

St. Philip's College
COVID-19 Recovery Operations Plan
2020-2021

Recovery Levels V, IV, III, II, I
Spring 2021 - Fall 2021
Planning and Implementation

April 2021



ALAMO COLLEGES DISTRICT
St. Philip's College

Background

In spring 2020, all face to face course sections moved to a remote environment due to the COVID-19 pandemic. Additionally, faculty and staff transitioned to working remotely and most on-campus activities transitioned into a remote environment. In summer 2020 critical Career and Technical Education (CTE) courses were offered either onsite or in a clinical setting to provide student continuity of instruction and completion.

Purpose

The purpose of the St Philip's College COVID-19 Recovery Operations Plan (SPC Recovery Plan) is to **identify priorities, key activities, schedules, procedures, processes and training** needed to implement a phased in approach to returning to on-site learning and working for students, faculty, staff and vendors. Our goal is to provide an environment that is as safe as possible for all community members while continuing to provide educational opportunities that foster excellence in academic and technical achievement. Today's plan provides a framework for the month of May, Summer and Fall 2021 terms that is designed to accommodate the dynamic environment we're facing and enable us to adapt to changes in the prevalence of COVID-19.

The plan is predicated on guidelines, drafted by a district support and cross-college team, titled "Incident Command System COVID-19 Recovery Operations Plan, 2020-2021."

Scope

The SPC Recovery Plan identifies details within each Level for students, faculty, staff, and vendors to transition back to on-site learning and working. The current focus of the plan is on the upcoming month of May 2021, Summer 2021, Fall 2021 terms, and any changes in Levels necessitated by COVID conditions. The development of this plan was a cross-college collaborative effort among representatives of the college's Academic Success, Student Success, and College Services/Risk Management areas.

Key Objectives

1. Health and Safety
 - Key consideration for decision making is the health and safety for students and employees
 - Personal Protective Equipment (PPE) needs on campus will be provided
2. Continuity
 - Student success and completion remain key priorities
 - Technology needs will be provided for students to continue to learn and for employees to continue to work remotely
3. Preparedness
 - Criteria within each Level is identified to make informed decisions

Guiding Principles by Cross-College Disciplines

1. Student Success – Student Support Guiding Principles:
 - Provide remote teaching, learning, and support services which meet student needs in the best way possible and take into consideration the student perspective and feedback

Key Takeaways

1. Student and employee safety are paramount.
2. Face coverings will be worn by all on campus and social distancing protocols will be followed.
3. Temperature checks will be required for all on campus.

4. No on-campus events in Spring or Summer 2021; exceptions must be approved by the President through the VPCS Drive-Thru Event request process.
5. All travel is canceled for Spring and Summer 2021.
6. Student Services will maintain a 1-stop, 1-office, limited onsite student support (by appointment only) for essential on-site student success services in May through June 2021.

Recovery Levels Overview

Level V (Locally declared: “Stay Home, Work Safe;” COSA Red Level) – Plan, Mitigate and Resource. Mitigate impacts of transition to Level V and plan and identify resources needed to phase in on-site instruction while operating in a fully remote teaching and working environment

Plan, Mitigate and Resource

Mitigate impacts to students and employees of returning to Level V and provide continuity of service between levels.

Plan Phased Return: schedules, protocols, training, resources & communication. Train employee & students for Level IV

- 95-100% remote work, teaching and learning
- 1-5% essential DPS, IT and Facilities personnel on-site

Level IV (Locally declared: All Clear; COSA Yellow Level) - Identify, Test, and Train. Prepare, implement, monitor and adjust up to 10%; on-site CTE and/or select arts and science courses: Target: May '21; effective 5/3/21 – 5/30/21

Identify, Test, and Train

Identify, Test, and Train | Implement, Monitor, and Adjust

Test schedules, protocols, training, resources & communications. Train employees and students for Levels IV, III and II. Carefully phase occupancy, as facilities and resources are ready, to support up to 10% on-site CTE and/or select arts and science courses. Monitor for impact and adjust as necessary for effectiveness, safety and health.

- Up to 10% essential DPS, IT, and Facilities personnel
- Up to 10% CTE and/or selected arts and sciences students on-site
- Up to 10% CTE and/or selected arts and sciences faculty on-site

Level III (Locally declared: All Clear; COSA Yellow Level) - Implement, Monitor, and Adjust. Up to 25% on-site: Target: June '21; effective 5/31/21 – 7/5/21

Implement, Monitor, and Adjust

Carefully phase up to 25% occupancy as resource ready facilities and resources are ready, monitoring for impact and adjusting as necessary for effectiveness, safety and health. Student success and completion are key priorities.

- Up to 25% of essential DPS, IT, Facilities and other support personnel
- Up to 25% of students on-site
- Up to 25% of faculty on-site

Level II (Locally declared: All Clear; COSA Green Level) - Implement, Monitor, and Adjust. Up to 50% on-site; Target: July and Fall '21; effective 7/6/21 – 8/15/21

Implement, Monitor, and Adjust

Carefully phase up to 50% occupancy as resource ready facilities and resources are ready,



monitoring for impact and adjusting as necessary for effectiveness, safety and health

- Up to 50% of essential DPS, IT, Facilities and other support personnel
- Up to 50% of students on-site
- Up to 50% of faculty on-site

Level I (*Locally declared: All Clear; COSA Green Level*) - Implement, Monitor, and Adjust. Up to 100%; Target: 51% and above and up to 75% on-site conditionally available for Fall '21 and Spring '22; projected effective 8/16/21 – 12/10/21

Implement, Monitor, and Adjust

Carefully phase up to 75% occupancy as resource ready facilities and resources are ready, monitoring for impact and adjusting as necessary for effectiveness, safety and health

- Up to 75% of essential DPS, IT, Facilities and other support personnel
- Up to 75% of students on-site
- Up to 75% of faculty on-site

Recovery Implementation Plan

Level V – Stay Home, Work Safe

Level V – Plan, Mitigate and Resource. Mitigate impacts of transition to Level V and plan and identify resources need to phase in on-site instruction while operating in a fully remote teaching and working environment. (Target: when deemed necessary by College President)

Plan, Mitigate and Resource

Mitigate impacts to students and employees of returning to Level V and provide continuity of service between levels.

Plan Phased Return: schedules, protocols, training, resources & communication. Train employee & students for Level IV

- 95-100% remote work, teaching and learning
- 1-5% essential DPS, IT and Facilities personnel on-site

Academic Success Highlights and Continuity of Service (Level IV to Level V transition)

- **Remote (Synchronous Instruction) and Online (Asynchronous) Instruction**
 - Existing remote and online will continue in these modes of delivery.
 - Courses currently scheduled for onsite instruction will transition to 100% remote or, where necessary, be cancelled and students notified. Where applicable, students affected by this change will be issued an "I" for their course(s).
 - Review status of CR/NC with transfer partners and reconsider offering this option to students.
- **Continuity of Instruction**
 - Program leads will review course sequencing to allow, where possible, the delay of required on-site instruction.
 - Discipline and program leads will review available software and other technology that may allow onsite instruction to be conducted via remote teaching and learning.
 - Academic Deans, Program Chairs and Program leads will meet with advisory committees and consult with accrediting agencies to determine requisite onsite instructional courses or



- find allowable alternatives.
 - Academic Deans, Program Chairs and Program leads will collaborate with high school partners that have students attending courses on college campus to determine appropriate transition plan.
 - Advising: Every student affected by the closing of onsite instruction will meet with a faculty and/or certified advisor to review and either alter or confirm their educational plan.
 - Academic Deans, Program Chairs and Program leads and college leadership must assess compounding adverse impact of loss of in-person instruction in particular for sequenced courses and students in specialized program cohorts (impact on future cohorts, faculty loads, completion, persistence, graduation, budget, etc.)
 - Students will continue with off campus instruction at community sponsored clinical, internships and practicums until community partner or ACD determines discontinuation is necessary.
- **Academic Student Support Services will continue to provide the following;**
 - Access to appropriate technology for all faculty and students
 - Access to Remote Tutoring via Brainfuse and ZOOM sessions
 - Access to Remote Library and Learning Resources
 - Remote Childcare Instruction for children and their parents

Student Success Highlights and Continuity of Service

- 100% of Student Success services core and non-core, to include the Business Office and Financial Aid will be provided online by drop-in and appointment basis.
- Hours of Operation During Enrollment Peak Season:
Monday – Thursday 8 a.m. – 7 p.m., Friday 8 a.m. – 5 p.m., and Saturday 9 a.m. – 1 p.m.
- Hours of Operation During Non-Peak Enrollment Season:
Monday – Friday 8 a.m. – 5 p.m., Wednesday Evenings Are Extended Hours 5 p.m. – 7 p.m., 1st Saturday of the Month 9 a.m. – 1 p.m.
- Unit of measurement - Based on available facility capacity with the incorporation of staff, accounting for the amount of student capacity of service within the same space

	Priorities	Key Activities & Plan Summary	Responsible	Status
Academic Success	1) Enrollment Management/ Scheduling – Determine appropriate balance between Demand and Capacity for onsite instruction	a. Enrollment Capacity/Facilities Capacity	AS	Complete
		b. Faculty Coverage i. Determine available Faculty to teach F2F ii. Faculty “Remote Work Request” decisions	AS	Complete



		iii. Recruit Adjunct Faculty where gap exists		
		c. Determine Budget Impact i. Faculty Salaries/Loading ii. Enrollment / Contact Hours iii. CRRSAA Funds	AS	Complete
		d. Prioritize Face-to-Face (F2F) courses to support student success based on the following: I. Program accreditation requirements II. Psychomotor competencies/affective skills assessment III. Practicums, labs, clinicals and internships completion IV. Delays in program completion will prevent the next program cohort from starting V. Completion of coursework from Spring 2020 where Incompletes were assigned	AS	Complete
Academic Success	2) Health and Safety (Risk Management collaboration)	a. Campus Health Screen and Safety Check	AS, CS	Complete
		b. Determine appropriate Personal Protective equipment (PPE) availability per discipline/program	AS, CS	Complete
		c. Disinfection protocols	AS, CS	Complete
		d. Access to external training sites to support specialized programs in Career and Technical Education, High School partners and Continuing Education	AS	Complete
		e. Courses/sections will consider options to reduce class size to achieve six (6) feet of separation between individuals and avoid sharing equipment/objects i) Options may include additional sections, small classes in larger classrooms, and hybrid classes that have a virtual foundation with rotating in-person student groups.	AS	Complete

