



COO



EHS



Facilities



HR



IT



Security



PMO

MARCH/APRIL 2021

OFFICE OF THE CHIEF OPERATING OFFICER

Message from the COO

As the university winds down its COVID-19 testing and vaccination operations, I just want to say how enormously grateful I am for the Operations Division personnel who played such a major role in the success of these initiatives. Countless volunteer hours were put in by Operations Division staff over and above their regular duties as they worked alongside peers in the CRT and WesternU Health to support the logistics and operations of these two initiatives. With tens of thousands of tests and vaccinations provided to the campus and external communities, you truly lived our mission and demonstrated the meaning of Humanism. Thank you for your selfless sacrifice, hard work, and dedication to colleagues and



community members. You will be able to tell your grandchildren and great grandchildren about the part you played in fighting this historic pandemic.

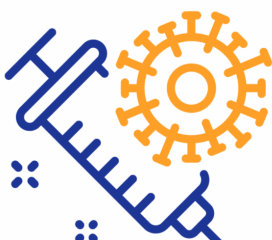
Clive Houston-Brown, Ed.D.

Senior Vice President & Chief Operating Officer

Environmental Health & Safety

COVID-19 Training

There is a new training module on the home page for COVID-19 that staff should take as it updates information that was presented a year ago. It talks about safe practices, cleaning/disinfecting workstations, vaccination, etc.

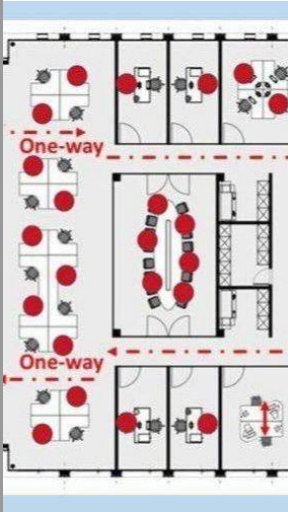
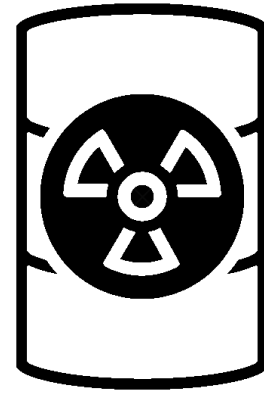


Employee Health

Anyone who has received the COVID-19 vaccination(s) should send a copy of the vaccination card to stu-emphealth@westernu.edu, with a subject line of "COVID Vaccine". Please contact Shelby Reyes sreyes@westernu.edu for questions or assistance.

Waste

For those areas that contain/produce chemical, biologic, hazardous, and radiological waste, please contact EHS by June 1st to arrange for pick up for final waste removal for this academic year. Please inform EHS as soon as you have any waste as there may be additional permits we have to obtain in order for the waste to be removed (this does not include the PCC or PHC biological waste as it is picked up weekly).



Pomona Campus Walkthroughs

EHS has begun walkthroughs of the Pomona Campus buildings to determine if each work area is set up in accordance with the LA County Public Health Department and to see if any repairs may be needed prior to reoccupying the areas. Prior to your work areas being reoccupied, please submit a request for disinfectant wipes and spray, gloves, and masks via EHS TDx ordering system at [PPE Request](#) (you will have to log in to get to this link).

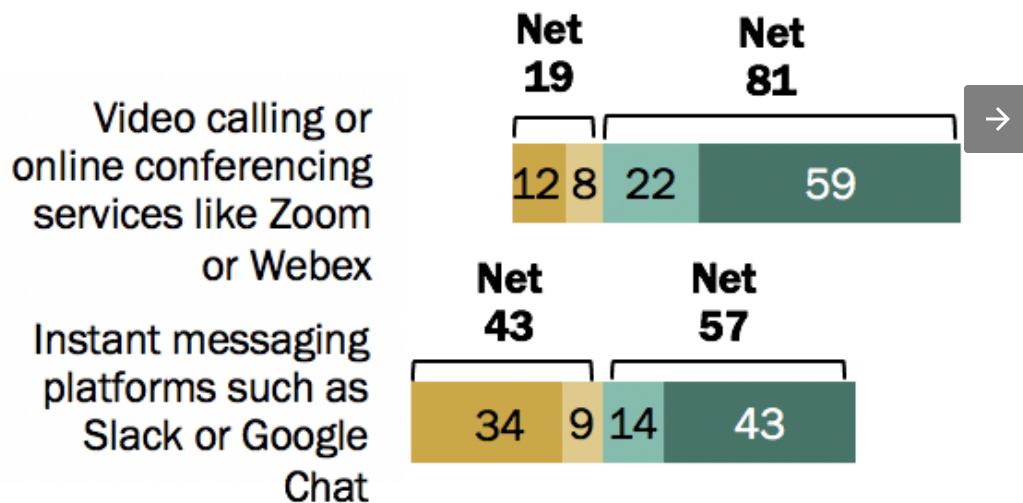
FACILITIES

Majorities of remote workers use video conferencing, instant messaging platforms to keep in touch with co-workers

