



COO



IT



Security



Facilities



EHS



HR

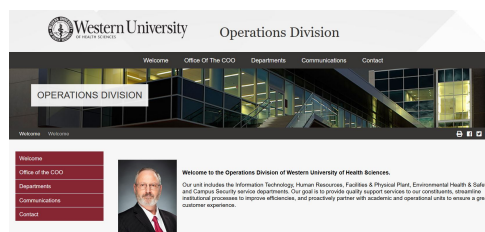
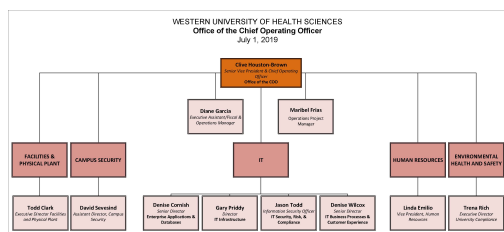
December 2019

Greetings WesternU,

Welcome to the Division of Operations newsletter. We will be using this newsletter to share information about projects and initiatives being undertaken by Information Technology, Human Resources, Facilities, Compliance, and Campus Security. Much of the detail and updates will be accessible on our division website at <https://www.westernu.edu/operations/> Please take time to visit this site and familiarize yourself with what we have developed to keep the campus community and our stakeholders informed. On this site, you will find general Operations Division information, important links to things like our IT Governance website and our Construction and Renovation Project Book & Schedule. We hope you find the site and the newsletter informative and will strive to keep the communication regular and useful.

Clive Houston-Brown, Ed.D.

Senior Vice President & Chief Operating Officer

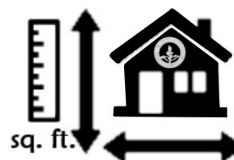


Visit Operations Division Webpage Here
»»»»

- ✓ Monthly Unit Updates
- ✓ COO News & Announcements
- ✓ Campus Projects

OFFICE OF THE CHIEF OPERATING OFFICER

University Space



Facilities is completing a comprehensive space study that will document how each space on campus is used and to whom it is currently assigned. This survey will provide a holistic view into our usage and foster coordinated allocation of scarce resources.

It bears emphasis that all space 'belongs' to the University - not any sub-component - and will be allocated based on institutional need.

The University will, where feasible, strive to consolidate units and types of usage in contiguous areas. However, it may be necessary to temporarily or permanently locate individuals or functions in less contiguous areas due to space unavailability or lack of adjacent space.

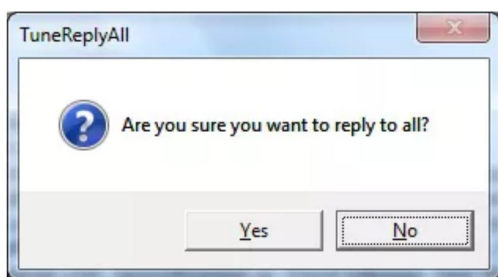
No open space (including vacated offices) should be occupied before obtaining authorization of the Unit Senior Vice President and final approval of the Chief Operating Officer or, in the case of research facilities, the Senior Vice President for Research.

All requests for space should be made in writing to the respective Senior Leader, clearly detailing the need and indicating any specific space preferences. If approved by the Unit Senior Vice President, the request will be forwarded to the Chief Operating Officer or Senior Vice President for Research for consideration. Senior Leadership will seek input from relevant stakeholder groups during the review process.