Academic Success	3) Faculty and Student preparedness	a. Remote Readiness i. Faculty (1) Access to appropriate training for all faculty to be prepared to teach remotely ii. Students (1) Access to appropriate training for all student to be prepared to learn remotely	AS	Complete
		b. Access to appropriate technology for all faculty and students	AS & CS	Complete
		c. Onsite Readiness i. Directional Signage and Video (Examples of how to enter and exit facilities and classrooms)	AS	Complete
Academic Success	4) Academic Student Support Services	a. Access to Remote Tutoring i. Brainfuse/ZOOM sessions	AS	Complete
		b. Access to Remote Library and Learning Resources	AS	Complete
		c. Childcare Development Centers i. Follow CDC, State of Texas and COSA Metro Health Guidelines	AS	Complete
Academic Success	5) Communication Plan	a. Faculty (Lead team will work with subject matter experts to develop FAQ's for each functional area to ensure consistent cross college communication).	AS	In Progress
		b. High School (ISD's) Partners i. Determine campus access per college	AS	Complete
		b. Students i. Class Schedule in ACES – clear language (onsite requirement or remote via ZOOM)	AS	Complete
		d. External partners (clinicals, internships, practicums, etc.)	AS	Complete
Student Success	1) Health and Safety (Risk Management collaboration)	a. Determine appropriate Personal Protective Equipment (PPE) availability per college	SS, CS	Complete
		b. Determine reduced occupancy in Student Success onsite areas	SS, CS	Complete
		c. Retrain and communicate on incident reporting form and process for staff who test positive to COVID-19 or are exposed to someone who tests positive	SS, CS	Complete



		d. Coordinate on the installation of safety barriers for staff and students	SS, CS	Complete
		e. Determine controlled entry/exit points (traffic flow management)	SS, CS	Complete
		f. Coordinate on the installation of social distancing prompts	SS, CS	Complete
		g. Coordinate on the installation of signage to ensure safety protocol mandates	SS, CS	Complete
		h. Coordinate on the sanitation and disinfection on common resources and spaces	SS, CS	Complete
		i. Coordinate on the practices associated with temperature checks, disbursement of PPE and monitoring of occupancy levels	SS, CS	Complete
Student Success	3) Staff and Student Preparedness	a. Remote Readiness i. Access to appropriate training and resources for staff to serve students remotely (i.e. software applications, soft phones, chatbot, live chat, Zoom, etc.) ii. Publish resource information for students to access Student Success services remotely iii. Provide access to technology resources (i.e. Laptop, Hotspots, etc.) for students in need	SS	Complete
		a. F2F Readiness i. Directional Signage and Video (i.e. examples of how to enter and exit facilities) ii. Scale student kiosk service model for Student Success Welcome Centers iii. Scale student paging model for Welcome Centers to service students (i.e. text messaging) iv. Briefing and training of safety and cleaning protocols for onsite team members	SS	Complete
Student Success	4) Scheduling - determine appropriate "Polarity" balance between Demand and Capacity for onsite	a. Determine available core and non-core Student Success staff	SS	Complete



	student services, based on available space and student need	i. Coordinate with human resources to develop a request and approval process for those who cannot return to campus due to underlying health issues, caregiver duties, and/or other matters of concern		
		<p>b. Develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas: Enrollment Services, Testing, Student Advocacy, and College Specific Programs</p> <p>i. Staff will be scheduled onsite Monday and Thursday 8 a.m. to 5 p.m. at reduced capacity on a rotating basis</p> <p>ii. Remaining Student Success staff will provide student services remotely Monday – Thursday 8 a.m. – 7 p.m., Fridays from 8 – 5 p.m. and Saturday 9 a.m. 1 p.m.</p> <p>iii. 100% of Student Success staff will serve students remotely on Tuesdays, Wednesday, Fridays and Saturdays</p>	SS	Complete
Student Success	5) Coordination with DSO Student Success Services	<p>a. In coordination with our district support partners, develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas:</p> <p>i. Business Office and Financial Aid</p>	SS	Complete
Student Success	6) Prepare Communication Resources for Staff and Students for Student Success Areas/Initiatives	<p>a. Lead team will work with subject matter experts to develop FAQ's for each functional area to ensure consistent cross college communication.</p>	SS	Complete



<p>College Services/Risk Management</p>	<p>1) Health Screening Process</p>	<p>a. The HSO will greet Employees, students, and contractors (referred to as “person”) outside of the designated entrance of each building used for CTE Face to Face instruction. After the greeting, the ESC is asked screening questions; If all answers are “No” then “b”; If any answer is “Yes”, then “e”.</p> <p>b. The HSO will take the forehead temperature of the person using a touchless thermometer. If temperature is less than 100.0, then “d”. If the person’s temperature is 100.0 or greater, then go to “c”.</p> <p>c. The HSO will ask the person step into a shaded area and rest for a moment. After a period of three minutes, the HSO will retake the temperature. If temperature is less than 100.0, then “d”. If the person’s temperature is 100.0 or greater, repeat “c”. *If the person’s temperature is greater than 100.0 degrees for a third time, then “e”.</p> <p>d. The HSO will provided the person a colored wristband, indicating they have been screened and are allowed to access designated buildings on the campus for that particular day.</p> <p>e. The HSO will advise the person they are not permitted to enter the building and they should go home, self-quarantine, and contact a health official for further guidance.</p> <p>See Appendix CS-06 and CS-07</p>	<p>CS</p>	<p>Complete</p>
<p>College Services/Risk Management</p>	<p>2) Incident Case Reporting Process</p>	<p>a. If an employee or student report to their supervisor or instructor, they have had contact with a COVID-19 positive person within the past 14 days, the person’s supervisor or instructor must complete an ACD COVID-19 report, and, for students only, a SOBI report.</p>	<p>CS</p>	<p>Complete</p>



		<ul style="list-style-type: none"> b. Once the ACD COVID-19 Report Form is completed, it is submitted to the Coordinator of College Risk Management (Jacob Colunga, jcolunga7@alamo.edu). c. The Coordinator of College Risk Management (CCRM) will review the submitted report and begin researching any missing information not known to the submitting party. d. The CCRM will coordinate tracking of the individual with Enterprise Risk Management. <p>See Appendix CS-09.</p>		
College Services/Risk Management	3) Incident Response Plan	<p>In the case of a COVID-19 Positive (C19-P) case (confirmed by test):</p> <ul style="list-style-type: none"> a. CCRM will determine the last time the C19-P person was on campus, who they were in contact with, and what areas of campus they visited. b. If the visit to campus was more than 3 days, then information is collected, a report is provided to SPC Leadership and ERM, and normal operations continue. c. If the visit was within 14 days, those in close contact with C19-P will be contacted and provided information regarding free testing via San Antonio Metro Health. d. If C19-P's last visit was less than three days of notification, then Disinfecting Plan will be activated. <p>See Appendix CS-08</p>	CS, ERM	Complete
College Services/Risk Management	4) Close contact identification Process	<p>The ACD COVID-19 Report requests the supervisor or instructor to list all those who were in close contact with the C19-P and the places visited by the C19-P during their last visit (if known).</p> <p>See Appendix CS-10</p>	CS, ERM	Complete



College Services/Risk Management	5) Disinfecting Plan	Procedures for specific space types have been developed by McLemore. <ul style="list-style-type: none"> a. Cleaning Procedures for Classrooms/Common Areas b. Cleaning Procedures for Office Spaces c. Cleaning Procedures for Restrooms 	CS, ERM	Complete
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Transition Considerations for all Levels:

1. The large number of external community and internal campus factors makes quantitative transition criteria impractical. There are too many possible circumstances to define “If X # of cases on campus, then Y campus closes for Z period of time or transitions to Level V.”
2. Colleges and the ACD will follow CDC/Metro Health guidelines in determining appropriate actions in response to increasing COVID-19 community spread.
3. Close contact identification and disinfecting scope following facilities access identification are factors in determining the scope of any facility closures (including college closure).
 - a. Positive case **disinfecting** timeframe ~60 hours from initiation
 - i. McLemore disinfecting plan – (1) wait 24 hours after a person with COVID-19 was present in a space prior to beginning cleaning and disinfection (2) disinfect space utilizing Clorox 360 (3) building/office/classroom disinfected and cleaned utilizing Virex 256 and disposable wipes 24 hours post Clorox 360 (4) Building/office/classroom open 12-hour post Virex 256 disinfection process.
4. A positive COVID-19 case in an on-site class results in the following.
 - a. The space will be closed for decontamination/cleaning and
 - b. Students in the course and faculty teaching the course will be quarantined for 14 days.
5. A positive COVID-19 case in an office/facilities location other than classroom results in the following.
 - a. The space will be closed for decontamination/cleaning and
 - b. Quarantine of individuals in the shared space will be assessed through close contact identification. Note: individuals may need to be quarantined for a period of time based on the responsiveness of individuals involved in the close contact identification process.
6. Student/Employee exposure to a positive COVID-19 case in the home results in quarantine in the same manner as a positive COVID-19 case.
7. Colleges must be prepared during all terms to provide students that are quarantined/forced to remote instruction the opportunity to complete hands-on instruction; for the Fall term, this will be following the Thanksgiving break, as needed and determined by the college.
8. Certain key Student Success and College Services personnel must be prepared to transition to Level V operations immediately upon notice of a positive COVID-19 case or confirmed exposure.

Level IV – Planning and Continuation of On-Site CTE & Select Arts & Sciences Courses

Level IV – Identify, Test, Train, Prepare, Implement, Monitor and adjust up to 10%; on-site CTE and/or

select arts and science courses (Target: May '21; effective 5/3/21 – 5/30/21)

Test schedules, protocols, training, resources & communications. Train employees and students for Levels IV, III and II. Carefully phase occupancy, as facilities and resources are ready, to support up to 10% on-site CTE and/or select arts and science courses. Monitor for impact and adjust as necessary for effectiveness, safety and health.

Essential DPS, IT, Facilities personnel and CTE Support Personnel

- Up to 10% CTE and/or selected arts and sciences faculty on-site

Considerations for Transitions (“Triggers”) between level V and IV

- Following CDC, Federal, State, County, and City Guidelines and link to dynamic metrics.
- Budgetary impact to include resources needed for health and safety of all personnel.
- Ensure we have the training capacity for all employees and students.

Student Success Highlights and Continuity of Service

- Less than 25% of Student Success core services (Enrollment Services, Testing, Student Advocacy (Grab and Go), Business Office, and Financial Aid will be provided onsite from a single building by appointment only on Mondays and Thursdays 8 a.m. – 5 p.m.
- On-site service available through contactless support, to include on-demand kiosk service
- Remaining core services will serve students accordingly:
 - May 2021: Monday and Thursday 8 a.m. – 5 p.m., (Onsite)
 - May 2021: Monday through Friday 8 a.m. – 5 p.m. (Remote)
 - May 2021: Wednesday 5 p.m. – 7 p.m. (Remote)
 - May 2021: First Saturday 9 a.m. – 1 p.m. (Remote)
- 100% of Student Success non-core services (Advising, International Student Services, Student Conduct, Veteran Affairs, Student Life, and College Specific Programs) will remain remote
- MSS and GSVOTC will operate in accordance to Appendix SS-2 & SS-3

