

OPERATIONS DIVISION



E-NEWSLETTER



COO



EHS



Facilities



HR



IT



Security



PMO

JANUARY/ FEBRUARY 2022

OFFICE OF THE CHIEF OPERATING OFFICER

Message from the COO



Welcome back! After almost two years, it is hard to believe we finally seem to be returning to some sense of normalcy and an end to the ordeal we have all been through. When we broke for two weeks in March of 2020 to “break the cycle” of the Covid-19 pandemic, none of us could have imagined those weeks would turn into months and months into years. While we are still taking precautions and following a conservative approach with regards to masks and other measures, I am sure we are all feeling a sense of relief that we are approaching the tail-end of this experience. I am thankful for how well we have weathered this storm and am so grateful for and appreciative of the way our university community pulled together during this time. Again, welcome back and thank you for all you have done these past two years to allow us to continue with our mission... To Teach, To Heal, Together.

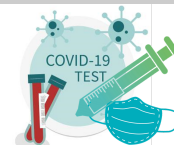
Clive Houston-Brown, Ed.D.

Senior Vice President & Chief Operating Officer

ENVIRONMENTAL HEALTH & SAFETY

COVID-19 Testing & Face Masks

As a reminder, all employees should submit proof of receiving the COVID-19 booster vaccination to stu-emphealth@westernu.edu no later than March 1, 2022. Thereafter, those without the booster will be required to have weekly rapid antigen testing when coming to campus.



FACILITIES

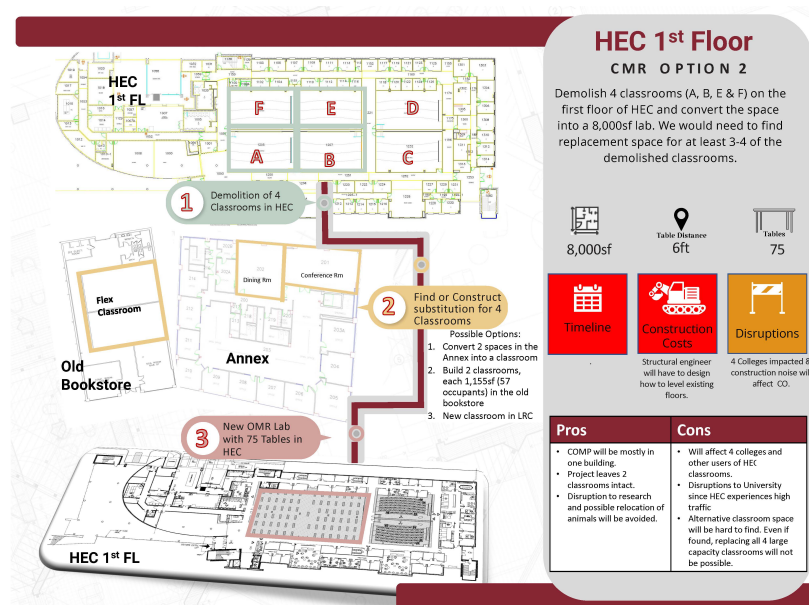
New Campus Construction Project- CMR Lab

The [2017 Campus Master Plan](#) provides a blueprint for WesternU's growth in Pomona and concentrates physical growth around the University core to frame and enhance the center of campus. In 2022, we will take another step in our evolution as a leader in health sciences education with an exciting renovation/expansion initiative that will benefit our students, faculty, and staff.

COMP/CPM OMM (Osteopathic Manipulative Medicine) and CMR (Clinical Medical Reasoning) clinical labs have been taught off-site for the past 18 months at the Fairplex and the Claremont School of Theology. We will be bringing this operation back on campus in Pomona this year. To accommodate the Colleges' needs, the existing OMM lab in HSC will be expanded, and we will build a new CMR Lab on campus.

A large, designated lab space equipped with treatment tables is necessary to educate and train students in physical examination including evaluation of each body area throughout the two-year undergraduate curriculum. This lab space is

also used to educate and train students in performing procedures such as phlebotomy, suturing, starting IVs, and other minor procedures in preparation for clinical rotations.



New CMR Lab

We will convert HEC classrooms A, B, E, and F into a 8,000sf lab space that will hold 75 tables. This will entail identifying additional rooms to absorb the loss of the four classrooms elsewhere on campus.

