
[HEFMA International Webinar]
COVID-19 in the U.S. & Canada
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- Pandemic accelerating – 2\textsuperscript{nd} wave/ 3\textsuperscript{rd} surge
- Surpassed “single-day” record for new cases
- Facing pandemic exhaustion & fatigue, frustration & impatience with restrictions
- New CDC guidelines – changed definition of “close contact”
COVID-19’s Imprint on Higher Education

• Headline news…

• Dramatic impact on financial landscape
  – state support, tuition, auxiliaries & athletics drops;
  – COVID safety measures & virtual learning technologies expenses;
  – Plant fund & capital work frozen

• Enrollment down (e.g., Freshman class down 16.1%; the marginalized communities are increasingly so

“Arguably the most painful period in the history of American higher education.”
Emerging Practices & Interventions

- Managing the Residence Halls student “move-in” process
- Student “Mental Health” crisis – use of tele-health & tele-counseling to increase & maximize range of services
- Refocus attention on quality of on-line learning technologies & delivery systems
- Two most effective interventions are face mask compliance & required comprehensive testing
Innovations & Lessons Learning

• Utilizing *water effluents* as a tool for early detection of pre-symptomatic and asymptomatic individuals in Residence Halls

• Use of *GIS & Access Controls* to better manage hybrid deliveries & student space scheduling tools

• Utilize *student ambassadors* to model acceptable behaviors, and as educational agents

• Leverage *relationships & enhanced reputation* to bring about synergy & value
Reopening Challenges and Lessons Learned

**Semester start**
- Full-all students: 36%
- Partial-some students: 61%
- Closed-no students: 3%

**Current status**
- Full-all students: 34%
- Partial-some students: 62%
- Closed-no students: 4%

**Did move-in work?**
- Yes: 77%
- No: 20%
- N/A: 3%

**Quarantine needed?**
- Yes: 71%
- No: 29%

**Testing protocols?**
- Yes: 80%
- No: 20%

**Contact tracing?**
- Digital: 88%
- No: 12%

**Did it work?**
- Yes: 87%
- No: 13%
“Nothing replicates the richness of the in-person environment (focus on convergence of ‘place’ and the student experience).”
THANK YOU!

E. Lander Medlin
Executive Vice President
APPA, “Leadership in Educational Facilities”
ADDENDUM: APPA SURVEY RESULTS - “REOPENING CHALLENGES & LESSONS LEARNED”
From the most recent Membership Reopening Plans Survey ...
Move-In Procedures
Move-In Process

- Staggered, scheduled times over multiple days
- Ensuring adherence to established protocols
- Frequent and clear communications
- Managing expectations
- Flexibility and adaptability to changing decisions
Testing Protocols/Procedures

- Testing turnaround delays
- Ensuring compliance with testing requirements
- Changing rules and requirements around testing
- Communication of positive test results and associated repercussions
- Challenges with external testing “partners”
Contact Tracing Process

Referral of Case
- Campus Notification
- Self-Reported
- Supervisor Reported

Nursing Staff Initiate Contact with Case
- Check symptoms and determine date they started

Contact Tracers Communicate with Close Contacts
- Inform individual of potential exposure
- Share quarantine

Case Managers Provide Support Services
- Reach out to students in isolation/quarantine

Testing

PennState

Contract Tracing Protocols/Procedures

Courtesy of Penn State University
Contact Tracing Protocols/Procedures

- Staffing shortages and labor-intensive process
- Students lack of responsiveness
- Positive experience with external partnerships
- Downstream impact of testing results delays
- Flexibility and adaptability; communicate early and often
Quarantine Process

- Ensuring students adherence to protocols
- Communications critical yet challenging
- Managing turnover of these spaces (staffing, disinfecting, etc.)
- Logistical transport (meals and transport)
- Balancing HIPPA rules and regulations
Signage/Wayfinding Procedures
Signage/ Wayfinding Process

- Too many signs (visual clutter)
- Early start critical to success
- Too many signage “creators” (different departments)
- Ensuring compliance
- Consistency in messaging; uniformity with branding
Dining/Food Service Procedures

Courtesy of University of Illinois
Dining/ Food Service Process

- Ancillary impact of increased trash in waste stream
- Take-out, delivery, apps, reduced options are the new norm
- Physical distancing concerns from long take-out lines and limited seating
- Revenue shortfalls from limited options
- Physical distancing outdoor seating options presented new & unique challenges
Social Justice Issues
Social Justice Issues

- Peaceful Protests
- Frequent communication by leadership positive
- Active listening and dialogue by leadership
- Physical distancing concerns by community
- Student and faculty COVID-19 concerns heard and addressed
Stepping up to care for our community.

The University’s most urgent concerns center on student safety and support, sustaining the darkened arts and cultural centers, and supporting the health of our patients and health care providers during this pandemic.

Courtesy of University of Utah
Town Gown Issues

- Communities concerns for campus as hot spots
- Large social gatherings off-campus
- Town Hall meetings helpful
- Frequent communications, managing expectations, and being transparent improved situation(s)
- Community providing assistance and support
APPA Resources on COVID-19 & Beyond

Website link: https://www.appa.org/covid-19-resources-and-guidelines/
Online Community: Log into your myAPPA account www.appa.org
Direct Email for Questions: Communications@appa.org
Twitter: @APPA_facilities
Hashtag: #APPATownHall #AResponseToCOVID19
Facebook: APPA (Leadership in Educational Facilities)
NFPA: https://www.appa.org/covid-19-nfpa-recommended-standards/