



# Happy Holidays!

## OPERATIONS DIVISION



### E-NEWSLETTER



COO



EHS



Facilities



HR



IT



Security



PMO

## OFFICE OF THE CHIEF OPERATING OFFICER

NOVEMBER/ DECEMBER 2021

### Message from the COO



As I reflect on our second year of being impacted by the COVID-19 pandemic, I am amazed by and thankful for the great work being done by our support departments and staff in the Operations Division (and elsewhere). On top of all the standard day-to-day tasks they are responsible for, Operations staff continue to step up and provide the additional support necessary to thrive in our new work and teaching/learning environments. I wanted to share some of the great Operations Division service improvement initiatives completed this past year or currently underway.

- **Campus Security's** implementation of the *Visitor Welcome Center* in the USC building and success at curbing the catalytic converter thefts through diligent patrolling of our lots and coordination with local law enforcement (that resulted in one theft team being identified/apprehended and others chased away).
- The **Office of Human Resources** negotiating a 2022 Benefits Plan with yet another year of extremely low cost increases, improved dental benefits, and the addition of a new, local medical plan for Lebanon employees.
- **Compliance/EHS** completing an in-depth Lean 6 Sigma *Workload and Process Improvement* analysis and providing strategic support for the *Coronavirus Response Team* efforts.
- **Facilities** renovating major buildings like the LRC, constructing new academic spaces such as the GAIT Lab, consolidating administrative offices to create space for academic expansion, and keeping our physical plant operational, clean, and safe during the pandemic.
- The **Information Technology Department** moving to a *Unified Computing System* (UCS) platform by migrating the entire network infrastructure and transferring all University servers into a new data center (virtualizing almost 200 of them).
- The **Project Management Office** conducting numerous Lean 6 Sigma process improvement analyses and managing major campus initiatives to keep them on track.
- The **Operations Division** members who are providing leadership and logistical support as members of the *Coronavirus Response Team*.

The Operations Division's primary role is to provide service to the university community, so please reach out to us with your needs and/or suggestions for improvement. Wishing everyone a restful holiday break and a special thank you to those on our staff and in other units that will work through the holidays due to their critical support functions!

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

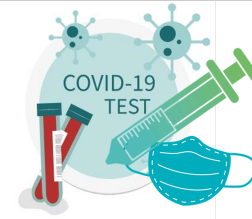
Senior Vice President & Chief Operating Officer

# ENVIRONMENTAL HEALTH & SAFETY

## COVID-19 Testing & Face Masks

Compliance and the Student-Employee Health Office is coordinating the return to campus COVID-19 testing. Please take the time to review any email communications that are sent out. They will provide critical information for managers to convey to their direct reports.

**Face masks will continue to be required on campus, especially when inside any building.**



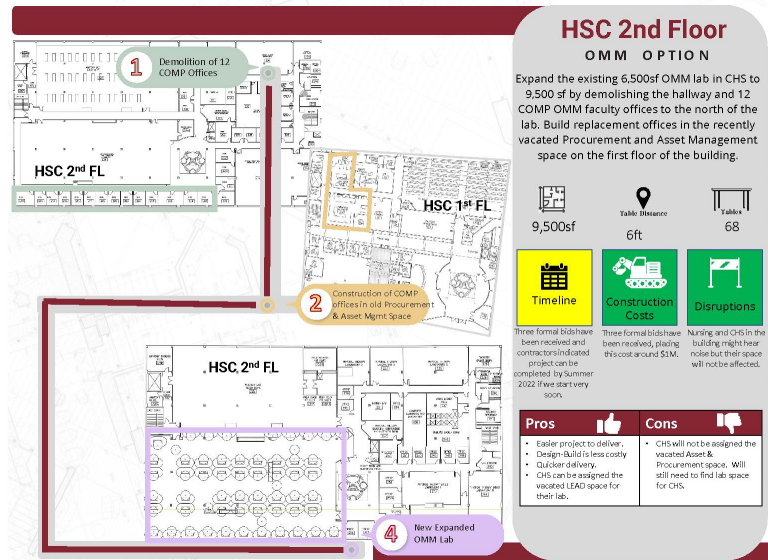
COVID-19 booster vaccines: although not mandated, if you do receive a booster, please provide a copy of the immunization card to [stu-emphealth@westernu.edu](mailto:stu-emphealth@westernu.edu) and on the subject line write COVID booster. Have a relaxing, joyful winter break!

## FACILITIES

### OMM Lab Expansion

New project will expand the existing 6,500sf OMM lab in HSC to 9,500sf by demolishing the hallway and 12 COMP OMM faculty offices to the north of the lab. This lab will be designed to hold 68 tables. Replacement offices will be built in the former Procurement and Asset Management space on the first floor of the building that was recently vacated as part of the consolidation of administrative units to the periphery of campus to open space up for academic initiatives in the heart of the campus.