CO-WORKERS

Among employed adults currently working from home all or most of the time, % saying they ____ use each of the following

■ Never ■ Hardly ever ■ Sometimes ■ Often

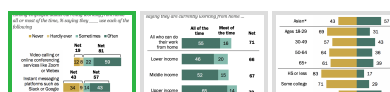


Note: Share of respondents who didn't offer an answer not shown. Figures may not add to subtotals due to rounding.

Source: Survey of U.S. adults conducted Oct. 13-19, 2020.

"How the Coronavirus Outbreak Has – and Hasn't – Changed the Way Americans Work"

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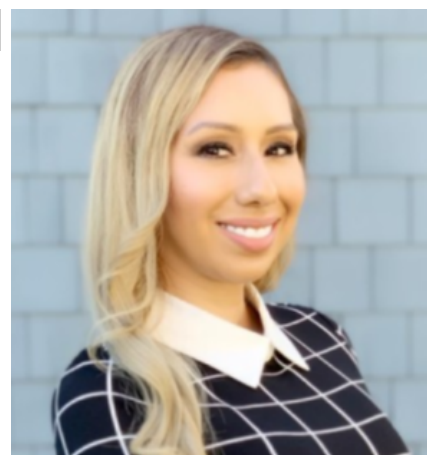
HPC Student Commons has a new door facing the Daumier (East). This will give students another access point to the Bookstore once it moves to its new home.



Human Resources

Georgette Carrasco

Georgette Carrasco (she/her) is a dynamic HR practitioner bringing more than 12 years of diverse human resources experience. She has extensive experience in employee relations, HR compliance, and performance management. She has proven success in creating cultures of collaboration and implementing change to achieve workforce excellence. Her educational background includes a master's degree from the University of Southern California in Human Resource Management.



Kristan Tucker, Esq

Kristan Tucker, Esq., (she/her) is helping WesternU with Title IX and Employee Relations coverage while Dr. Raphael-Woodward is out of the office. Kristan has extensive experience in human relations as well as in handling issues involving harassment, discrimination, and interpersonal violence in higher education. She has proven success at helping institutions increase effectiveness and meet compliance standards in these areas. She is a practitioner who now oversees Tucker Consulting Group, LLC. Kristan holds a master's degree in Interpersonal Communication and Rhetoric as well as a Juris Doctorate and is licensed to practice law.

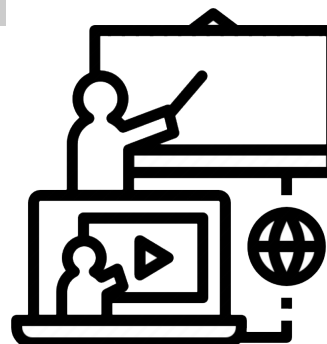
South Coast Air Quality Management District (AQMD) Survey

The South Coast Air Quality Management District (South Coast AQMD) Annual Emissions Reporting (AER) program was developed to track emissions of air contaminants from permitted facilities. The annual survey is a requirement for WesternU California employees. Survey is coming in May, please complete the survey once you receive it.

INFORMATION TECHNOLOGY

Tools To Enhance Working/Teaching From Home

Do you wish there was an easier or more efficient way to get to your files or necessary applications to work remotely? If so, participate in the new University educational session, Remote Work Best Practices: The New Normal. Attendees will learn best practice technology solutions to make the “new normal” feel a little more normal. Participants will also learn about technology resources available from IT. To register for one of the monthly sessions, [please visit the Faculty and Staff Training site](#).



Want to add interactivity to your class or meeting? All faculty and staff now have access to Top Hat audience response system to facilitate live and asynchronous

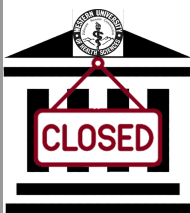
interactions with learners using features like polling, discussion prompts, quiz questions and more. Students can participate live by responding via the Top Hat app on their phone/tablets or via a browser from their computer. [Click here for more information on the Top Hat options available to WesternU Faculty and Staff](#). See the [Top Hat University](#) for TopHat features and active learning best practices.