INFORMATION TECHNOLOGY

ReplyAll Restriction

In recent months we have had a few occasions where individuals used ReplyAll when responding to emails sent to all students, faculty, and/or staff via Group Distribution lists. The replies were often in the form of "great" or "I'll be there" responses to general announcements and invites. In some cases, however, a confidential response was sent to everyone because the person replied on their phone and didn't see the original message was sent to Group Distribution lists. This results in unnecessary emails going to everyone and embarrassment to the senders. To resolve this issue, [Read More.....](#)



Read "Reply All Restrictions Article Here"
>>>>>>

Read "How to Send an E-Mail to a Large
Distribution Group" Here>>

Read "Reply All Policy Here & Which
Distribution Lists" Here>>

IT Security

Our Information Security Officer (ISO), Jason Todd, is responsible for spearheading our efforts to keep our campus technologies and data as secure as possible. Working closely with his colleagues in the IT department and the Information Security, Risk, & Compliance Subcommittee of our IT Governance structure, he constantly scans the environment (figuratively and literally) to identify potential issues, strengthen our defenses, and train our constituents on best practices and security breach avoidance measures. [Read More...](#)

eduroam

The IT department has signed an agreement with Internet2 for access to their eduroam services. eduroam provides wireless internet access via participating institutions, organizations, and municipalities across the United States. Although Internet2 only provides the service within the United States, eduroam affiliates provide similar connectivity in over 100 countries around the world. We hope this service will make connecting to the internet more convenient for faculty/researchers, staff, and students as they travel away from our physical campuses. For more information on the benefits and use of eduroam, please visit www.eduroam.org

CAMPUS SECURITY

Closed Campus

There have been increasing levels of concern voiced by the university community about personal safety and security on the Pomona campus. Because our campus is dissected and surrounded by public parking lots, streets, and sidewalks, we have very limited ability to control non-university foot-traffic. As a result, the institution has been exploring moving to a *closed campus* to increase safety and security of students and employees. A *closed campus* will mean that all building doors will remain locked and will require an ID badge to access. This will help reduce unauthorized access to buildings and provide a level of protection in the event of an armed assailant on campus.

The Operations Council has a work team that is looking into how we will handle campus visitors through way-finding signage and an official Visitor Center. The Visitor Center is being set up and staffed in the USC building right next to the Visitor Parking Lot (which is about to undergo a major facelift). Campus Security headquarters is relocating from RWC to USC. Assistant Director Dave Sevesind's Office is located just inside the front doors of this building.

If you have any thoughts or concerns about the closed campus concept, please share them with your Operations Council representative or send to Mari Frias, Operations Project Manager, in the COO's Office.

Self-Defense Classes



Self-defense classes are available for staff and students when there is a group of 10 to 15 individuals interested here on campus.

FACILITIES

Relocations

EHS & IRE

[Read more »](#)

Campus Security

[Read more »](#)

Strategic Alliances

[Read more »](#)

NSC

[Read more »](#)

Campus Projects

Nursing Science Center

Old Subway

The old subway space will be renovated to accommodate the expansion of the institution's Innovation initiative.

[Read more »](#)



Visitor/Guest Parking Lot

The visitor/guest parking lot will be renovated to improve landscaping & signage.

[Read more »](#)

Nursing Science Center

Library Resource Center

The LRC will be renovated to create new student study and a "wellness" space.

[Read more »](#)

Environmental Health & Safety



University Compliance (including Environmental Health & Safety) has a new home; they relocated to the space recently vacated by the Oral Health Center just to the left as you exit the elevators in Anderson Tower 2nd Floor. Institutional Research & Effectiveness (IRE), which was formerly located in the old NSC building, has relocated into the space vacated by University Compliance on the southwest side of Anderson Tower, 2nd floor.

Human Resources

The goal of the human resources department is to become a strategic partner to the University. We are

beginning the process of identifying areas of opportunity to improve functionality and processes, partner with our stakeholders in support of their missions, and deliver services in a proactive manner. As we look to fill a number of vacancies in the department, we want to be sure we are structured in a way that best serves the university community going forward. We will share more with you in the months to come.

Meet the Office of the COO staff

**Senior Vice President &
Chief Operating Officer**
Dr. Clive Houston-Brown, Ed.D.



**Executive Assistant/Fiscal
Operations Manager**
Diane Garcia

Operations Project Manager
Mari Frias, MPH



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