[Click on Picture to Expand]



## HUMAN RESOURCES

### Alliant Health Benefits

The Retirement Plan Summary Annual Report has been sent to all Participants.

HR will be sending a communication regarding the IRS Annual Limits Update effective January 1, 2022 along with the updated Salary Reduction Agreement and Calculator Tool.

## INFORMATION TECHNOLOGY

### Preparing for Return to Campus

The January 3, 2022, return to campus is fast approaching. Please note that IT expects to have an influx of support requests as units re-acclimate themselves back to campus. We ask for patience as you may experience IT support delays due to increases in call volume. We will work as fast and diligently as we can to address your needs. You can help us be more prepared by letting us know what support you think you may need ahead of time. To do so, please go to [support.westernu.edu](https://support.westernu.edu) and submit a general IT request describing the support you anticipate needing.

### Winter Break

The IT Department will operate with limited coverage during the winter break. Urgent IT issues should be reported via 909-469-5432 – please follow the voice prompts for emergency support. All other IT-related issues should be reported via the usual forms on [support.westernu.edu](https://support.westernu.edu) and will be followed up after the break on Monday, Jan. 3, 2022.

### Remoting into the WesternU Network

As a reminder, GlobalProtect is our tool for remoting into the WesternU Network. Please review the GlobalProtect [Use](#)

## Thank You

The IT Department would like to thank the institutional senior leaders for providing input into our Business Vision Survey. We enjoy supporting the institution and look forward to partnering with your areas on key initiatives.

## IT Satisfaction Scorecard



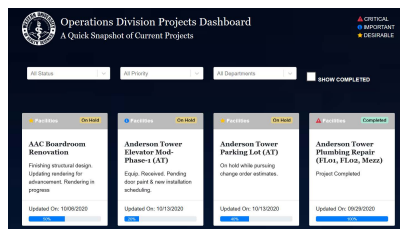
## CAMPUS SECURITY



### Welcome

On November 1, 2021, WesternU hired Seth Miller as the new Manager of Security and Snoba Gray as the Campus Security Service Officer. Both officers transitioned in-house from Imperial Guard Services. Seth Miller has worked on the WesternU campus for over 9 years as the Post Commander, while Snoba Gray has been here for 5 years. She started as a security guard but quickly promoted to the rank of sergeant and then lieutenant. She has always shown a strong desire to train new security officers and to keep our staff and students safe. Both are a welcome addition to the campus security team.

## 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/>

## 2021 Gratitude Journey

It has been 643 days or 1 year, 9 months, 3 days since WesternU first went remote in March, 2019. COVID-19 may have brought many challenges to our lives but it has reminded us to appreciate and be grateful for those beings and things that have helped our mental health. As we end the year, and enter another year of unpredictability in 2022, let's reflect on those things that have kept us going. **We are grateful for.....**



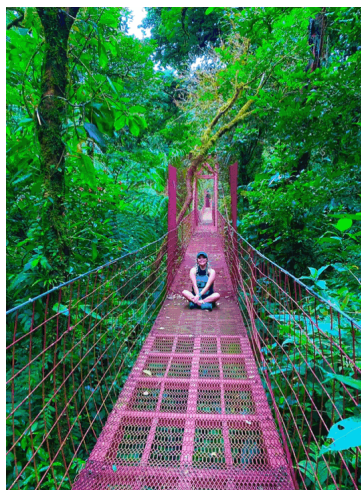




📍 Hawaii



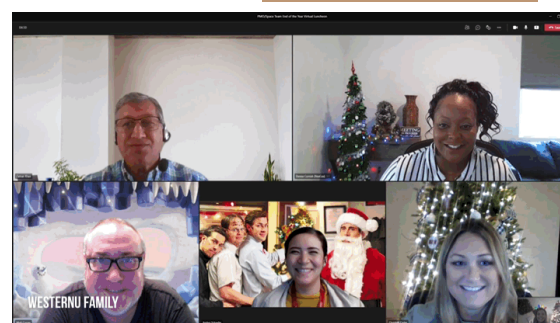
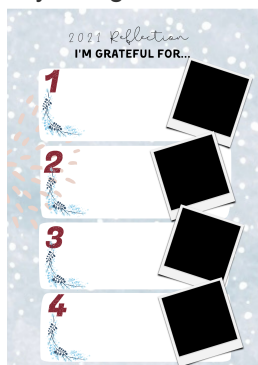
📍 Costa Rica



📍 Colombia



Join in and reflect on your own personal 2021 Gratitude Journey using this [worksheet](#).



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