	Priorities	Key Activities & Plan Summary	Responsible	Status
Academic Success	1) Enrollment Management/ Scheduling – Determine appropriate balance between Demand and Capacity for onsite instruction	a. Enrollment Capacity/Facilities Capacity	AS	Complete
		b. Faculty Coverage iv. Determine available Faculty to teach F2F v. Faculty “Remote Work Request” decisions vi. Recruit Adjunct Faculty where gap exists	AS	Complete
		c. Determine Budget Impact ii. Faculty Salaries/Loading iii. Enrollment / Contact Hours iv. CRRSAA Funds	AS	Complete

		d. Prioritize Face-to-Face (F2F) courses to support student success based on the following: VI. Program accreditation requirements VII. Psychomotor competencies/affective skills assessment VIII. Practicums, labs, clinicals and internships completion IX. Delays in program completion will prevent the next program cohort from starting X. Completion of coursework from Spring 2020 where Incompletes were assigned	AS	Complete
Academic Success	2) Health and Safety (Risk Management collaboration)	a. Campus Health Screen and Safety Check	AS, CS	Complete
		b. Determine appropriate Personal Protective equipment (PPE) availability per discipline/program	AS, CS	Complete
		c. Disinfection protocols	AS, CS	Complete
		d. Access to external training sites to support specialized programs in Career and Technical Education, High School partners and Continuing Education	AS	Complete
		e. Courses/sections will consider options to reduce class size to achieve six (6) feet of separation between individuals and avoid sharing equipment/objects i) Options may include additional sections, small classes in larger classrooms, and hybrid classes that have a virtual foundation with rotating in-person student groups.	AS	Complete
Academic Success	3) Faculty and Student preparedness	a. Remote Readiness ii. Faculty (1) Access to appropriate training for all faculty to be prepared to teach remotely iii. Students (1) Access to appropriate training for all student to be prepared to learn remotely	AS	Complete



		b. Access to appropriate technology for all faculty and students	AS & CS	Complete
		c. Onsite Readiness ii. Directional Signage and Video (Examples of how to enter and exit facilities and classrooms)	AS	Complete
Academic Success	4) Academic Student Support Services	a. Access to Remote Tutoring ii. Brainfuse/ZOOM sessions	AS	Complete
		b. Access to Remote Library and Learning Resources	AS	Complete
		c. Childcare Development Centers ii. Follow CDC, State of Texas and COSA Metro Health Guidelines	AS	Complete
Academic Success	5) Communication Plan	b. a. Faculty (Lead team will work with subject matter experts to develop FAQ's for each functional area to ensure consistent cross college communication).	AS	In Progress
		b. High School (ISD's) Partners ii. Determine campus access per college	AS	Complete
		c. Students ii. Class Schedule in ACES – clear language (onsite requirement or remote via ZOOM)	AS	Complete
		d. External partners (clinicals, internships, practicums, etc.)	AS	Complete
Student Success	1) Health and Safety (Risk Management collaboration)	a. Determine appropriate Personal Protective Equipment (PPE) availability per college	SS, CS	Complete
		b. Determine reduced occupancy in Student Success onsite areas	SS, CS	Complete
		c. Retrain and communicate on incident reporting form and process for staff who test positive to COVID-19 or are exposed to someone who tests positive	SS, CS	Complete
		d. Coordinate on the installation of safety barriers for staff and students	SS, CS	Complete
		e. Determine controlled entry/exit points (traffic flow management)	SS, CS	Complete
		f. Coordinate on the installation of social distancing prompts	SS, CS	Complete



		g. Coordinate on the installation of signage to ensure safety protocol mandates	SS, CS	Complete
		h. Coordinate on the sanitation and disinfection on common resources and spaces	SS, CS	Complete
		i. Coordinate on the practices associated with temperature checks, disbursement of PPE and monitoring of occupancy levels	SS, CS	Complete
Student Success	2) Staff and Student Preparedness	<p>a. Remote Readiness</p> <ul style="list-style-type: none"> iv. Access to appropriate training and resources for staff to serve students remotely (i.e. software applications, soft phones, chatbot, live chat, Zoom, etc.) v. Publish resource information for students to access Student Success services remotely vi. Provide access to technology resources (i.e. Laptop, Hotspots, etc.) for students in need 	SS	Complete
		<p>b. F2F Readiness</p> <ul style="list-style-type: none"> v. Directional Signage and Video (i.e. examples of how to enter and exit facilities) vi. Scale student kiosk service model for Student Success Welcome Centers vii. Scale student paging model for Welcome Centers to service students (i.e. text messaging) viii. Briefing and training of safety and cleaning protocols for onsite team members 	SS	Complete
Student Success	3) Scheduling - determine appropriate <i>“Polarity”</i> balance between <i>Demand and Capacity</i> for onsite student services, based on available space and student need	<p>Determine available core Student Success staff</p> <ul style="list-style-type: none"> a. Coordinate with human resources to develop a request and approval process for those who cannot return to campus due to underlying health issues, caregiver duties, and/or other matters of concern 	SS	Complete



		<p>b. Develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas: Enrollment Services, Testing, Student Advocacy, and College Specific Programs</p> <p>c. Staff will be scheduled onsite Monday and Thursday 8 a.m. to 5 p.m. at reduced capacity on a rotating basis</p> <p>d. Remaining Student Success staff will provide student services remotely Monday – Thursday 8 a.m. – 7 p.m., Fridays from 8 – 5 p.m. and Saturday 9 a.m. 1 p.m.</p> <p>e. 100% of Student Success staff will serve students remotely on Tuesdays, Wednesday, Fridays and Saturdays</p>	SS	Complete
Student Success	4) Coordination with DSO Student Success Services	<p>a. In coordination with our district support partners, develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas:</p> <p>i. Business Office and Financial Aid</p>	SS	Complete
Student Success	5) Prepare Communication Resources for Staff and Students for Student Success Areas/Initiatives	<p>a. Lead team will work with subject matter experts to develop FAQ's for each functional area to ensure consistent cross college communication.</p>	SS	Complete
College Services/Risk Management	1) Health Screening Process	<p>a. The HSO will greet Employees, students, and contractors (referred to as "person") outside of the designated entrance of each building used for CTE Face to Face instruction. After the greeting, the ESC is asked screening questions; If all answers are "No" then "b"; If any answer is "Yes", then "e".</p>	CS	Complete



		<p>b. The HSO will take the forehead temperature of the person using a touchless thermometer. If temperature is less than 100.0, then “d”. If the person’s temperature is 100.0 or greater, then go to “c”.</p> <p>c. The HSO will ask the person step into a shaded area and rest for a moment. After a period of three minutes, the HSO will retake the temperature. If temperature is less than 100.0, then “d”. If the person’s temperature is 100.0 or greater, repeat “c”. *If the person’s temperature is greater than 100.0 degrees for a third time, then “e”.</p> <p>d. The HSO will provided the person a colored wristband, indicating they have been screened and are allowed to access designated buildings on the campus for that particular day.</p> <p>e. The HSO will advise the person they are not permitted to enter the building and they should go home, self-quarantine, and contact a health official for further guidance.</p> <p>See Appendix CS-06 and CS-07</p>		
College Services/Risk Management	2) Incident Case Reporting Process	<p>l).</p> <p>a. If an employee or student report to their supervisor or instructor, they have had contact with a COVID-19 positive person within the past 14 days, the person’s supervisor or instructor must complete an ACD COVID-19 report, and, for students only, a SOBI report.</p> <p>b. Once the ACD COVID-19 Report Form is completed, it is submitted to the Coordinator of College Risk Management (Jacob Colunga, jcolunga7@alamo.edu).</p> <p>c. The Coordinator of College Risk Management (CCRM) will review the submitted report and begin researching any missing information not known to the</p>	CS	Complete



		<p>submitting party.</p> <p>d. The CCRM will coordinate tracking of the individual with Enterprise Risk Management.</p> <p>See Appendix CS-09.</p>		
College Services/Risk Management	3) Incident Response Plan	<p>In the case of a COVID-19 Positive (C19-P) case (confirmed by test):</p> <ol style="list-style-type: none"> a. CCRM will determine the last time the C19-P person was on campus. Who they were in contact with and what areas of campus they visited. b. If the visit to campus was more than 14 days, then information is provided to SPC Leadership and ERM, and normal operations continue. c. If the visit was within 14 days, those in close contact with C19-P will be contacted and provided information regarding free testing via San Antonio Metro Health. d. If C19-P's last visit was less than three days of notification, then Disinfecting Plan will be activated. <p>See Appendix CS-08</p>	CS, ERM	Complete
College Services/Risk Management	4) Close contact identification Process	<p>The ACD COVID-19 Report requests the supervisor or instructor to list all those who were in close contact with the C19-P and the places visited by the C19-P during their last visit (if known).</p> <p>See Appendix CS-10</p>	CS, ERM	Complete
College Services/Risk Management	5) Disinfecting Plan	<p>Procedures for specific space types have been developed by McLemore.</p> <ol style="list-style-type: none"> a. Cleaning Procedures for Classrooms/Common Areas b. Cleaning Procedures for Office Spaces c. Cleaning Procedures for Restrooms 	CS, ERM	Complete



Level III – Implementation Readiness Priorities, Key Activities, & Responsible Teams

Level III – 25% Occupancy/75% Remote Learning and Working – *Implement, Monitor, and Adjust (Target: June 2021; effective 5/31/21 – 7/5/21)*

Strategically phase up to 25% occupancy as facilities and resources are ready, monitoring for impact and adjusting as necessary for effectiveness, safety and health. **Student success and completion are key priorities.**

Academic Success Highlights and Continuity of Service

- **Academic Labs:** Level III (not open)

- **Tutoring**

Communications and Learning Tutoring Plan - Summer 2021

Tutoring will be onsite for Summer and Fall for both the Integrated Reading and Writing Lab and the Rose Thomas Writing Center. Each location will operate at least 25% capacity for at least 10 onsite hours each week for summer. Since both support staff can tutor in reading and writing, they will schedule alternating workdays (one working MW and the other working TR in summer). The Integrated Reading and Writing Center's support staff may choose hours that coincide with the INRW 0420 classes offered in summer and fall. Tutoring services for remote and onsite will be by appointment.

For the lab areas with multiple Learning Spaces, tutoring space are limited to one location and will follow the occupancy as listed below. The Learning Space in the INRW lab and occupancy is at follows:

- Learning Space CWN 413.1 (6+1)
- Learning space CWN 413.2 (7+1)
- Learning Space CWN 413.3 Comp lab (7+1)

The Learning Space for the Rose Thomas Writing Center and occupancy is as follows:

- Learning Space CWN 317.1 Tutoring Lab (11+1)
- Learning Space CWN 317.4 Comp lab (9+1)

Published hours of operation will be on the website. Signs will be visible at each lab location and posted in each of the study areas in CWN (2nd, 3rd, and 4th floor). It will include the tutoring format (remote hours and onsite hours) and step to schedule an appointment. During onsite hours, tutors will assist students who visit the tutoring centers while adhering to all COVID safety protocols (e.g. wearing masks, social distancing at six feet, etc.). Hand sanitizers will be available throughout the tutoring centers and chairs and desks will be sanitized after each session.

Byrd Sanctuary Tutoring Plan - Summer 2021

- The Byrd Sanctuary will operate at least 25% capacity for at least 10 onsite hours each week for summer.
- Onsite sessions will occur Monday through Thursday 10am to 12:30pm (total of ten hours per week)



- Fifteen student maximum to allow for six feet distancing, and this is also 25% of the sixty student maximum occupancy
- Students come and go on a first-come-first served basis
- If the Byrd Sanctuary is full (twenty students), students will be directed to come back at another time.
- Students will use hand sanitizer and don gloves upon entry
- Facemasks are mandatory as per SPC policy.
- Students are free to interact with models or use designated computer stations, with seating spaced according to six-foot rule
- Tutors will not be present, but students may access tutors via Zoom sessions.
- A lab coordinator will be present to monitor students.

MathWorld Tutoring Plan – Summer 2021

Math world will operate at least 25% capacity for at least 10 onsite hours each week for summer.

Remote/Virtual Tutoring from home - we will continue offering Remote/Virtual Tutoring through CANVAS. The students must either be enrolled in a Math or Engineering Course offered at SPC or SPC must be their home college. Students register in an SPC Math or Engineering class will co-enrolled in Math 0001 (all Math or Engineering support labs). There is no cost to the student for the Math Support Labs. If you are not enrolled in an SPC Math or Engineering class and your home college is SPC, then you need to be enrolled in Math 0001. Please talk to the coordinator to be registered.

Onsite Computer Lab Access to remote/virtual tutoring - Although any student taking a Math or Engineering class at SPC will be able to sign up for computer lab access, the tutoring will still be remote/virtual.