Finding Space for Classrooms

In addition to adding the new 53-seat classroom in the *Pumerantz Library* and *Resource Center* to our classroom inventory, Facilities staff will temporarily convert the new Fitness Center in the building into a temporary 62-seat classroom and Compatriots Hall into a 42-seat classroom. Facilities and the campus architects are also working to build another new 108-120-seat classroom in the Building Under Renovation (old Bookstore).



Timing

This major initiative is already underway, and we expect most, if not all, projects to be completed by Fall semester 2022.



Disruptions

While we will do everything we can to minimize disruption due to construction activities, these are major renovation projects. We ask for your patience and understanding as construction activities commence.



Safety Concerns

Contractor is required to provide a Safety plan to WesternU before work starts. The Construction Project Manager also provides contractor with a set of guideline that must be followed to work at WesternU, including our Qualtrics survey.



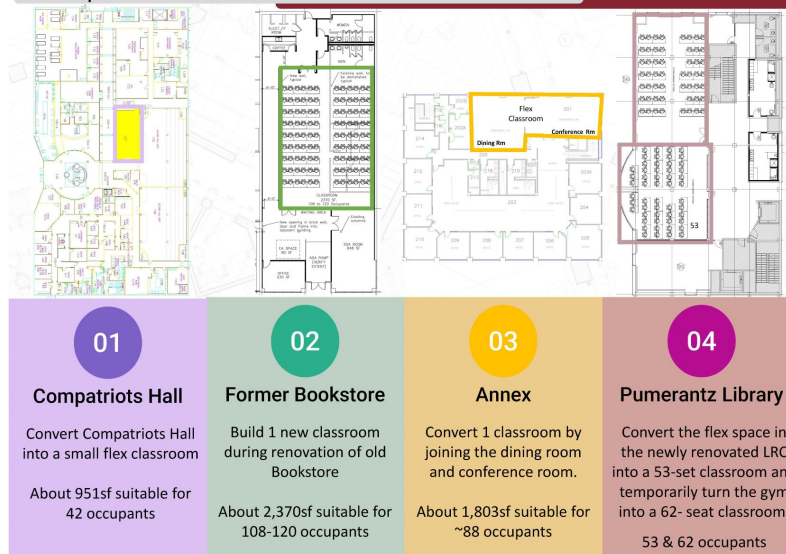
Project Updates

The Facilities Department will provide regular status updates on these projects in the bi-monthly Operations Division newsletter.

Colleagues, we are pleased that, once completed, this initiative will promote closer cohesion of academic/lab space within the heart of campus. Consistent with the Campus Master Plan, our intent is to build a sense of unity and community that connects everyone on campus to our purpose of preparing health care professionals with scientific excellence and a compassionate approach to patient care.

If you have any questions or concerns about this project, please contact Todd Clark, Executive Director of Facilities & Physical Plant.

Replacement Classrooms for CMR Clinical Lab



HUMAN RESOURCES

Interim Vice President of Human Resources

We are excited to welcome Dr. Rose Murillo to WesternU as *Interim Vice President of Human Resources* to help us with temporary oversight of the HR function. Dr. Murillo has worked in the HR field for over 20 years and has experience within industry (The Gillette Company, Trader Joes), non-profits (The Los Angeles Mission) and higher education (Azusa Pacific

University and CalTech). She has a Master's degree in *Leadership and Organizational Studies* and a Doctorate in *Organizational Leadership*, as well as certifications as a *Senior HR Professional* through both HRCI and SHRM.

During her time with us, Dr. Murillo will work on a mix of *strategy* (reviewing and recommending improvements in high-level HR functions, responsibilities, and organizational structure), *operations* (implementing process improvements to enhance partnerships and trust with University stakeholders), *staffing* (hiring temporary and full-time HR staff), and *HR functional excellence* (improving timeliness and transparency of the HR processes). She will also act as a liaison between HR and key stakeholder groups (SAL, Deans Council, Operations Council, Legal Counsel, etc.) and develop ongoing communication plans to ensure an appropriate feedback loop on incoming requests and issues.

We are very pleased to have someone with Dr. Murillo's background and experience join us to help continue to advance the HR function.

