



COO



EHS



Facilities



HR



IT



Security



PMO

SEPTEMBER/OCTOBER 2020

## OFFICE OF THE CHIEF OPERATING OFFICER

### Message from the COO

Courtesy of our innovative IT team, the Operations Division has a new *Operations Division Projects Dashboard* that can be accessed under the Quick Links at the bottom of the Operations home page ([www.westernu.edu/operations](http://www.westernu.edu/operations)). This site provides visitors with access to all major projects underway in the Operations Division. The projects are shown in the form of flashcards that contain each project's basic information including department, status, most recent update, and percentage complete. Those interested can click on the card to see the back side containing the project summary and a button to pull up greater detail on the project if desired. Projects can be filtered in a number of ways, including status, priority, and department.



As I look through the dashboard, I am amazed at how much our Operations staff are doing. Staff in each of the departments continue to provide a high level of service even in these trying times of remote work. Major projects continue unabated as they work to support and enhance our facilities, technology, general infrastructure and services. I greatly appreciate their efforts and want to say a special thank you to those who physically come to campus to keep everything operational...you are truly our campus stars!

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

Senior Vice President & Chief Operating Officer

## Environmental Health & Safety

### Employee Health



Due to current COVID-19 situation, public health authorities across all levels of government, including our own Employee Health Office, are encouraging everyone to obtain this year's influenza vaccination. They are available at the PCC Pharmacy, as well as other pharmacies in your local community and do not require a healthcare provider office visit. Protect yourselves and those around you.

### Employee Compliance Training

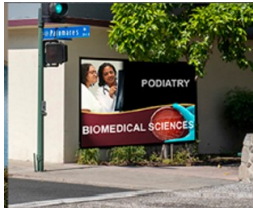
In addition to the other mandated trainings, please ensure that any new hire in your operating unit has completed the COVID-19 training.

## FACILITIES

### Exterior Branding

Facilities is working with the Office of the CCO to

upgrade HSC, NSC, VMC & HPC with new exterior graphics. They are also working on mounting wedge shaped banners at the corners of the esplanade & Palomares Street. Final designs are being finalized, below are just some concepts that have been developed.



## Human Resources

### Valyncia C. Raphael-Woodward JD, Ph.D

Valyncia C. Raphael-Woodward (she/her/hers), JD, Ph.D. is the new Director of Employee Relations and Title IX Coordinator. She has almost 5 years of experience in HR within the areas of anti-discrimination, diversity and inclusion strategy, and sexual misconduct prevention. Prior to WesternU she worked at both a community college and a Big Ten university, where she gained experience in academic services, student affairs, legal affairs, and intercollegiate athletics. Valyncia lives in Long Beach, also goes by Dr. VCR, and is a former college athlete.



### Quincy Kinsey, MA

Quincy Kinsey joined Western University of Health Sciences September 21, 2020 as the new Director of Talent Management. He comes with over 22 years of experience in Human Resources. His background includes leadership roles developing compliance driven programs that are aligned to organizational objectives that result in a targeted approach to quality hires and employee development. He has executed these programs as an independent consultant and through employment with the University of California Riverside, CalOptima, Young's market Company, Polo Ralph Lauren, The Gap and Black & Decker. Quincy holds a bachelor's degree in Business Administration from Wayne State University, a master's degree in Human Resource Management from National University and is a Certified Professional Career Coach.

### (Required) Workplace Harassment Training

The HR team is excited to announce the roll out of the state mandated Workplace Harassment training through a new online platform. Employees should have received an email by ThinkHR; all employees must complete training by 11-13-2020.



## INFORMATION TECHNOLOGY

### Budget Planning

The IT Department is preparing for Budget Development Phase I. If

departments and colleges anticipate additional FTE, please inform the IT Department, as our licensing costs increase with FTE usage and the IT Department could experience shortfalls due to unanticipated FTE increases. In addition, if colleges and departments anticipate new software purchases, please inform IT so that we can assist in the planning and vetting of the software.