- 1. What does this mean?** The student will sit at a computer in the lab and log into the **on campus virtual access link** (which is not the same zoom links found in CANVAS). The link will be on the computer's desktop. **Computer Lab Access will be by appointment only.**
- 2. What are the rules & stipulations?**
 - a. You must be enrolled in a SPC Math or Engineering class or SPC must be your home college.
 - b. You must wear a mask & practice social distancing (6 feet) at all times.
 - c. You must sign up for an appointment. **NO WALK INS.**
 - d. You must come during your schedule time. If you are late you do not get additional time.
 - e. You must leave once your time is up.
 - f. You must have your own supplies. We will not loan any pens, pencils, calculators, erasers, white out, paper, books, etc.
 - g. A headset will be provided to you.
 - h. Once you have logged into the zoom tutoring session, you will be placed in a breakout room to work with a tutor. Once you are done asking a question you can leave the breakout room.
 - i. You are only allowed to sit at the designated location in the lab.
- 3. How does a student sign up for computer lab access.**
 - a. Math Access & Engineering Access - students will need to go to Virtual MathWorld in CANVAS and click on the link to sign up for Computer Lab Access on Campus.
 - b. Sign up per week - sign up for the next week starts Friday 12am and ends on Tuesday 11:30 pm.
 - This is a sample of the form the students will fill out.
- 4. Schedule and Form Instructions**



- MathWorld Tutoring Schedule - Onsite: Tuesdays 8:00 am - 2:00 pm; Wednesday 2:00 pm - 7:00 pm Remote: Monday through Thursday 8:00 am to 7:00 pm
 - a) MathWorld Computer Lab will be open Tuesdays (8am - 2pm) & Wednesday (2pm - 7pm). Lab closed 15 minutes before the next hour for sanitation.
5. Cleaning between lab usage sessions
- a. The Coordinator will need 15 minutes to clean between each time session.
 - b. The Coordinator and any tutors on campus will be provided a face shield and a mask.
 - c. Social distancing will be mandated.

Tutoring and Technology Center (TNT) – Summer 2021

Hours of Operation

Monday and Thursday 8:00am-5:00pm

Maximum Capacity

8 individuals

Staffing

- One tutor will be available from 8:00am-12:00pm and will be replaced by a separate tutor who will be available from 1:00pm-5:00pm
- TNT Coordinator will work 8:00am-5:00pm

Tutoring Procedures

- Tutoring sessions will be by appointment and be 45 minutes in length
- Students will email spc-tutoring@alamo.edu to schedule a tutoring session time and will receive a confirmation email
- Upon arriving students will be checked in and directed to their table and seat
- Tutors will observe social distancing while tutoring

Precautions

- Students and Staff will be required to comply with District policy and procedures (Face Coverings, Social Distancing, etc.)
- Students will enter TNT through the main doors and exit through the door nearest the breezeway between Norris and Sutton Learning Center
- Seating will be arranged to maintain 6-foot distance
- Staff will clean area after each tutoring session

The TNT Center will be closed from 12:00PM to 1:00PM for cleaning

- **Library Services** will be online only from 7:00 am to 8:00 pm until sometime after 7/6
- **Childcare center:** In person childcare will not be open in the summer.
 - Engage families/children events



- Provide scheduled, consistent virtual summer and fall classrooms and parenting sessions for student-parents.
- Summer virtual Little Scientist Camp

Continuity of Service

- Courses chosen for on-campus, face-to-face instruction should be prioritized to support completion for students whose courses were delayed or interrupted by earlier transitions to remote teaching and learning.
- Courses approved to offer on-campus, face-to-face under Level III must have articulated contingency plan for remote/online delivery, where possible, should conditions require transition to remote instruction.
- Sufficient PPE must be available and sustainable based on projected burn rate, supply and budget.
- On campus courses must be scheduled to allow for a sanitation process between classes.
- Where applicable, specialized accrediting body must support the instructional plan.
- Faculty development for both onsite and remote environment will continue.
- All courses must continue to use Canvas, even if returning to on-campus, face-to-face instruction. -
 - This will support student familiarity should conditions require transition to remote instruction.
- Courses must maintain records of attendance to comply with contact tracing standards.
- Instructors must agree to enforce all safety standards.
- All on campus courses must have a facilities plan approved by college services and risk management.
- Continue to develop and implement training for students and faculty to safely interact on campus.
- Develop and continue to monitor lead measures for assessment and process improvement.

Considerations for Transitions (“Triggers”) between level IV and III

- Following CDC, Federal, State, County, and City Guidelines and link to dynamic metrics.
- Budgetary impact to include resources needed for health and safety of all personnel.
- Ensure we have the training capacity for all employees and students.

Student Success Highlights and Continuity of Service

- 25% of Student Success core services (Enrollment Services, Testing, Student Advocacy (Grab and Go), Business Office, and Financial Aid) will be provided onsite from a single building by appointment only on Mondays and Thursdays 8 a.m. – 5 p.m.
- On-site service available through contactless support, to include on-demand kiosk service
- Remaining core services will serve students accordingly:
 - June 2021: Monday and Thursday 8 a.m. – 7 p.m., (Onsite)
 - June 2021: Monday through Thursday 8 a.m. – 7 p.m. (Remote)
- 100% of Student Success non-core services (Advising, International Student Services, Student Conduct, Veteran Affairs, Student Life, and College Specific Programs) will remain remote
- MSS and GSVOTC will operate in accordance to Appendix SS-2 & SS-3
- 100% of Student Success non-core services (International Student Services, Student Conduct, Veteran Affairs, Student Life, and College Specific Programs) will remain remote

	Priorities	Key Activities & Plan Summary	Responsible	Status
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Academic Success	1) Enrollment Management/ Scheduling – Determine appropriate balance between Demand and Capacity for onsite instruction	a. Enrollment Capacity/Facilities Capacity	AS	Complete
		b. Faculty Coverage vii. Determine available Faculty to teach F2F viii. Faculty “Remote Work Request” decisions ix. Recruit Adjunct Faculty where gap exists	AS	Complete
		c. Determine Budget Impact iii. Faculty Salaries/Loading iv. Enrollment / Contact Hours v. CRRSAA Funds	AS	Complete
		d. Prioritize Face-to-Face (F2F) courses to support student success based on the following: i. Program accreditation requirements ii. Psychomotor competencies/affective skills cannot be assessed remotely iii. Practicums, labs, clinical and internships are required F2F. iv. Program cohorts and curriculum sequence must be delivered F2F to prevent impacting the ability of the next program cohort to start. i. Incompletes assigned to classes in previous semesters. vi. Capstone course for graduation, student succession and completion vii. To support equity, colleges may provide opportunities for student populations that demonstrate greater success in F2F environments	AS	Complete
Academic Success	2) Health and Safety (Risk Management)	a. Campus health and safety screen/temperature Check	AS, CS	Complete



	collaboration)			
		b. Determine appropriate Personal Protective Equipment (PPE) availability per discipline/program need	AS, CS	Complete
		c. Determine and adhere with the “up to 25%” building occupancy i. (cont.) Determine number of buildings to be open, based on PPE, disinfection protocols and capacity of cleaning vendor (McLemore), etc.	AS, CS	Complete
		d. Maintain 6-foot social distancing in classrooms and labs	AS, CS	Complete
		e. Plan for time between classes for disinfection protocols	AS, CS	Complete
		f. Access to external training sites to support specialized programs in Career and Technical Education, High School Partners and Continuing Education	AS	Complete
		g. Courses/sections that require F2F instruction will consider options to reduce class size to achieve six (6) feet of separation between individuals and avoid sharing equipment/objects i. Options include additional sections, small classes in larger classrooms, and hybrid classes that have a virtual foundation with rotating in-person student groups.	AS	Complete
Academic Success	3) Faculty and Student preparedness	a. Remote Readiness iii. Faculty (1) Access to appropriate training for all faculty to teach (2) Facilitators available to support (3) Schedule (Fall, Spring and Summer) (a) CANVAS (b) Distance Learning (c) Remote Ready (d) QM	AS	Complete



		<ul style="list-style-type: none"> iv. Students <ul style="list-style-type: none"> (1) ID's (Student Success) (2) Inform via New Student Orientation (NSO modules) remote learning access for new students (Student Success) (3) Access for all returning students to learn remotely <ul style="list-style-type: none"> (a) Social Media, PR, etc. iii. Access to appropriate technology for all faculty and students iv. Access to disability services accommodations (Student Success) 		
		<ul style="list-style-type: none"> b. F2F Readiness <ul style="list-style-type: none"> iii. Directional Signage and Video (Examples of how to enter and exit facilities and classrooms) 	AS	Complete
Academic Success	4) Academic Student Support Services – Maintain “up to 25%” and social distancing, etc.	<ul style="list-style-type: none"> a. Access to Tutoring <ul style="list-style-type: none"> iii. Appointment based F2F iv. Brainfuse v. Remote/ZOOM sessions 	AS	Complete
		<ul style="list-style-type: none"> b. Access to Library and Learning Resources <ul style="list-style-type: none"> i. Concierge type of services ii. Appointment based F2F 	AS	Complete
		<ul style="list-style-type: none"> c. Access to Childcare Development Centers <ul style="list-style-type: none"> iii. Following State of Texas and Metro Health Guidelines 	AS	Complete
		<ul style="list-style-type: none"> d. Access to Open Computer Labs <ul style="list-style-type: none"> i. Appointment based lab use with limited access 	AS	Complete
Academic Success	5) Communication Plan	<ul style="list-style-type: none"> a. Faculty (Lead team will work with subject matter experts to develop FAQ's for each functional area to ensure consistent cross college communication). 	AS	In Progress
		<ul style="list-style-type: none"> b. High School (ISD's) Partners <ul style="list-style-type: none"> iii. Campus Access 	AS	Complete
		<ul style="list-style-type: none"> c. Students <ul style="list-style-type: none"> iii. Class Schedule in ACES – 	AS	Complete

		<ul style="list-style-type: none"> clear language (F2F requirement or remote via ZOOM) ii. Syllabus iii. Plan for Health / Safety screening time before onsite classes iv. Technology i.e. laptops and hot spot availability (check-out process) 		
		d. External partners (clinicals, internships, practicums, etc.)	AS	Complete
Student Success	1) Health and Safety (Risk Management collaboration)	a. Determine appropriate Personal Protective Equipment (PPE) availability per college	SS, CS	Complete
		b. Determine 25% occupancy in Student Success onsite areas	SS, CS	Complete
		c. Retrain and communicate on incident reporting form and process for staff who test positive to COVID-19 or are exposed to someone who tests positive	SS, CS	Complete
		d. Coordinate on the installation of safety barriers for staff and students	SS, CS	Complete
		e. Determine controlled entry/exit points (traffic flow management)	SS, CS	Complete
		f. Coordinate on the installation of social distancing prompts	SS, CS	Complete
		g. Coordinate on the installation of signage to ensure safety protocol mandates	SS, CS	Complete
		h. Coordinate on the sanitation and disinfection on common resources and spaces	SS, CS	Complete
		i. Coordinate on the practices associated with temperature checks, disbursement of PPE and monitoring of occupancy levels	SS, CS	Complete
Student Success	2) Staff and Student Preparedness	a. Remote Readiness	SS	Complete

		<ul style="list-style-type: none"> vii. Access to appropriate training and resources for staff to serve students remotely (i.e. software applications, soft phones, chatbot, live chat, Zoom, etc.) viii. Publish resource information for students to access Student Success services remotely ix. Provide access to technology resources (i.e. Laptop, Hotspots, etc.) for students in need 		
		<ul style="list-style-type: none"> b. F2F Readiness <ul style="list-style-type: none"> ix. Directional Signage and Video (i.e. examples of how to enter and exit facilities) x. Scale student kiosk service model for Student Success Welcome Centers xi. Scale student paging model for Welcome Centers to service students (i.e. text messaging) xii. Briefing and training of safety and cleaning protocols for onsite team members 	SS	Complete
Student Success	3)Scheduling - determine appropriate “Polarity” balance between Demand and Capacity for onsite student services, based on available space and student need	<ul style="list-style-type: none"> a. Determine available core Student Success staff <ul style="list-style-type: none"> i. Coordinate with human resources to develop a request and approval process for those who cannot return to campus due to underlying health issues, caregiver duties, and/or other matters of concern 	SS	Complete
		<ul style="list-style-type: none"> b. Develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas: Enrollment Services, Testing, Advising, Student Advocacy, Disability Support Services and College Specific Programs 	SS	Complete



