



COO



EHS



Facilities



HR



IT



Security



PMO

JULY / AUGUST 2021

## OFFICE OF THE CHIEF OPERATING OFFICER

### Message from the COO

As we return to campus, I want to take a moment to express my deep appreciation and gratitude to those individuals and units who provided physical support on campus throughout the pandemic. While the rest of us operated from home, they continued to come to campus to serve the University and local communities and ensure our business continuity.

- The PCC remained open and staff, faculty, and practitioners continued to serve the public and campus community to provide care to our internal and external communities. Thank you PCC!
- WesternU operated first a testing clinic and then a vaccination clinic. To all the medical practitioners and volunteers who selflessly served in this way week-after-week, thank you!



- Facilities staff worked tirelessly throughout the pandemic to keep the physical plant going, renovate infrastructure in preparation for our return, and ensure the cleanliness and safety of our facilities. Thank you Facilities!
- Campus Security staff continued their 24/7 oversight of the campus, ensuring the facilities and personnel remained safe and followed safety guidelines. Thank you Campus Security!
- Core IT staff worked diligently on campus to keep our IT infrastructure working to support the remote workers and continue our critical *IT Infrastructure Upgrade Initiative* at the same time. Thank you IT!
- Special teams such as the CRT, the CLST, and others provided support on campus as necessary to keep the institution operational during our absence. Thank you all!
- Researchers and research staff came in to care for their animals. Thank you Researchers!
- I am sure there are others I am not aware of who were coming to campus to provide support during this time. To all of you, thank you!

Those of us who worked from home during this time, and all of us who benefited from the work you did, are indebted to you for your sacrifice and service. You stepped out of the remote comfort and safety zone and served on the front lines. Thank you, thank you, thank you. Your dedication and service will not be forgotten!

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

Senior Vice President & Chief Operating Officer

### Space Reassignment Project

The Office of the Chief Operating Officer launched the Space Reassignment Project to help identify space that could be consolidated and made available. With employees opting to work from home and as the university solidifies policies for Telecommuting, consolidation of space has the potential to save the university dollars; makes it possible to reassign space to student-facing programs; and gives the university the ability to transform and remodel existing spaces.

This initiative began its planning



stages in the early months of this year with the results of the telecommuting report. With a heavy focus on operating and administrative units in Anderson Tower, the first set of moves were approved after meeting with various Directors and Senior Unit Leaders. The project successfully completed all moves in 4 weeks in preparation for the re-opening

of campus on August 30<sup>th</sup>. With the help and collaboration of Procurement, Facilities and IT a total of approximately 92 current employees were moved from EHS/Compliance, IT, Procurement & Purchasing, University Advancement, CCO Marketing and Communications and Online Learning.

Consolidation of spaces allowed for departments who were dispersed across campus to be centralized in one location. At the beginning of this project there was approximately a total of 104 employee work spaces, including private offices, private cubicles and open cubicles. **Once the project was completed, the total of employee work spaces was able to be reduced to 63, a difference of 41 work spaces mostly due to staff working remotely.** The newly release space will give initiation to Phase II of this project that will allow for new high demand academic space.

**Please watch video above for details on moves.**

### WHO MOVED AND WHERE ARE THEY NOW????



#### 1) IRE

2nd FL Anderson Tower

#### 2) EHS/Compliance

2nd FL Anderson Tower

#### 3) IT

3rd FL Anderson Tower

#### 4) Procurement

3rd FL Anderson Tower

#### 5) CETL

2nd FL Anderson Tower

#### 6) Advancement

5th FL Anderson Tower

#### 7) Marketing & Communications

6th FL Anderson Tower

## ENVIRONMENTAL HEALTH & SAFETY

### Employee Mandatory Training

The Mandatory Infection Prevention and Control training was updated this past spring and everyone is required to take it again. So far, 2,500 have completed it but 3,800 have not. Please remind your staff that this training is mandated by the local public health department. Here is the link to this training <https://ipc.westernu.edu/covid19/>

Please note, I will run weekly reports checking on progress. I do not need emails from each person if they have completed the training.

## FACILITIES



Please join us in wishing Chester Keating, known throughout campus as Chet a happy retirement! . Enjoy this new chapter of your life, and we hope it's filled with good health, relaxation, and fun! Here are some suggestions for you:

### Ghost Hunting



### Time Travel



## HUMAN RESOURCES

### New Hire Process

## INFORMATION TECHNOLOGY

### Database Migration

The IT - [Enterprise Applications & Databases](#) team achieved a major milestone the weekend of August 27th. The team successfully completed a year-long effort and migrated Banner's current physical server infrastructure to virtual servers. This effort is met with many benefits like institutional cost savings, improved performance, reduction of down time, and quick self-service access to infrastructure.

### Telecommuting Voicemail and e911 Services

With many employees moving to a full-time or hybrid telecommuting work status, questions arise concerning taking office-related calls, retrieving voicemail, and dialing 911 from on-campus in an emergency situation. Our documentation has been updated to account for the various work status environments (full-time telecommuting, hybrid, onsite). Please click the links below to read more...

- [E911 Services Notice](#)
- [Using Microsoft Teams with External Contacts](#)
- [Voicemail Setup Instructions](#)
- [Wi-Fi Calling \(on-campus\)](#)

## CAMPUS SECURITY



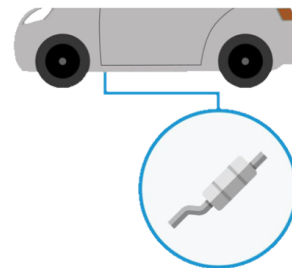
### Parking Has a New Home

Parking is no longer under Facilities or under the management of Christina Carter. Starting in July, Parking has moved to Security. For additional information on Parking, please contact Security at 909-706-3000, or via email at [parking@westernu.edu](mailto:parking@westernu.edu).

Website Information: <https://www.westernu.edu/facilities/facilities-parking-overview/>

### Catalytic Converter Theft Prevention

Security has been actively trying to stop the catalytic converter thefts. To date we have had 13 stolen since Jan. 1, 2021. In comparison the city of Pomona has had over 700 stolen since Jan. 1, 2021.



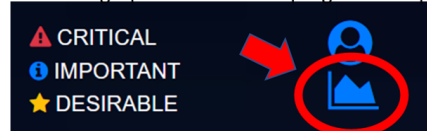
1. Extra patrolling of the parking structure and parking lots. (We have identified 5 separate thieves driving through our lots. When they realized they had been photographed they sped out of the area).
2. Closing the North side garage gates at 9 am and screening everyone that comes in after the morning rush
3. Adding more cameras to cover the garage and parking lots.
4. Working with Pomona PD to get extra patrols through our lots and have them park and write reports in our lots.
5. Looking at adding LPR cameras (License Plate Readers) to some of our major streets. In conjunction with Pomona PD, they would be notified immediately of any stolen or vehicles connected to a felony.

## 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 on Track	# of New Projects
# of Projects by Department	# of Projects Delayed	# of Projects Completed

# THANK YOU!



**Demo/ Construction Project**  
Murphy/Greg



**Paint Project**  
Elliott/ Luis



**Electrical Project**  
Abel/Nelson



**IT Movers**  
Jessy & John



**Network/Telecom**  
Miguel/John S.



**Procurement**  
Laura/Andrea /Amar



**Facilities Movers**  
Mario & David



**ABM / Cleaning Crew**  
Jerry



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

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