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: 12/16/2020
5. Revision of a previously approved Activity Area Plan? Yes
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 – In general, OAFA events will be conducted virtually, but OAFA would like to begin formal admissions visits to campus when approved by the Vice Provost for Enrollment.
   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
      1. Staff: 1
      2. 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 (1st, 2nd, 3rd, and 4th floors of OAFA)
   b. Thackery Hall (130 and 3rd 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 (1st, 2nd, 3rd, and 4th floors of OAFA)
         b. Thackery Hall (130 and 3rd floor Financial Aid Offices)

b. Function 2
   i. Engagement (Programs)
      1. The Office of Admissions and Finical Aid will experiment with various visit options adhering to university, state, and local guidance.
      2. Staff: No more than 25 people will gather for a visit at one time. Those 25 people would include staff and guests.
      Total number of people at Alumni Hall would be no more than 25 people for a visit. Those 25 people would include no more than five staff members and 20 guests consisting, of students and their accompanying guest.
3. Buildings:
   a. Alumni Hall (1st, 2nd, 3rd, and 4th floors of OAFA)

4. Policy for In-Person Visits for Admitted Students
   As we closely monitor government policy changes, CDC guidelines, government mandates, and public health advancements, we will continue to make changes as necessary or appropriate to these protocols and procedures, and will submit any changes for approval by the Provost and Senior Vice Chancellor. These guidelines have been informed by the recommendations of the University, government, and CDC. Guest is defined in the COVID-19 Standards and Guidelines for Meetings, Events, Conferences and Guests.

   a. Registration - guests (admitted students + one guest) will be invited to on-campus events on an invite-only basis and will be required to register ahead of time. No walk-in guests will be accommodated with a visit. Invited admitted students will include only those who live in PA within a drivable distance from the University. After analyzing these first visits, we will navigate the idea of opening the invitation to a broader audience. All guests must register by calling our Visitor Center Coordinator directly. Those registrations will be manually inputted into the system. Registration will be closed two business days prior to the visit to prepare for guests. All visitors will be approved by the Vice Provost for Enrollment prior to them coming to campus. Registrations can be cancelled at any time. Registration for in-person visits will include the following questions to be used for the purpose of contact tracing:
      1. Where will you and your guest be traveling from prior to your visit to Pitt?
      2. Who is your guest that will accompany you on your visit to Pitt? (First and Last name, relationship to student, phone number, email address)
      3. What boxed lunch would you and your guest like? Are there any allergies we should be aware of?
      4. Admitted student preferred t-shirt size

   b. Visits - all visits will occur in one of three spaces in Alumni Hall on a rotational basis: Room 121, Room 323, or the Connolly Ballroom while practicing social distancing.

   • Room 121- with a capacity set at 27
   • Room 323- with a capacity set at 26
   • Connolly Ballroom- with a capacity set at 161

   1. Projected Guest Experience (2.5-hour visit)
   2. All guests will begin with a presentation about the University
   3. Guests will be taken on smaller tours around campus (all outside, no building access)
   4. When not on tour, guests will meet with Financial Aid in Alumni Hall visit rooms.
   5. Other events, like a virtual student panel may be added
   6. Guests will be provided a boxed lunch and a bottle of water at the conclusion of their visit for their trip home.
7. All guests will be required to complete the Daily COVID-19 health check at [https://pittforms.tfaforms.net/423844](https://pittforms.tfaforms.net/423844). This will need to be completed by each member of the visiting party.
8. Once in Alumni Hall, guests will be greeted by an OAFA staff member who will provide them with a personalized welcome bag and to confirm all guests have proper face coverings.
9. Personalized welcome bag will include
   - Two bottles of water
   - Hand sanitizer
   - Admitted student folder
   - Contact information for reporting sickness post visit
   - T-shirt for admitted student
   - Additional item may be suggested - driving tour of Pittsburgh
10. Face coverings will be provided to all guests who do not have one
11. Staff Member & Guest Health - the health and safety of our staff members and guests is our number one priority.

c. Physical Distancing - guests will be advised to practice physical distancing while visiting campus and walking around our facilities. Event space is already set up for in-person classes and will remain in the same formation for our visits. Waiting room space will also be labeled appropriately to distance guests while they are waiting for events to start. Staff members will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other staff members whenever possible.

d. Hand Sanitizer - hand sanitizer dispensers, touchless whenever possible, have been placed at key guest and staff entrances and contact areas.

e. Signage - there will be health and hygiene reminders throughout the property including the proper way to wash hands and how to wear, handle and dispose of masks.

f. Staff Member & Guest Health Concerns - staff members will be given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 to Environmental Health and Safety (provided in the Return to Work Mitigation document). Staff members are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Staff members who are exhibiting any of the symptoms of COVID-19 while at the venue are instructed to immediately notify their manager and guests are to notify an OAFA staff member.

g. Case Notification - if we are alerted to a presumptive case of COVID-19 by one of our guests or staff members, we will work with Environmental Health and Safety to follow the appropriate actions recommended.