		<ul style="list-style-type: none"> i. Staff will be scheduled onsite Monday – Thursday 8 a.m. to 5 p.m. up to 25% capacity on a rotating basis (i.e. Group A will serve onsite Monday and Wednesday, Group B will serve onsite Tuesday and Thursday) ii. 75% of remaining Student Success staff will provide student services remotely Monday – Thursday 8 a.m. – 7 p.m. 		
Student Success	4) Coordination with DSO Student Success Services	<ul style="list-style-type: none"> c. In coordination with our district support partners, develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas: <ul style="list-style-type: none"> i. Business Office and Financial Aid 	SS	Complete
Student Success	5) Prepare Communication Resources for Staff and Students for Student Success Areas/Initiatives	<ul style="list-style-type: none"> d. Lead team will work with subject matter experts to develop FAQ's for each functional area to ensure consistent cross college communication. 	SS	Complete
College Services/Risk Management	1) Health Screening Process	<ul style="list-style-type: none"> a. The HSO will greet Employees, students, and contractors (referred to as "person") outside of the designated entrance of each building used for CTE Face to Face instruction. After the greeting, the ESC is asked screening questions; If all answers are "No" then "b"; If any answer is "Yes", then "e". b. The HSO will take the forehead temperature of the person using a touchless thermometer. If temperature is less than 100.0, then "d". If the person's temperature is 100.0 or greater, then go to "c". 	CS	Complete

		<p>c. The HSO will ask the person step into a shaded area and rest for a moment. After a period of three minutes, the HSO will retake the temperature. If temperature is less than 100.0, then “d”. If the person’s temperature is 100.0 or greater, repeat “c”. *If the person’s temperature is greater than 100.0 degrees for a third time, then “e”.</p> <p>d. The HSO will provided the person a colored wristband, indicating they have been screened and are allowed to access designated buildings on the campus for that particular day.</p> <p>e. The HSO will advise the person they are not permitted to enter the building and they should go home, self-quarantine, and contact a health official for further guidance.</p> <p>See Appendix CS-06 and CS-07</p>		
College Services/Risk Management	2) Incident Case Reporting Process	<p>a. If an employee or student report to their supervisor or instructor, they have had contact with a COVID-19 positive person within the past 14 days, the person’s supervisor or instructor must complete an ACD COVID-19 report, and, for students only, a SOBI report.</p> <p>b. Once the ACD COVID-19 Report Form is completed, it is submitted to the Coordinator of College Risk Management (Jacob Colunga, jcolunga7@alamo.edu).</p> <p>c. The Coordinator of College Risk Management (CCRM) will review the submitted report and begin researching any missing information not known to the submitting party.</p>	CS	Complete



		<p>d. The CCRM will coordinate tracking of the individual with Enterprise Risk Management.</p> <p>See Appendix CS-09.</p>		
College Services/Risk Management	3) Incident Response Plan	<p>In the case of a COVID-19 Positive (C19-P) case (confirmed by test):</p> <p>a. CCRM will determine the last time the C19-P person was on campus. Who they were in contact with and what areas of campus they visited.</p> <p>b. If the visit to campus was more than 14 days, then information is provided to SPC Leadership and ERM, and normal operations continue.</p> <p>c. If the visit was within 14 days, those in close contact with C19-P will be contacted and provided information regarding free testing via San Antonio Metro Health.</p> <p>d. If C19-P's last visit was less than three days of notification, then Disinfecting Plan will be activated.</p> <p>See Appendix CS-08</p>	CS, ERM	Complete
College Services/Risk Management	4) Close contact identification Process	<p>The ACD COVID-19 Report requests the supervisor or instructor to list all those who were in close contact with the C19-P and the places visited by the C19-P during their last visit (if known)</p> <p>See Appendix CS-10</p>	CS, ERM	Complete
College Services/Risk Management	5) Disinfecting Plan	<p>Procedures for specific space types have been developed by McLemore.</p> <p>a. Cleaning Procedures for Classrooms/Common Areas</p> <p>b. Cleaning Procedures for Office Spaces</p> <p>c. Cleaning Procedures for Restrooms</p>	CS, ERM	Complete



Level II – Implementation Readiness Priorities, Key Activities, & Responsible Teams

Level II (Locally declared: All Clear; COSA Green Level) - Implement, Monitor, and Adjust. Up to 50% on-site (Target: July and Fall 2021; effective 7/6/21 – 8/15/21)

Implement, Monitor, and Adjust

Carefully phase up to 50% occupancy as resource ready facilities and resources are ready, monitoring for impact and adjusting as necessary for effectiveness, safety and health

- Up to 50% of essential DPS, IT, Facilities and other support personnel
- Up to 50% of all courses will be offered face-to-face
- Up to 50% of academic support staff onsite

Academic Success Highlights and Continuity of Service

- **Academic Labs:** Level II (by appointment @ 50% - open Fall 2021/August 23rd)
- **Library**
 - Library staff may return to work at 50% capacity. Teams of 3-4 rotate each week to allow for self-quarantine between each in-person shift to avoid transmission of virus.
 - In Phase 3, the library will open for limited use. Open computer lab occupancy of 10 maximum (including any presenter in the room)
 - Staff and librarians will retrieve books 'upon request' and provide curbside pickup and computer usage based on appointment.
 - Faculty needing computer labs would be required to reserve the rooms via the Library reservation page. Labs will NOT be provided without a reservation.
 - Faculty and students are to be screened before entry into the Library
 - Faculty or staff who reserve the Library computer labs would be responsible for cleaning and sanitizing the labs before and after use
 - Staff and on Campus hours TBD
 - If staffing is unavailable due to 'opt out' option, the Library will continue to operate at Phase 1 level
 - *Free GoPrint is needed by students. Portion of students coming to library face financial instability.*

Southwest Campus Library

- Will be open for computer usage by appointment only
- **Tutoring**

Communications and Learning Tutoring Plan - Summer and Fall 2021

Tutoring will be onsite for Summer and Fall for both the Integrated Reading and Writing Lab and the Rose Thomas Writing Center. Each location will operate during the **Summer** operate at least 25% capacity for at least 10 onsite hours each week and during the **Fall** at least 50% capacity for at least 20 onsite hours each week. Since both support staff can tutor in reading and writing, they will schedule alternating workdays (one working MW and the other working TR in summer). The Integrated Reading and Writing Center's support staff



may choose hours that coincide with the INRW 0420 classes offered in summer and fall. Tutoring services for remote and onsite will be by appointment.

For the lab areas with multiple Learning Spaces, tutoring space are limited to one location and will follow the occupancy as listed below. The Learning Space in the INRW lab and occupancy is at follows:

- Learning Space CWN 413.1 (6+1)
- Learning space CWN 413.2 (7+1)
- Learning Space CWN 413.3 Comp lab (7+1)

The Learning Space for the Rose Thomas Writing Center and occupancy is as follows:

- Learning Space CWN 317.1 Tutoring Lab (11+1)
- Learning Space CWN 317.4 Comp lab (9+1)

Published hours of operation will be on the website. Signs will be visible at each lab location and posted in each of the study areas in CWN (2nd, 3rd, and 4th floor). It will include the tutoring format (remote hours and f2f hours) and step to schedule an appointment. During onsite hours, tutors will assist students who visit the tutoring centers while adhering to all COVID safety protocols (e.g. wearing masks, social distancing at six feet, etc.). Hand sanitizers will be available throughout the tutoring centers and chairs and desks will be sanitized after each session.

Byrd Sanctuary Tutoring Plan - Summer and Fall 2021

- Onsite **Summer** sessions are published in the Appendix AS-1_Tutoring Programs and Labs. Fifteen student maximum to allow for six feet distancing, and this is also 25% of the sixty student maximum occupancy
- Students come and go on a first-come-first served basis
- If the Byrd Sanctuary is full (twenty students), students will be directed to come back at another time.
- Students will use hand sanitizer and don gloves upon entry
- Facemasks are mandatory as per SPC policy.
- Students are free to interact with models or use designated computer stations, with seating spaced according to six-foot rule
- Tutors will not be present, but students may access tutors via Zoom sessions.
- A lab coordinator will be present to monitor students.

For the Fall, all points above apply, except:

- If six feet distancing is shortened, more students may be allowed in the tutoring center at one time up to a maximum of thirty students (50% of maximum occupancy)
- Fall hours are published in Appendix AS-1_Tutoring Programs and Labs.

MathWorld Tutoring Plan – Summer and Fall 2021

Math world will operate during the **Summer** operate at least 25% capacity for at least 10 onsite hours each week and during the **Fall** at least 50% capacity for at least 20 onsite hours each week.

Remote/Virtual Tutoring from home - we will continue offering Remote/Virtual Tutoring through CANVAS. The students must either be enrolled in a Math or Engineering Course offered at SPC or SPC must be their home college. Students register in an SPC Math or Engineering class will co-enrolled in Math 0001 (all Math



or Engineering support labs). There is no cost to the student for the Math Support Labs. If you are not enrolled in an SPC Math or Engineering class and your home college is SPC, then you need to be enrolled in Math 0001. Please talk to the coordinator to be registered.

Onsite Computer Lab Access to remote/virtual tutoring - Although any student taking a Math or Engineering class at SPC will be able to sign up for computer lab access, the tutoring will still be remote/virtual.

1. What does this mean? The student will sit at a computer in the lab and log into the **on campus virtual access link** (which is not the same zoom links found in CANVAS). The link will be on the computer's desktop. **Computer Lab Access will be by appointment only.**

2. What are the rules & stipulations?

- a. You must be enrolled in a SPC Math or Engineering class or SPC must be your home college.
- b. You must wear a mask & practice social distancing (6 feet) at all times.
- c. You must sign up for an appointment. NO WALK INS.
- d. You must come during your schedule time. If you are late you do not get additional time.
- e. You must leave once your time is up.
- f. You must have your own supplies. We will not loan any pens, pencils, calculators, erasers, white out, paper, books, etc.
- g. A headset will be provided to you.
- h. Once you have logged into the zoom tutoring session, you will be placed in a breakout room to work with a tutor. Once you are done asking a question you can leave the breakout room.
- i. You are only allowed to sit at the designated location in the lab.

3. How does a student sign up for computer lab access.

- a. Math Access & Engineering Access - students will need to go to Virtual MathWorld in CANVAS and click on the link to sign up for Computer Lab Access on Campus.
- b. Sign up per week - sign up for the next week starts Friday 12am and ends on Tuesday 11:30 pm.
 - o This is a sample of the form the students will fill out.

4. Schedule and Form Instructions

- o MathWorld Tutoring/Computer Lab Schedule for Summer and Fall (See Appendix AS-1_Tutoring Programs and Labs).

