



COO



EHS



Facilities



HR



IT



Security



PMO

JANUARY/FEBRUARY 2021

## OFFICE OF THE CHIEF OPERATING OFFICER

### Message from the COO

Greetings, WesternU. This month I would like to showcase the Operations Division project dashboard developed by IT and the Operations Project Management Office (PMO), as well as the impressive number of projects Operations staff are working on. The dashboard has rich summary and detail information available on all our projects, including those recently completed. I encourage you to visit the site if you have any questions about an Operations Division project currently underway. Kudos to the development team for this tool and to the staff for their continued output during these trying times. You can access the Dashboard by clicking on the **Operations Division Projects Dashboard** link at the bottom of the page at:

<https://www.westernu.edu/operations/> Stay safe, be well.

**Clive Houston-Brown, Ed.D.**

Senior Vice President & Chief Operating Officer



## Environmental Health & Safety

### COVID 19 Testing

(1/2/21 to 2/22/21)



**Rapid Antigen  
Testing:  
1,319**

**RT-PCR Testing:  
2,062**

**Overall  
Infection Rate:  
1.42%**

### C.I.T.I. Training

Compliance and the Office of Research & Biotechnology have partnered to implement C.I.T.I. training for those in research. This system allows for easy tracking of who has completed mandatory trainings, e.g., General Lab Safety, Bloodborne pathogens, stem cell research, to name a few.

## FACILITIES

### Reviving Campus Spaces

## Tribute Walk

Tribute walk got a complete makeover with a fresh coat of paint using WesternU colors.



## Nursing Sim Lab

The Nursing Lab in HSC got a wall to create a new instruction area; the old carpet was replaced with tile and got new paint.



The old wallpaper by the HPC stairs was removed and replaced with new paint.



The Bookstore's new home is getting new paint, a glass wall to separate it from the commons area and it will have accessibility from 3rd Street.

## Human Resources

### HR Assessment (Moss Adams)

Moss Adams has completed data collection for the HR Assessment and is finalizing their report. The HR team is included in this effort and is reviewing drafts of the report. We would like to thank everyone for their support and participation.

### New Hire Process

The Office of Human Resources has engaged with the Operations Project Management Office to analyze and streamline the New Hire Process. This endeavor began in July 2020 and started by conducting an assessment of how long the hiring process takes from the initial request to the actual hire. Subsequently, several hiring departments from across the campus we asked to provide their feedback on the hiring process. All of this information has been compiled and recommendations will be presented to the project sponsors in the coming weeks. Once the recommendations are approved, the next phase will begin to implement the agreed upon changes that will reduce new hire turnaround time by up to 50%.

### Annual Benefits

**As a reminder, our annual benefits period begins on March 1, 2021.**

## INFORMATION TECHNOLOGY

## Qualtrics Surveys

[Qualtrics Surveys](#) is licensed for all WesternU Employees. In 2020, WesternU users created 1,569 surveys that obtained 138,221 responses for uses like course evaluations, student and employee surveys, and soliciting focus group feedback.

The Qualtrics reporting tool changed and offers features to enhance visualization of the data from the survey responses. The historic Qualtrics survey reporting tool is being de-supported effective **March 31, 2021**. If you have used Qualtrics in the last two years you should have received an email from TechSupport with instructions on how to retain old Qualtrics reports. If you did not receive the instructions contact TechSupport via [support@westernu.edu](mailto:support@westernu.edu) or 909-469-5432.

■ For How-Tos and report features see [Qualtrics Help on Reports](#).

■ If you need more information on How to Login or How to setup an account for creating surveys on Qualtrics see the [Qualtrics Survey Software Knowledge Base Article](#) available on support.westernu.edu.

## IT Infrastructure Project Update

The IT Infrastructure team has made some significant progress on the IT Infrastructure Upgrade Project. The server team has completed the migration of 218 servers from legacy physical and virtual equipment to the new Cisco Unified Computing System (UCS). The team has less than 20 remaining servers pending migration on the Pomona campus. Once the server migration has been completed, the team will focus on site resiliency by replicating the server infrastructure between the California and Oregon sites. The network team has also made great progress deploying and configuring network switches across the Pomona campus, transitions to this new equipment have begun in HEC, CDHP, and PHC. Over the next couple months, the team will continue with the network equipment migrations across both campuses and all our remote sites.

## CAMPUS SECURITY



### Employees on Campus During COVID-19

If you need to visit campus, **you must fill out the [form](#)** via the link below to alert WesternU Security that you will be on campus. Please complete and submit it prior to your arrival. While on campus, please adhere to the social distance minimum of 6 feet between yourself and others. Please do not linger longer than necessary on campus.

A reminder that **all employees must have their WesternU ID badge** with them to access buildings. Please do not tailgate others entering the building as it is important to track who is in or has been in buildings during this time. If you have lost your ID badge or it is not working, please contact facilities at ext. 5258.

