3rd floor Alumni Hall

III. Transitions between Operational Postures

As the environment shifts, the University’s Senior Leadership Team will make determinations about when the University’s operational posture must also shift to either more or less restricted.

When a shift in operational posture occurs, employees will be notified via email of the new posture. The Vice Provost for Enrollment will notify direct reports immediately, who will convey the information to the individuals who report to them. Direct reports to the Vice Provost for Enrollment will be responsible for articulating who (if anyone) on their teams will be working on campus in the new posture. Email, text, and phone calls will be use to communicate any shifts in posture.

IV. Stakeholder Outreach

We plan to communicate to our key stakeholder groups (prospective students and their families) via email, web, and social media. Our posture is posted on our two websites and will be updated as postures change.
V. Monitoring and Amendment

Any revisions to this plan will be approved by the Provost and Senior Vice Chancellor as the member of the Senior Leadership Team that oversees that area.