5. Cleaning between lab usage sessions

- a. The Coordinator will need 15 minutes to clean between each time session.
- b. The Coordinator and any tutors on campus will be provided a face shield and a mask.
- c. Social distancing will be maintained

Tutoring and Technology Center (TNT) – Summer and Fall 2021

Hours of Operation

Monday through Thursday 8:00am-5:00pm

Maximum Capacity

16 individuals

Staffing

- Two tutors will be available from 8:00am-12:00pm and will be replaced by two tutors who will be available from 1:00pm-5:00pm



- Staff will be on A-B schedule (One team will work Monday and Wednesday while another works Tuesday and Thursday)
- TNT Coordinator will work 8:00am-5:00pm

Tutoring Procedures

- Tutoring sessions will be by appointment and be 45 minutes in length
- Students will email spc-tutoring@alamo.edu to schedule a tutoring session time and will receive a confirmation email
- Upon arriving students will be checked in and directed to their table and seat
- Tutors will observe social distancing while tutoring

Precautions

- Students and Staff will be required to comply with District policy and procedures (Face Coverings, Social Distancing, etc.)
- Students will enter TNT through the main doors and exit through the door nearest the breezeway between Norris and Sutton Learning Center
- Seating will be arranged to maintain 6-foot distance
- Staff will clean area after each tutoring session
- The TNT Center will be closed from 12:00PM to 1:00PM for cleaning

- **Childcare center**

The # of students served will be determined in accordance with a capacity aligned with State of Texas Health and Human Services, Metro Health and Accrediting body guidelines and if requests are greater than our capacity to serve, we will adhere to our waiting list process.

- Current student parents, faculty and staff, and parents with CCS subsidies, take priority on our waiting list.
- Waiting list is first come - first serve and is dated and marked with the time.
- Licensing/NAEYC requirements will be followed
 - All staff, agency representatives, and parents wear masks.
 - PPE in place for staff: masks, gown, gloves, (goggles still in question)
 - Per licensing requirement “No Family Style Serving.” Classroom teacher (masked) will wash her hands, put gloves on, and serve individual meal to child. Pending meal program serving meals.
 - Cleaning needs/sanitizing needs are to be met



- Allow enough time for staff to sanitize center
 - Sanitize playground between each use
 - No group sensory tubs
 - PPE Equipment has been purchased and center will adhere to CDC Guidelines
- **Continuity of Service**
 - Courses chosen for on-campus, face-to-face instruction should be prioritized to support completion for students whose courses were delayed or interrupted by earlier transitions to remote teaching and learning.
 - Courses approved to offer on-campus, face-to-face under Level II must have articulated contingency plan for remote/online delivery, where possible, should conditions require transition to remote instruction.
 - All courses must continue to use **canvas** even if they return to a face to face environment to support student familiarity should conditions merit a return to remote instruction
 - Limited onsite faculty office hours with students may be held if health and safety standards can be maintained.
 - Sufficient PPE must be available and sustainable based on projected burn rate, supply and budget.
 - On campus courses must be scheduled to allow for a sanitation process between classes.
 - Where applicable, specialized accrediting body must support the instructional plan.
 - Faculty development for both onsite and remote environment will continue.
 - All courses must continue to use Canvas, even if returning to on-campus, face-to-face instruction. This will support student familiarity should conditions require transition to remote instruction.
 - Courses must maintain records of attendance to comply with contact tracing standards.
 - Instructors must agree to enforce all safety standards.
 - All on campus courses must have a facilities plan approved by college services and risk management.
 - Continue to develop and implement training for students and faculty to safely interact on campus.
 - Develop and continue to monitor lead measures for assessment and process improvement.

Considerations for Transitions (“Triggers”) between level III and level II

- Following CDC, Federal, State, County, and City Guidelines and link to dynamic metrics.
- Budgetary impact to include resources needed for health and safety of all personnel.
- Ensure we have the training capacity for all employees and students.

Student Success Highlights and Continuity of Service (July 2021)

- 50% of Student Success core services (Enrollment Services, Testing, Advising, Student Advocacy, Disability Support Services, Business Office, and Financial Aid) will be provided onsite from a single building by appointment only, accordingly:
 - July 2021 (Enrollment Season) Monday and Thursday 8 a.m. – 7 p.m. on rotating schedules (i.e. Group A will work Monday and Wednesday and Group B will work Tuesday and Thursday based on personnel feasibility)
 - Virtually, services will continue to be provided Monday – Thursday 8 a.m. – 7 p.m.
- On-site service available through contactless support, to include on-demand kiosk service



- MSS and GSVOTC will operate in accordance to Appendix SS-2 & SS-3
- 100% of Student Success non-core services (International Student Services, Student Conduct, Veteran Affairs, Student Life, and College Specific Programs) will remain remote

Student Success Highlights and Continuity of Service (Enrollment Season & Fall 2021)

- 50% - 75% of Student Success core services (Enrollment Services, Testing, Advising, Student Advocacy, Disability Support Services, Business Office, and Financial Aid) will be provided onsite from designated buildings by appointment and walk-in availability, accordingly:
 - Fall 2021 (Enrollment Season) Monday – Thursday 8 a.m. – 7 p.m. on rotating schedules (i.e. Group A will work Monday and Wednesday and Group B will work Tuesday and Thursday based on personnel feasibility)
 - On-site service available through contactless support, to include on-demand kiosk service
 - Virtually, services will continue to be provided Monday – Thursday 8 a.m. – 7 p.m.
 - All staff will work remotely on Fridays (8 a.m. – 5 p.m.) and Saturdays (9 a.m. – 1 p.m.)
 - Fall 2021 (Non-Enrollment Season) Monday – Thursday 8 a.m. – 5 p.m. on rotating schedules (i.e. Group A will work Monday and Wednesday and Group B will work Tuesday and Thursday based on personnel feasibility)
 - Virtually, services will continue to be provided Monday – Thursday 8 a.m. – 5 p.m. w/ rotating late nights
 - All staff will work remotely on Fridays (8 a.m. – 5 p.m.) and 1st Saturdays (9 a.m. – 1 p.m.)
- MSS and GSVOTC will operate in accordance to Appendix SS-2 & SS-3
- 50%- 25% of Student Success non-core services (International Student Services, Student Conduct, Veteran Affairs, Student Life, and College Specific Programs) will remain remote. Onsite service will be provided designated buildings by appointment and walk-in availability. Screening will still be mandated.

	Priorities	Key Activities & Plan Summary	Responsible	Status
Academic Success	1) Enrollment Management/ Scheduling – Determine appropriate balance between Demand and Capacity for onsite instruction	a. Enrollment Capacity/Facilities Capacity	AS	Complete
		b. Faculty Coverage x. Determine available Faculty to teach F2F xi. Faculty “Remote Work Request” decisions xii. Recruit Adjunct Faculty where gap exists	AS	Complete
		c. Determine Budget Impact iv. Faculty Salaries/Loading v. Enrollment / Contact Hours vi. CRRSAA Funds	AS	Complete

		<ul style="list-style-type: none"> e. Prioritize Face-to-Face (F2F) courses to support student success based on the following: <ul style="list-style-type: none"> ii. Program accreditation requirements iii. Psychomotor competencies/affective skills cannot be assessed remotely iv. Practicums, labs, clinical and internships are required F2F. v. Program cohorts and curriculum sequence must be delivered F2F to prevent impacting the ability of the next program cohort to start. ii. Incompletes assigned to classes in previous semesters. vii. Capstone course for graduation, student succession and completion viii. To support equity, colleges may provide opportunities for student populations that demonstrate greater success in F2F environments 	AS	Complete
Academic Success	2) Health and Safety (Risk Management collaboration)	a. Campus health and safety screen/temperature Check	AS, CS	Complete
		b. Determine appropriate Personal Protective Equipment (PPE) availability per discipline/program need	AS, CS	Complete
		<ul style="list-style-type: none"> c. Determine and adhere with the “up to 50%” building occupancy <ul style="list-style-type: none"> ii. (cont.) Determine number of buildings to be open, based on PPE, disinfection protocols and capacity of cleaning vendor (McLemore), etc. 	AS, CS	Complete
		d. Maintain 6-foot social distancing in classrooms and labs	AS, CS	Complete
		e. Plan for time between classes for disinfection protocols	AS, CS	Complete

		g. Access to external training sites to support specialized programs in Career and Technical Education, High School Partners and Continuing Education	AS	Complete
		h. Courses/sections that require F2F instruction will consider options to reduce class size to achieve six (6) feet of separation between individuals and avoid sharing equipment/objects ii. Options include additional sections, small classes in larger classrooms, and hybrid classes that have a virtual foundation with rotating in-person student groups.	AS	Complete
Academic Success	3) Faculty and Student preparedness	a. Remote Readiness iv. Faculty (1) Access to appropriate training for all faculty to teach (2) Facilitators available to support (3) Schedule (Fall, Spring and Summer) (a) CANVAS (b) Distance Learning (c) Remote Ready (d) QM v. Students (1) ID's (Student Success) (2) Inform via New Student Orientation (NSO modules) remote learning access for new students (Student Success) (3) Access for all returning students to learn remotely (a) Social Media, PR, etc. vi. Access to appropriate technology for all faculty and students	AS	Complete



		vi. Access to disability services accommodations (Student Success)		
		b. F2F Readiness iv. Directional Signage and Video (Examples of how to enter and exit facilities and classrooms)	AS	Complete
Academic Success	4) Academic Student Support Services – Maintain “up to 50%” and social distancing, etc.	a. Access to Tutoring vi. Appointment based F2F vii. Brainfuse viii. Remote/ZOOM sessions	AS	Complete
		b. Access to Library and Learning Resources iii. Concierge type of services iv. Appointment based F2F	AS	Complete
		c. Access to Childcare Development Centers iv. Following State of Texas and Metro Health Guidelines	AS	Complete
		e. Access to Open Computer Labs ii. Appointment based lab use with limited access	AS	Complete
Academic Success	5) Communication Plan	a. Faculty (Lead team will work with subject matter experts to develop FAQ’s for each functional area to ensure consistent cross college communication).	AS	In Progress
		b. High School (ISD’s) Partners iv. Campus Access	AS	Complete
		d. Students iv. Class Schedule in ACES – clear language (F2F requirement or remote via ZOOM) iii. Syllabus v. Plan for Health / Safety screening time before onsite classes vi. Technology i.e. laptops and hot spot availability (check-out process)	AS	Complete
		d. External partners (clinicals, internships, practicums, etc.)	AS	Complete
Student Success	1) Health and Safety (Risk Management)	a. Determine appropriate Personal Protective Equipment (PPE) to meet 50% on-site	SS, CS	Complete



	collaboration)			
		b. Determine 50% occupancy in Student Success onsite areas	SS, CS	Complete
		c. Retrain and communicate on incident reporting form and process for staff who test positive to COVID-19 or are exposed to someone who tests positive	SS, CS	Complete
		d. Coordinate on the installation of safety barriers for staff and students	SS, CS	Complete
		e. Determine controlled entry/exit points (traffic flow management)	SS, CS	Complete
		f. Coordinate on the installation of social distancing prompts	SS, CS	Complete
		g. Coordinate on the installation of signage to ensure safety protocol mandates	SS, CS	Complete
		h. Coordinate on the sanitation and disinfection on common resources and spaces	SS, CS	Complete
		i. Coordinate on the practices associated with temperature checks, disbursement of PPE and monitoring of occupancy levels	SS, CS	Complete
Student Success	2) Staff and Student Preparedness	a. Remote Readiness x. Access to appropriate training and resources for staff to serve students remotely (i.e. software applications, soft phones, chatbot, live chat, Zoom, etc.) xi. Publish resource information for students to access Student Success services remotely xii. Provide access to technology resources (i.e. Laptop, Hotspots, etc.) for students in need	SS	Complete
		b. F2F Readiness xiii. Directional Signage and Video (i.e. examples of how to enter and exit facilities) xiv. Scale student kiosk service	SS	Complete