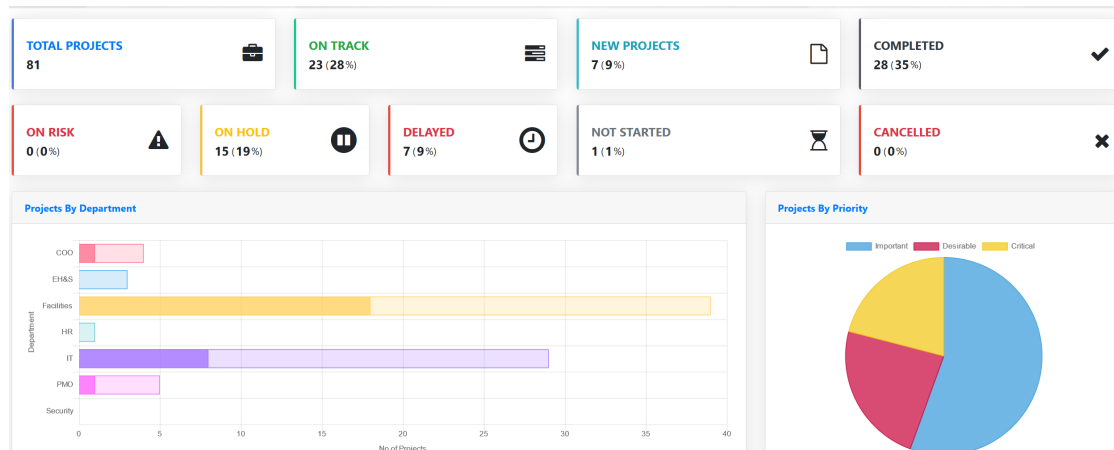
**Form to visit Campus:** [https://westernu.az1.qualtrics.com/jfe/form/SV\\_0id5SfjhqRBRgMd](https://westernu.az1.qualtrics.com/jfe/form/SV_0id5SfjhqRBRgMd)

## PROJECT MANAGEMENT OFFICE

### Operations Division Analytics Dashboard

The Operations PMO team in partnership with the IT developer experts, rolled out an Operations [Division Analytics Dashboard](#). This will provide the COO an instant blue print of all the projects and easily track and visualize the work being done.

To get here from the Project Dashboard, Click on the graph icon on the top right of the page



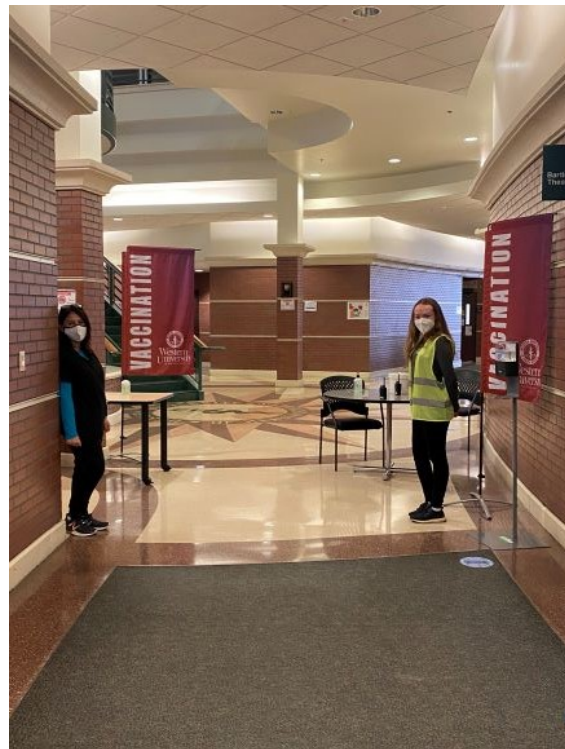


# of Total Projects  
# of Projects by Department

# of Projects on Track  
# of Projects Delayed

# of New Projects  
# of Projects Completed

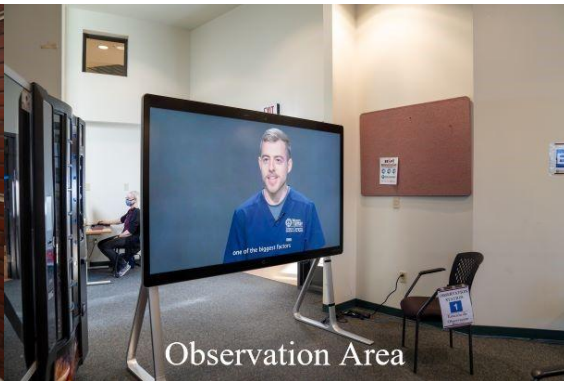
## Take a Tour of WesternU's COVID-19 Vaccine Clinic







Vaccine Area



Observation Area



**By: Mari Frias, MPH, LSS Black Belt**

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