



COO



EHS



Facilities



HR



IT



Security



PMO

SEPTEMBER / OCTOBER 2021

OFFICE OF THE CHIEF OPERATING OFFICER

Message from the COO

I hope this newsletter finds you well and thriving as we work our way through the Fall semester. We are approaching the end of our second year impacted by the COVID-19 coronavirus pandemic, and I want to thank all who play a part in keeping us operational as we function in a mix of on-campus and remote support environments. The Operations Division continues to focus on preparing the campus for a full return in the new year and has a number of building and classroom improvement projects completed or underway.

As part of our regular annual support processes, we have a number of mandatory trainings that employees are required to complete (Alcohol and Drug Policy/Awareness, cybersecurity, etc.) and I encourage anyone who has not yet completed them to do so as soon as possible. We will be conducting a review of our training schedule because a number of people have expressed frustration with being inundated with mandatory training sessions in the October time frame. Where there is flexibility, we will look to spread these trainings out throughout the year.

The Operations Division is always ready to partner with the colleges and business units to help you fulfill your missions, so please feel free to reach out to us if there is something you need our assistance with. Thanks.

Clive Houston-Brown, Ed.D.

Senior Vice President & Chief Operating Officer



ENVIRONMENTAL HEALTH & SAFETY

EHS

- EHS website is being updated.
- IACUC lab safety audit completed on 10-21.
- Researchers updating their chemical inventories by 11-30.
- Research Office developing valid lab safety training & completing the fume and biosafety hood recertification for this year.

Compliance

- HR ensuring mandatory trainings are assigned to the correct employee categories. Also, working on tracking and notifying due dates of trainings.
- Multiple departments are updating their policies and procedures. Please contact Shante Woods swoods@westernu.edu to arrange a time to go over your departments P&Ps.
- All operating units please continue to track COVID-19 vaccination &

Student-Employee Health

- Please get this season's flu vaccine.
- Continue to follow all COVID-19 prevention processes, e.g., wear a mask, hand hygiene, and stay home if sick.

FACILITIES

Harriet K. and Philip Pumerantz Library



Pumerantz Library is finishing up its final remodeling touches including updated study space for students. The study space will be a combination of individuals open study space, group study rooms, and general open study space.

HUMAN RESOURCES



Annual Drug and Alcohol Free Workplace Awareness Program

The 2021-22 Annual Drug and Alcohol Free Workplace Awareness Program training was launched in October. This program is part of the requirements to comply with the Department of Education's mandate for a Drug and Alcohol Free Workplace. Please complete the annual training **no later than November 1, 2021**.

INFORMATION TECHNOLOGY

Budget Planning Your IT Needs

Budget planning for FY23 is well underway, and the IT Department would like to remind you to please keep us in the loop on any plans that require IT input, IT support, or additional license increases for software that IT currently pays for. Please also note that Microsoft has re-bundled our current licensing for Power BI, affecting the cost per student. If you have students currently using Power BI, our licensing costs increase by approximately \$13 per student. Please report your student usage numbers to IT as soon as possible to ensure no disruption for the next fiscal year. For more information regarding IT license expenses, please review our Knowledge Base Article called "[IT Expenses Per User/FTE](#)".

Email Etiquette

Because we spend an average of 28% of our time combing through, sending, and replying to emails as quickly as possible, it can be easy to overlook email etiquette. As a reminder to all of us, the IT department put together a Dos and Don'ts email [etiquette infographic](#). For more tips on email etiquette or business writing, please utilize our [LinkedIn Learning training platform](#).

Is that system down?

Want to know the status of a University System or IT Service? Navigate to status.westernu.edu to check system statuses and subscribe to receive updates for specific system issues. You can access the status page by going directly to status.westernu.edu or by going to support.westernu.edu.

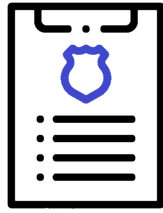
Ever wonder why IT people say "Let's try clearing your cache?"

Sometimes we may experience system slowness, problems with access, or poor performance of a website. Clearing your cache helps to improve performance and removes all of that "ick" that could be slowing your system down. Please review our Knowledge Base Article called "[Clearing the Browser Cache](#)" for information and instructions. As always, we appreciate your feedback on all of our Knowledge Base Articles.

Training, Training, and More Training!

[IT Training Site](#). This is your one-stop-shop for training. Here you can register for training, request custom training,

CAMPUS SECURITY



Annual Security Report

The ASR (Annual Security Report) has been updated on the WesternU Security Site. The security of all members of the campus community is of vital concern to Western University of Health Sciences. In compliance with the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act, information concerning campus security programs, recommended personal safety practices, the authority of the University security guards, campus disciplinary procedures, and campus crime statistics for the most recent three years period is now available through the link provided below. The information included in this document has been prepared by the Director of Security using statistical and other information supplied by the Pomona Police Department and Campus Security.

<https://www.westernu.edu/security/annual-security-report/>

Camera Security

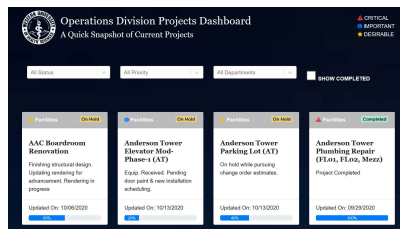
Security is working with a company named "Flock" to install a specialized camera on campus. The camera reads license plates and notifies the police department if a stolen vehicle or a vehicle wanted in serious crime passes by it. This will network with 9 other cameras that the police department has installed in the city.

Student Parking



Student parking passes have been mailed out.

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/>



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