Have other technology training needs to be more successful or effective? Visit the new [University Technology Training Site](#) for access to technology training (instructor-led, computer-based and custom training) and Knowledge Base articles on the University applications/software. Soon the Training Stream channel will be linked to the site and providing access to previously recorded WesternU technology training sessions.

Returning IT Equipment to Campus

As colleges and departments begin to plan for fall return, please keep in mind things such as IT equipment and office equipment that may need to come back to campus. You will need to make sure that you coordinate the return of those items using the appropriate process. If any of your employees will be working in a hybrid fashion, please ensure that they have the appropriate equipment for both on and off-campus (IT equipment and non-IT equipment if applicable) as necessary. Please contact TechSupport via phone (909-469-5432) or email (techsupport@westernu.edu) with any IT-related questions or concerns. Employees should email at least one week in advance to PropertyControl@westernu.edu to make appropriate arrangements to have equipment/furniture returned to campus.

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

PROJECT MANAGEMENT OFFICE

Student-Employee Health Records Processing and Management

Student-Employee Health Office (SEHO) approached PMO to assist in process and workload analysis. SEHO is receiving and managing student and employee health clearance records to attend the University and to comply with clinical site rotation requirements. This involves review, recommendations, follow up and orders for various tests and evaluations throughout the academic year. All records are indexed and

secured in our ERP system to comply with applicable regulations. Over the years, the workload has increased. The objective of the initiative is to analyze the current workload, factor in the predictable future trends and improve the process.

Operations Division

A year after COVID-19, What does work look like now?

2.5hrs

Work Hour
Increase

People are working on average 2.5 additional hours per week during the pandemic

44%

Mental Health
Decline

In the past year, 44% of remote workers reported a decline on their mental health

6.9%

Remote Positions
Increase

Job postings for remote positions on Indeed.com in Feb. 2021 rose to 6.9% vs 2.9% the prior Feb. (2020)

79%

Increase Demand for
Remote Flexibility

In a global survey, respondents remarked "the ability to live anywhere" would be important to them

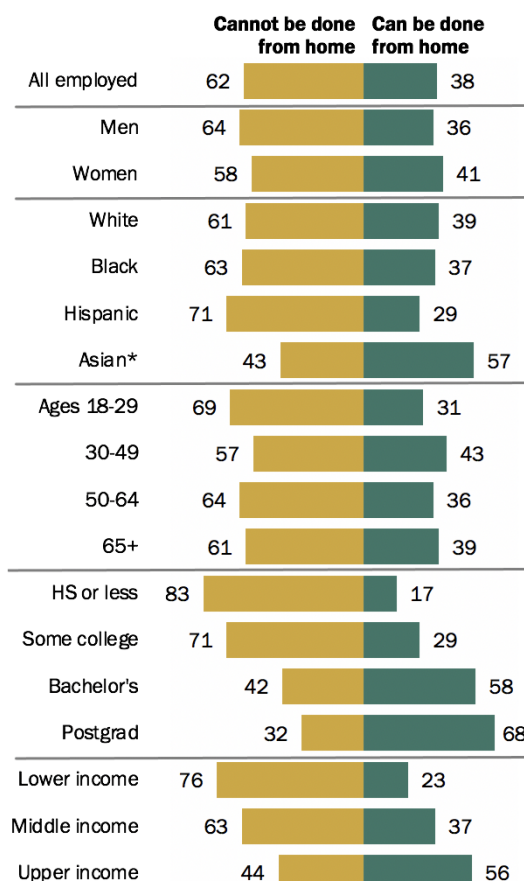
Reference: [Workplace trends in 2021](#)

What does the Pew Research Center Say?

Telework Is Favorable and Doable

About four-in-ten workers say their jobs can mostly be done from home

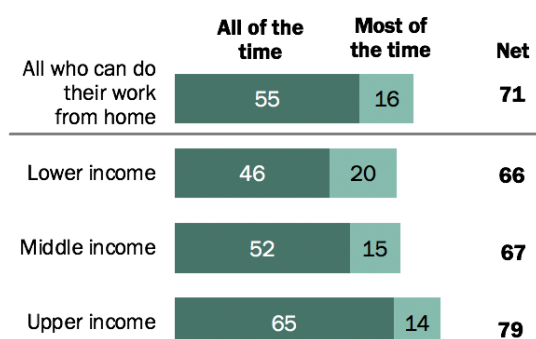
% of employed adults saying that, regardless of their current work arrangement, for the most part, the responsibilities of their job ...