As a reminder, please use the following email distribution lists when contacting HR about an issue:

- employeerelations@westernu.edu for any Employee Relations, Title IX or other Discrimination/Harassment/Retaliation issues (goes directly to the ER/Title IX team)
- hr_admin@westernu.edu (hr_admin) for status updates regarding employee changes, such as PeopleAdmin actions
- hrbenefits@westernu.edu for any benefits-related issues (goes directly to the Benefits Team)
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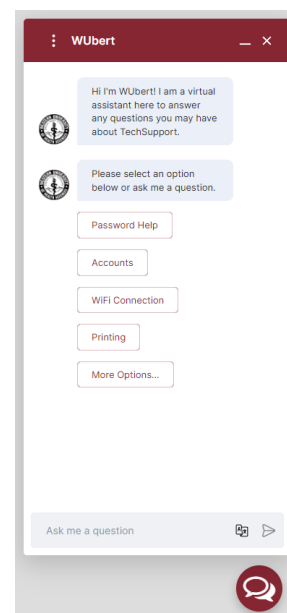
INFORMATION TECHNOLOGY

Afterhours & Surge Phone Support

WesternU IT has recently partnered with a company to help us provide technical support phone services outside of our traditional business hours. For more than 20 years this partner has specialized in higher education services. We quietly launched the groundwork for this service in early February with emergency support triaging for afterhours. In the coming weeks and months, we will be working together to expand the tools available to our partner, cross-train their technicians, and knowledge transfer information with the goal that the assistance you receive will be the same no matter what hour of the day you call WesternU TechSupport. We also plan to use this service to help reduce the call wait times during our traditional business hours by allowing customers to be sent over to our Surge Support team. This team will be able provide real-team technical assistance, create tickets for follow-up, and escalate business and education-impacting emergencies to members of the WesternU IT team. We look forward to providing additional support hours and availability while maintaining our exceptional level of customer service to our WesternU community.

WUbert the Virtual Chatbot... Coming Soon!

In the coming weeks IT will be launching our newest way to get assistance in the form of a virtual chatbot named *WUbert*! When launched, you'll be able to find WUbert on the front page of support.westernu.edu where it will be able to help connect you with the resources you're looking for even quicker! Need to find out how to setup your e-mail on your mobile device? Ask WUbert! Want to know how to request training for Microsoft Teams? Ask WUbert! Can't remember where that New Hire Checklist form is located? Ask WUbert! This interactive chatbot will allow you to ask questions in natural language just like you're instant messaging with a friend. And the best part about WUbert... the more we ask it questions, the smarter it gets using machine learning. You might stump WUbert with a few tricky questions, but it will learn from those inquiries and with a little help from its friendly administrators, it will gain new knowledge! WUbert provides us with a flexible platform that we can grow into and build out our technical support service offerings. Who knows, maybe we'll even expand its knowledge to things outside of IT in the future.



How to get Ticket Updates & Escalate Tickets

Ever wonder how to ask for an update on a ticket, ask a question to the technician working on a ticket, or escalate the priority of a ticket? Please see the knowledge base article titled "[How to get Ticket Updates & Escalate Tickets](#)." This article

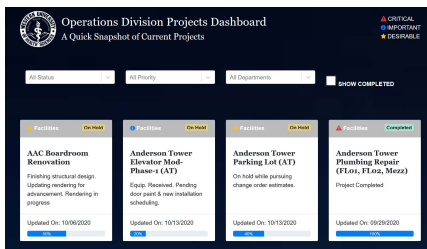
will walk you through the various steps of interacting with the TeamDynamic (TDX) client portal and provide other options for contacting IT.

CAMPUS SECURITY

Parking Lot Safety

Campus Security has been working to get ready for students and employees returning to campus. We were able to get the City of Pomona to replace parking lot and perimeter lights that were not working. Our facilities department has also been updated on lights out on the campus and they have been actively fixing those. License plate reader cameras covering all three entrances to the parking garage were recently installed to record all vehicles entering the structure. Even though the city is still seeing “catalytic converter” thefts, we have not had one stolen on campus since 9/1/2021. We would like to attribute this to our security staff diligently patrolling the lots and investigation suspicious activity. We are also in the process of recruiting and hiring eight “Student Safety Escorts”. They play an important role in keeping our campus safe by escorting staff and students, after hours to their vehicle or building.

OPERATIONS DIVISION PROJECT MANAGEMENT OFFICE



Operations Dashboard

You can always explore the Operations Division projects through our Project Dashboard

<https://jprod.westernu.edu/dashboard/view/>



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