		<p>model for Student Success Welcome Centers</p> <p>xv. Scale student paging model for Welcome Centers to service students (i.e. text messaging)</p> <p>xvi. Briefing and training of safety and cleaning protocols for onsite team members</p>		
Student Success	<p>3) Scheduling - determine appropriate “Polarity” balance between Demand and Capacity for onsite student services, based on available space and student need</p>	<p>a. Determine available core Student Success staff</p> <p>i. Coordinate with human resources to develop a request and approval process for those who cannot return to campus due to underlying health issues, caregiver duties, and/or other matters of concern</p>	SS	Complete
		<p>b. Develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas: Enrollment Services, Testing, Advising, Student Advocacy, Disability Support Services and College Specific Programs</p> <p>i. Staff will be scheduled onsite Monday – Thursday 8 a.m. to 5 p.m. up to 50% capacity on a rotating basis (i.e. Group A will serve onsite Monday and Wednesday, Group B will serve onsite Tuesday and Thursday)</p> <p>ii. 75% of remaining Student Success staff will provide student services remotely Monday – Thursday 8 a.m. – 7 p.m.</p> <p>iii. 100% of Student Success staff will serve students remotely on Fridays and Saturdays</p>	SS	Complete



Student Success	4) Coordination with DSO Student Success Services	a. In coordination with our district support partners, develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas: i. Business Office and Financial Aid	SS	Complete
Student Success	5) Prepare Communication Resources for Staff and Students for Student Success Areas/Initiatives	a. Lead team will work with subject matter experts to develop FAQ's for each functional area to ensure consistent cross college communication.	SS	Complete
College Services/Risk Management	1) Health Screening Process	<p>a. The HSO will greet Employees, students, and contractors (referred to as "person") outside of the designated entrance of each building. After the greeting, the ESC is asked screening questions; If all answers are "No" then "b"; If any answer is "Yes", then "e".</p> <p>b. The HSO will take the forehead temperature of the person using a touchless thermometer. If temperature is less than 100.0, then "d". If the person's temperature is 100.0 or greater, then go to "c".</p> <p>c. The HSO will ask the person step into a shaded area and rest for a moment. After a period of three minutes, the HSO will retake the temperature. If temperature is less than 100.0, then "d". If the person's temperature is 100.0 or greater, repeat "c". *If the person's temperature is greater than 100.0 degrees for a third time, then "e".</p> <p>d. The HSO will provided the person a colored wristband, indicating they have been screened and are allowed to access designated buildings on the campus for that particular day.</p>	CS	Complete



		<p>e. The HSO will advise the person they are not permitted to enter the building and they should go home, self-quarantine, and contact a health official for further guidance.</p> <p>See Appendix CS-06 and CS-07</p>		
College Services/Risk Management	2) Incident Case Reporting Process	<p>a. If an employee or student report to their supervisor or instructor, they have had contact with a COVID-19 positive person within the past 14 days, the person's supervisor or instructor must complete an ACD COVID-19 report, and, for students only, a SOBI report.</p> <p>b. Once the ACD COVID-19 Report Form is completed, it is submitted to the Coordinator of College Risk Management (Jacob Colunga, jcolunga7@alamo.edu).</p> <p>c. The Coordinator of College Risk Management (CCRM) will review the submitted report and begin researching any missing information not known to the submitting party.</p> <p>d. The CCRM will coordinate tracking of the individual with Enterprise Risk Management.</p> <p>See Appendix CS-09.</p>	CS	Complete
College Services/Risk Management	3) Incident Response Plan	<p>In the case of a COVID-19 Positive (C19-P) case (confirmed by test):</p> <p>a. CCRM will determine the last time the C19-P person was on campus. Who they were in contact with and what areas of campus they visited.</p> <p>b. If the visit to campus was more than 14 days, then information is provided to SPC Leadership and ERM, and normal operations continue.</p>	CS, ERM	Complete



		<p>c. If the visit was within 14 days, those in close contact with C19-P will be contacted and provided information regarding free testing via San Antonio Metro Health.</p> <p>d. If C19-P's last visit was less than three days of notification, then Disinfecting Plan will be activated.</p> <p>See Appendix CS-08</p>		
College Services/Risk Management	4) Close contact identification Process	<p>The ACD COVID-19 Report requests the supervisor or instructor to list all those who were in close contact with the C19-P and the places visited by the C19-P during their last visit (if known)</p> <p>See Appendix CS-10</p>	CS, ERM	Complete
College Services/Risk Management	5) Disinfecting Plan	<p>Procedures for specific space types have been developed by McLemore.</p> <p>d. Cleaning Procedures for Classrooms/Common Areas</p> <p>e. Cleaning Procedures for Office Spaces</p> <p>f. Cleaning Procedures for Restrooms</p>	CS, ERM	Complete



Level I – Implementation Readiness Priorities, Key Activities, & Responsible Teams

Level I (Locally declared: All Clear; COSA Green Level) - Implement, Monitor, and Adjust. Up to 100% (Target: 51% and above and up to 75% on-site, Contingency Based; Fall 2021 and/or Spring 2022; projected effective 8/16/21 – 12/10/21)

Implement, Monitor, and Adjust

Carefully phase up to 75% occupancy as resource ready facilities and resources are ready, monitoring for impact and adjusting as necessary for effectiveness, safety and health

- Up to 75% of essential DPS, IT, Facilities and other support personnel
- Up to 75% of students on-site
- Up to 75% of faculty on-site

Academic Success Highlights and Continuity of Service

- Up to 75% of all course will be offered face-to-face
- Up to 75% of academic support staff onsite
- **Academic Labs:** Level I (by appointment @ 75% open Fall 2021)
- **Library**
 - Library staff may return to work at 75% capacity. Teams of 3-4 rotate each week to allow for self-quarantine between each in-person shift to avoid transmission of virus.
 - In Phase 3, the library will open for limited use. Open computer lab occupancy of 10 maximum (including any presenter in the room)
 - Staff and librarians will retrieve books ‘upon request’ and provide curbside pickup and computer usage based on appointment.
 - Faculty needing computer labs would be required to reserve the rooms via the Library reservation page. Labs will NOT be provided without a reservation.
 - Faculty and students are to be screened before entry into the Library
 - Faculty or staff who reserve the Library computer labs would be responsible for cleaning and sanitizing the labs before and after use
 - Staff and on Campus hours TBD
 - If staffing is unavailable due to ‘opt out’ option, the Library will continue to operate at Phase 1 level
 - *Free GoPrint is needed by students. Portion of students coming to library face financial instability.*
 - **Southwest Campus Library**
 - will be open for computer usage by appointment only

- **Tutoring**

Communications and Learning Tutoring Plan - Fall 2021

Tutoring will be onsite for Summer and Fall for both the Integrated Reading and Writing Lab and the Rose Thomas Writing Center. Each location will operate at least 75% capacity for at least 30 onsite hours each week



for summer. Since both support staff can tutor in reading and writing, they will schedule alternating workdays (one working MW and the other working TR in summer. The Integrated Reading and Writing Center's support staff may choose hours that coincide with the INRW 0420 classes offered in summer and fall. The hours of operation TBD later for both summer and fall. There will be morning and afternoon hours in the summer and morning, afternoon, and evening hours in fall 2021. Tutoring services for remote and onsite will be by appointment.

For the lab areas with multiple Learning Spaces, tutoring space are limited to one location and will follow the occupancy as listed below. The Learning Space in the INRW lab and occupancy is at follows:

- Learning Space CWN 413.1 (6+1)
- Learning space CWN 413.2 (7+1)
- Learning Space CWN 413.3 Comp lab (7+1)

The Learning Space for the Rose Thomas Writing Center and occupancy is as follows:

- Learning Space CWN 317.1 Tutoring Lab (11+1)
- Learning Space CWN 317.4 Comp lab (9+1)

Published hours of operation will be on the website. Signs will be visible at each lab location and posted in each of the study areas in CWN (2nd, 3rd, and 4th floor). It will include the tutoring format (remote hours and f2f hours) and step to schedule an appointment. During onsite hours, tutors will assist students who visit the tutoring centers while adhering to all COVID safety protocols (e.g. wearing masks, social distancing at six feet, etc.). Hand sanitizers will be available throughout the tutoring centers and chairs and desks will be sanitized after each session.

Byrd Sanctuary Tutoring Plan- Fall 2021

- The Byrd Sanctuary will operate at least 75% capacity for at least 30 onsite hours each week for Fall.
- Students come and go on a first-come-first served basis
- If the Byrd Sanctuary is full (twenty students), students will be directed to come back at another time.
- Students will use hand sanitizer and don gloves upon entry
- Facemasks are mandatory as per SPC policy.
- Students are free to interact with models or use designated computer stations, with seating spaced according to six-foot rule
- Tutors will not be present, but students may access tutors via Zoom sessions.
- A lab coordinator will be present to monitor students.

MathWorld Tutoring Plan – Fall 2021

Math world will operate at least 75% capacity for at least 30 onsite hours each week for Fall.

Remote/Virtual Tutoring from home - we will continue offering Remote/Virtual Tutoring through CANVAS. The students must either be enrolled in a Math or Engineering Course offered at SPC or SPC must be their home college. Students register in an SPC Math or Engineering class will co-enrolled in Math 0001 (all Math or Engineering support labs). There is no cost to the student for the Math Support Labs. If you are not enrolled in an SPC Math or Engineering class and your home college is SPC, then you need to be enrolled in Math 0001. Please talk to the coordinator to be registered.

Onsite Computer Lab Access to remote/virtual tutoring - Although any student taking a Math or Engineering class at SPC will be able to sign up for computer lab access, the tutoring will still be remote/virtual.



1. **What does this mean?** The student will sit at a computer in the lab and log into the **on campus virtual access link** (which is not the same zoom links found in CANVAS). The link will be on the computer's desktop. **Computer Lab Access will be by appointment only.**
2. **What are the rules & stipulations?**
 - a) You must be enrolled in a SPC Math or Engineering class or SPC must be your home college.
 - b) You must wear a mask & practice social distancing (6 feet) at all times.
 - c) You must sign up for an appointment. **NO WALK INS.**
 - d) You must come during your schedule time. If you are late you do not get additional time.
 - e) You must leave once your time is up.
 - f) You must have your own supplies. We will not loan any pens, pencils, calculators, erasers, white out, paper, books, etc.
 - g) A headset will be provided to you.
 - h) Once you have logged into the zoom tutoring session, you will be placed in a breakout room to work with a tutor. Once you are done asking a question you can leave the breakout room.
 - i) You are only allowed to sit at the designated location in the lab.
3. How does a student sign up for computer lab access.
 - a) Math Access & Engineering Access - students will need to go to Virtual MathWorld in CANVAS and click on the link to sign up for Computer Lab Access on Campus.
 - b) Sign up per week - sign up for the next week starts Friday 12am and ends on Tuesday 11:30 pm.
 - o This is a sample of the form the students will fill out.
4. Schedule and Form Instructions
 - a) MathWorld Tutoring/Computer Lab Schedule are published in Appendix AS-1_Tutoring Programs and Labs.
5. Cleaning between lab usage sessions
 - a) The Coordinator will need 15 minutes to clean between each time session.
 - b) The Coordinator and any tutors on campus will be provided a face shield and a mask.
 - c) Social distancing will be maintained

Tutoring and Technology Center (TNT) – Fall 2021

Hours of Operation

Monday through Thursday 8:00am-5:00pm

Maximum Capacity

24 individuals

Staffing

- Two tutors will be available from 8:00am-12:00pm and will be replaced by two tutors who will be available from 1:00pm-5:00pm
- Staff will be on A-B schedule (One team will work Monday and Wednesday while another works Tuesday and Thursday)
- TNT Coordinator will work 8:00am-5:00pm



Tutoring Procedures

- Tutoring sessions will be by appointment and be 45 minutes in length
- Students will email spc-tutoring@alamo.edu to schedule a tutoring session time and will receive a confirmation email
- Upon arriving students will be checked in and directed to their table and seat
- Tutors will observe social distancing while tutoring

Precautions

- Students and Staff will be required to comply with District policy and procedures (Face Coverings, Social Distancing, etc.)
- Students will enter TNT through the main doors and exit through the door nearest the breezeway between Norris and Sutton Learning Center
- Seating will be arranged to maintain 6-foot distance
- Staff will clean area after each tutoring session
- The TNT Center will be closed from 12:00PM to 1:00PM for cleaning
- **Childcare center**

The # of students served will be determined in accordance with a capacity aligned with State of Texas Health and Human Services, Metro Health and Accrediting body guidelines and if requests are greater than our capacity to serve, we will adhere to our waiting list process.