* Asian adults were interviewed in English only.
Note: Share of respondents who didn't offer an answer not shown. White, Black and Asian adults include those who report being only

Most who can do their job from home say they are currently doing so all or most of the time

Among employed adults who say that, for the most part, the responsibilities of their job can be done from home, % saying they are currently working from home ...



Note: Figures may not add to subtotals due to rounding. Family income tiers are based on adjusted 2019 earnings.
Source: Survey of U.S. adults conducted Oct. 13-19, 2020.
"How the Coronavirus Outbreak Has – and Hasn't – Changed the Way Americans Work"

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Many workers would like to telework after the pandemic is over; transition to working from home has been relatively easy for many

Among employed adults who say that, for the most part, the responsibilities of their job can be done from home, % saying they ... all or most of the time

Worked from home before the coronavirus outbreak Currently are working from home Would want to work from home after the coronavirus outbreak ends

20%

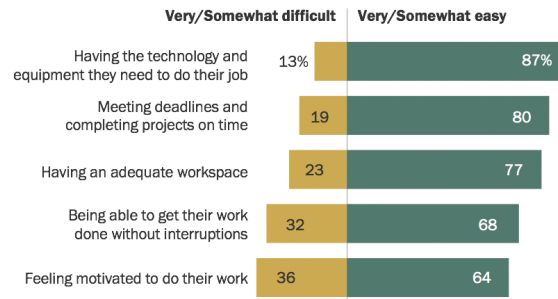
71%

54%

one race and are not Hispanic. Hispanics are of any race. "Some college" includes those with an associate degree and those who attended college but did not obtain a degree. Family income tiers are based on adjusted 2019 earnings.
Source: Survey of U.S. adults conducted Oct. 13-19, 2020.
"How the Coronavirus Outbreak Has – and Hasn't – Changed the Way Americans Work"

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Among employed adults who are currently working from home all or most of the time, % saying that, since the coronavirus outbreak, each of the following has been ____ for them



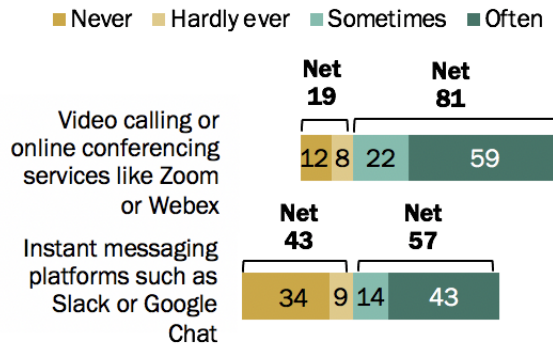
Note: For bottom panel, share of respondents who didn't offer an answer not shown.
Source: Survey of U.S. adults conducted Oct. 13-19, 2020.
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Video Conferencing and Online Tools Have Been a Plus

Majorities of remote workers use video conferencing, instant messaging platforms to keep in touch with co-workers

Among employed adults currently working from home all or most of the time, % saying they ____ use each of the following



Note: Share of respondents who didn't offer an answer not shown. Figures may not add to subtotals due to rounding.
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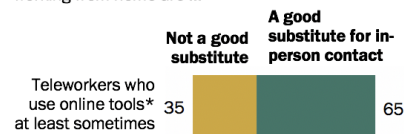
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Reference: [How the Coronavirus Outbreak Has – and Hasn't – Changed the Way Americans Work](#)

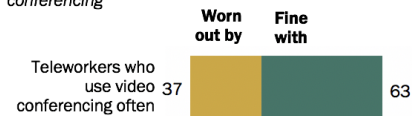
Most teleworkers see online tools as a good substitute for in-person contact; relatively few have 'Zoom fatigue'

Among employed adults currently working from home all or most of the time, % saying ...

Online tools used to keep in touch with co-workers while working from home are ...



They feel ____ the amount of time they spend on video calls or online conferencing



*Refers to instant messaging platforms and video conferencing services
Note: Share of respondents who didn't offer an answer not shown.
Source: Survey of U.S. adults conducted Oct. 13-19, 2020.
"How the Coronavirus Outbreak Has – and Hasn't – Changed the Way Americans Work"

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