h. Thermal Scan - staff members and guests will be required to have a thermal scan before entry to the building. Staff members or guests whose scan indicates a high temperature will be denied entry.
i. Hand Washing - correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All staff members will be instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, smoking, eating, entering, going on break and before or after starting a shift.

j. Guest Experience - Customer Service and the well-being of all guests is our priority. A staff member will greet each guest at the Admissions Welcome Center. That staff member will be monitoring total visitor numbers. Guests will be asked to use hand sanitizer and to wear a mask (which will be provided by the office if the guest does not have one available) during their entire campus visit.

k. Visitor Log – All visitors will be approved by the Vice Provost for Enrollment. A visitor log will be kept with each admitted student’s name, their guest’s name, contact information for them, where they traveled from, and which staff were associated with the visit. This log will be updated daily by the Visitor Center Coordinator.

l. Cleaning Products and Protocols - locations will be cleaned by our University facilities team. We will provide them with the schedule of which spaces we will be used on which days for heightened cleaning. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, door handles, public bathrooms, and seating areas.

m. Office Space - physical desks will be cleaned daily by the staff member when they arrive and before they leave. They will use the provided sanitation products to do so.

n. Shared Equipment - will be sanitized after each use or anytime the equipment is transferred to a new employee. This includes phones, fax machines, computers, safety buttons, cleaning equipment, keys, and all other direct contact items used throughout the venue. The use of shared food and beverage equipment in the office (including shared coffee brewers) will be discontinued. Staff members are expected to clean shared equipment (such as refrigerators, microwaves, copy machines, etc.) after each use.

o. Locations for the Distribution of Personal Protection Equipment (PPE) - guests will be provided a face mask if they do not come to campus with one. They will be required to wear a face covering during their whole visit. Staff will be given a face mask when they return to campus. They will also be provided one if they report to work without one.

p. Physical Distancing - throughout the visit, we will meet or exceed state and local health authority guidelines on proper physical distancing.

q. Queuing - any area where guests or staff members queue will be clearly marked for appropriate physical distancing.
r. **Restaurants** - guests will be alerted ahead of time that restaurants around campus have reduced seating capacities, thus they will be provided a boxed lunch to travel home with.

s. **Department Specific Sanitization Policies** - additional department protocols may be added/modified as circumstances develop.

t. **Event Space** - all visits will occur in one of three spaces in Alumni Hall on a rotational basis: Room 121, Room 323, or the Connolly Ballroom.

u. **Cleaning & Sanitizing Protocol** - all event space will be thoroughly cleaned after each visit, followed by at least two days without use prior to the next event. High touch areas such as restrooms, door handles, elevators, etc. will be cleaned multiple times a day. Sanitizing stations will be cleaned by staff every hour during each visit.

v. **Guest Considerations** - If possible, establish a guest entry door that differs from a guest exit door. Guests will be instructed not to congregate and will be directed away from high volume areas. Six feet spacing decals will be placed on the floor and stanchions will be used to encourage physical distancing of guests.

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. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.

      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. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.


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. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.

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. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.
      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 McCread, 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. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.
      3. Buildings:
         a. Alumni Hall (1st, 2nd, 3rd, and 4th floors of OAFA)
b. Function 2

i. Engagement (Program)
   1. After experiencing visits in the Elevated Posture, OAFA will revisit visitor experience to determine whether it can be continued when classes are in session, and whether it would be logistically feasible to expand the number of visitors in the Guarded Risk Posture. Allowing admitted students to visit campus is a major part of the college decision making process. Those who have visited campus deposit at a 25% higher rate than those who do not. Thus, the campus visit process is key in ensuring that we meet our class enrollment goals for Fall 2021.
   2. Staff: No more than 6 in the building at the same time (rotating As needed) following all safety guidelines. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.
   3. Building: 1st and 3rd floors 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. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.
   3. Building: 1st and 3rd floors Alumni Hall

b. Function 2

i. Engagement (Program)
   1. After experiencing visits in the Elevated Posture, OAFA will revisit visitor experience to determine whether it can be continued when classes are in session, and whether it would be logistically feasible to expand the number of visitors in the Guarded Risk Posture. Allowing admitted students to visit campus is a major part of the college decision making process. Those who have visited campus deposit at a 25% higher rate than those who do not. Thus, the campus visit process is key in ensuring that we meet our class enrollment goals for Fall 2021.
   2. Staff: No more than 6 in the building at the same time (rotating As needed) following all safety guidelines. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.
   3. Building: 1st and 3rd floors 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. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.
   3. Building: 1st and 3rd floors Alumni Hall

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. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.

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. Each staff member has their own
office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.

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. Each staff member has their own office space and they are socially distanced 6’ apart. Staff will not be sharing the same office and will maintain good physical distancing.
   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.

https://admissions.pitt.edu/

https://financialaid.pitt.edu/

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.