### Cybersecurity Awareness Month

As a reminder, October is [Cybersecurity Awareness Month](#). All employees must take the cybersecurity training by October 31, 2020. For more information on accessing the cybersecurity training, please access the [Cybersecurity Knowledge Base article](#). Failure to complete the mandatory cybersecurity training may result in access revokes of Banner, Self-service, and your WesternU e-mail until the training is completed.

### Status.WesternU.edu

Wondering if the issues you are experiencing with a software system is widespread? Interested in receiving updates regarding a system that is down? Go to [status.westernu.edu](http://status.westernu.edu) to find out. Subscribe to updates as they happen to know the status of a critical system. The IT Department is happy to offer this functionality. Our goal is to create more transparency with our campus constituents.



### IT Infrastructure Rebuild

The IT Infrastructure team is continuing to move forward with a major system migration, including a change to the WesternU network, telecom, and server infrastructure. With this change, we are refreshing our physical infrastructure and making significant improvements to our network design and security stance as we move forward. Each area of the IT Infrastructure has its features and benefits that will help support future University initiatives and growth while being conscious of support requirements and financial responsibility. For the latest updates of the IT Infrastructure project, visit the [Operations Division Projects Dashboard](#) and filter for IT projects.

## 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.

Link: [https://westernu.az1.qualtrics.com/jfe/form/SV\\_0id5SfjhqRBRgMd](https://westernu.az1.qualtrics.com/jfe/form/SV_0id5SfjhqRBRgMd)

## PROJECT MANAGEMENT OFFICE

### Operations Division Project Dashboard

The new PMO team rolled out an Operations Division Project Dashboard to provide the WesternU community visibility into projects underway.

[Visit Operations](#)

Division Dashboard Here

**Operations Division Projects Dashboard**  
A Quick Snapshot of Current Projects

▲ CRITICAL  
● IMPORTANT  
★ DESIRABLE

All Status All Priority All Departments  SHOW COMPLETED

<p>Facilities On Hold</p> <p><b>AAC Boardroom Renovation</b></p> <p>Finishing structural design. Updating rendering for advancement. Rendering in progress</p> <p>Updated On: 10/06/2020</p> <p>50%</p>	<p>Facilities On Hold</p> <p><b>Anderson Tower Elevator Mod-Phase-1 (AT)</b></p> <p>Equip. Received. Pending door paint &amp; new installation scheduling.</p> <p>Updated On: 10/13/2020</p> <p>30%</p>	<p>Facilities On Hold</p> <p><b>Anderson Tower Parking Lot (AT)</b></p> <p>On hold while pursuing change order estimates.</p> <p>Updated On: 10/13/2020</p> <p>40%</p>	<p>Facilities Completed</p> <p><b>Anderson Tower Plumbing Repair (FLO1, FLO2, Mezz)</b></p> <p>Project Completed</p> <p>Updated On: 09/29/2020</p> <p>100%</p>
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- ✓ Project Updates
- ✓ Project Status
- ✓ Project Sponsor
- ✓ Project Description
- ✓ Project Leader
- ✓ Project Priority

## Operations Division

### Tips for Managers and Supervisors



#### Check-in & Listen

A simple "How are you?" & listening goes a long way!



#### Offer Flexibility

Our current situation and needs will continue to shift, flexibility is important.



#### Send a coffee?

Take advantage of restaurant delivery services and treat hard work with a coffee or lunch.



#### Support their Needs

Ask if your team has the right equipment and office supplies to function & get the work done

### Keep the Fun Alive!

Create virtual hangouts, celebrate the holidays or host virtual fun events with your team.



By: Mari Frias, MPH, LSS Black Belt  
Operations Project Manager



Project Management Office  
Office of the Chief Operating Officer



359 E Second St.,  
Pomona, CA 91767



newsletter comments:  
[mfrias@westernu.edu](mailto:mfrias@westernu.edu)

Office of the Chief Operating Officer  
Western University of Health Sciences  
309 E. Second St. Pomona, CA 91766

<https://www.westernu.edu/operations/>