 - Current student parents, faculty and staff, and parents with CCS subsidies, take priority on our waiting list.
 - Waiting list is first come - first serve and is dated and marked with the time.
 - Licensing/NAEYC requirements will be followed
 - All staff, agency representatives, and parents wear masks.
 - PPE in place for staff: masks, gown, gloves, (goggles still in question)
 - Per licensing requirement “No Family Style Serving.” Classroom teacher (masked) will wash her hands, put gloves on, and serve individual meal to child. Pending meal program serving meals.
 - Cleaning needs/sanitizing needs are to be met
 - Allow enough time for staff to sanitize center
 - Sanitize playground between each use
 - No group sensory tubs
 - PPE Equipment has been purchased and center will adhere to CDC Guidelines



- **Continuity of Service**

- Courses chosen for on-campus, face-to-face instruction should be prioritized to support completion for students whose courses were delayed or interrupted by earlier transitions to remote teaching and learning.
- Courses approved to offer on-campus, face-to-face under Level I must have articulated contingency plan for remote/online delivery, where possible, should conditions require transition to remote instruction.
- Sufficient PPE must be available and sustainable based on projected burn rate, supply and budget.
- On campus courses must be scheduled to allow for a sanitation process between classes.
- Where applicable, specialized accrediting body must support the instructional plan.
- Faculty development for both onsite and remote environment will continue.
- All courses must continue to use Canvas, even if returning to on-campus, face-to-face instruction. This will support student familiarity should conditions require transition to remote instruction.
- Courses must maintain records of attendance to comply with contact tracing standards.
- Instructors must agree to enforce all safety standards.
- All on campus courses must have a facilities plan approved by college services and risk management.
- Continue to develop and implement training for students and faculty to safely interact on campus.
- Develop and continue to monitor lead measures for assessment and process improvement.

Considerations for Transitions (“Triggers”) between level II and I

- Following CDC, Federal, State, County, and City Guidelines and link to dynamic metrics.
- Budgetary impact to include resources needed for health and safety of all personnel.
- Ensure we have the training capacity for all employees and students.

Student Success Highlights and Continuity of Service (Spring 2022)

- 75% - 100% of Student Success core services (Enrollment Services, Testing, Advising, Student Advocacy, Disability Support Services, Business Office, and Financial Aid) will be provided onsite from designated buildings by appointment and walk-in availability. Screening will still be mandated.
 - Spring 2022 Monday – Friday 8 a.m. – 5 p.m. on site w/ rotating schedules
 - First Saturdays 9 a.m. – 1 p.m. onsite
- On-site service available through contactless support, to include on-demand kiosk service
- MSS and GSVOTC will operate in accordance to Appendix SS-2 & SS-3
- 25% - 0% of Student Success non-core services (International Student Services, Student Conduct, Veteran Affairs, Student Life, and College Specific Programs) will remain remote. Onsite service will be from designated buildings by appointment and walk-in availability. Screening will still be mandated.

	Priorities	Key Activities & Plan Summary	Responsible	Status
Academic Success	1) Enrollment Management/ Scheduling – Determine appropriate balance between Demand and Capacity for onsite instruction	a. Enrollment Capacity/Facilities Capacity	AS	Complete

		<ul style="list-style-type: none"> b. Faculty Coverage xiii. Determine available Faculty to teach F2F xiv. Faculty "Remote Work Request" decisions xv. Recruit Adjunct Faculty where gap exists 	AS	Complete
		<ul style="list-style-type: none"> c. Determine Budget Impact v. Faculty Salaries/Loading vi. Enrollment / Contact Hours vii. CRRSAA Funds 	AS	Complete
		<ul style="list-style-type: none"> f. Prioritize Face-to-Face (F2F) courses to support student success based on the following: <ul style="list-style-type: none"> iii. Program accreditation requirements iv. Psychomotor competencies/affective skills cannot be assessed remotely v. Practicums, labs, clinical and internships are required F2F. vi. Program cohorts and curriculum sequence must be delivered F2F to prevent impacting the ability of the next program cohort to start. iii. Incompletes assigned to classes in previous semesters. viii. Capstone course for graduation, student succession and completion ix. To support equity, colleges may provide opportunities for student populations that demonstrate greater success in F2F environments 	AS	Complete
Academic Success	2) Health and Safety (Risk Management collaboration)	<ul style="list-style-type: none"> a. Campus health and safety screen/temperature Check 	AS, CS	Complete
		<ul style="list-style-type: none"> b. Determine appropriate Personal Protective Equipment (PPE) availability per discipline/program need 	AS, CS	Complete
		<ul style="list-style-type: none"> c. Determine and adhere with the "up to 75%" building occupancy 	AS, CS	Complete

		iii. (cont.) Determine number of buildings to be open, based on PPE, disinfection protocols and capacity of cleaning vendor (McLemore), etc.		
		d. Maintain 6-foot social distancing in classrooms and labs	AS, CS	Complete
		e. Plan for time between classes for disinfection protocols	AS, CS	Complete
		h. Access to external training sites to support specialized programs in Career and Technical Education, High School Partners and Continuing Education	AS	Complete
		i. Courses/sections that require F2F instruction will consider options to reduce class size to achieve six (6) feet of separation between individuals and avoid sharing equipment/objects iii. Options include additional sections, small classes in larger classrooms, and hybrid classes that have a virtual foundation with rotating in-person student groups.	AS	Complete
Academic Success	3) Faculty and Student preparedness	a. Remote Readiness v. Faculty (1) Access to appropriate training for all faculty to teach (2) Facilitators available to support (3) Schedule (a) CANVAS (b) Distance Learning (c) Remote Ready (d) QM vi. Students (1) ID's (Student Success) (2) Inform via New Student Orientation (NSO modules) remote learning access for new students (Student Success)	AS	Complete



		<p>(3) Access for all returning students to learn remotely</p> <p>(a) Social Media, PR, etc.</p> <p>vii. Access to appropriate technology for all faculty and students</p> <p>viii. Access to disability services accommodations (Student Success)</p>		
		<p>b. F2F Readiness</p> <p>v. Directional Signage and Video (Examples of how to enter and exit facilities and classrooms)</p>	AS	Complete
Academic Success	4) Academic Student Support Services – Maintain “up to 25%” and social distancing, etc.	<p>a. Access to Tutoring</p> <p>ix. Appointment based F2F</p> <p>x. Brainfuse</p> <p>xi. Remote/ZOOM sessions</p>	AS	Complete
		<p>b. Access to Library and Learning Resources</p> <p>v. Concierge type of services</p> <p>vi. Appointment based F2F</p>	AS	Complete
		<p>c. Access to Childcare Development Centers</p> <p>v. Following State of Texas and Metro Health Guidelines</p>	AS	Complete
		<p>f. Access to Open Computer Labs</p> <p>iii. Appointment based lab use with limited access</p>	AS	Complete
Academic Success	5) Communication Plan	<p>a. Faculty (Lead team will work with subject matter experts to develop FAQ’s for each functional area to ensure consistent cross college communication).</p>	AS	In Progress
		<p>b. High School (ISD’s) Partners</p> <p>v. Campus Access</p>	AS	Complete
		<p>e. Students</p> <p>v. Class Schedule in ACES – clear language (F2F requirement or remote via ZOOM)</p> <p>iv. Syllabus</p> <p>vii. Plan for Health / Safety screening time before onsite classes</p> <p>viii. Technology i.e. laptops and hot spot availability (check-out</p>	AS	Complete



		process)		
		d. External partners (clinicals, internships, practicums, etc.)	AS	Complete
Student Success	1) Health and Safety (Risk Management collaboration)	a. Determine appropriate Personal Protective Equipment (PPE) availability per college	SS, CS	Complete
		b. Determine 75% occupancy in Student Success onsite areas	SS, CS	Complete
		c. Retrain and communicate on incident reporting form and process for staff who test positive to COVID-19 or are exposed to someone who tests positive	SS, CS	Complete
		d. Coordinate on the installation of safety barriers for staff and students	SS, CS	Complete
		e. Determine controlled entry/exit points (traffic flow management)	SS, CS	Complete
		f. Coordinate on the installation of social distancing prompts	SS, CS	Complete
		g. Coordinate on the installation of signage to ensure safety protocol mandates	SS, CS	Complete
		h. Coordinate on the sanitation and disinfection on common resources and spaces	SS, CS	Complete
		i. Coordinate on the practices associated with temperature checks, disbursement of PPE and monitoring of occupancy levels	SS, CS	Complete
Student Success	2) Staff and Student Preparedness	a. Remote Readiness xiii. Access to appropriate training and resources for staff to serve students remotely (i.e. software applications, soft phones, chatbot, live chat, Zoom, etc.) xiv. Publish resource information for students to access Student Success services remotely	SS	Complete



		xv. Provide access to technology resources (i.e. Laptop, Hotspots, etc.) for students in need		
		b. F2F Readiness xvii. Directional Signage and Video (i.e. examples of how to enter and exit facilities) xviii. Scale student kiosk service model for Student Success Welcome Centers xix. Scale student paging model for Welcome Centers to service students (i.e. text messaging) xx. Briefing and training of safety and cleaning protocols for onsite team members	SS	Complete
Student Success	3) Scheduling - determine appropriate “Polarity” balance between Demand and Capacity for onsite student services, based on available space and student need	a. Determine available core Student Success staff i. Coordinate with human resources to develop a request and approval process for those who cannot return to campus due to underlying health issues, caregiver duties, and/or other matters of concern	SS	Complete
		b. Develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas: Enrollment Services, Testing, Advising, Student Advocacy, Disability Support Services and College Specific Programs i. Staff will be scheduled onsite Monday – Thursday 8 a.m. to 5 p.m. up to 75% capacity on a rotating basis (i.e. Group A will serve onsite Monday and Wednesday, Group B will serve onsite Tuesday and Thursday) ii. 75% of remaining Student Success staff will provide	SS	Complete



		<p>student services remotely Monday – Thursday 8 a.m. – 7 p.m.</p> <p>iii. 100% of Student Success staff will serve students remotely on Fridays and Saturdays</p>		
Student Success	4) Coordination with DSO Student Success Services	<p>a. In coordination with our district support partners, develop a personnel rotation and scheduling model for each respective college, based on space capacity in the following Student Success areas:</p> <p>i. Business Office and Financial Aid</p>	SS	Complete
Student Success	5) Prepare Communication Resources for Staff and Students for Student Success Areas/Initiatives	<p>a. Lead team will work with subject matter experts to develop FAQ's for each functional area to ensure consistent cross college communication.</p>	SS	Complete
College Services/Risk Management	1) Health Screening Process	<p>f. The HSO will greet Employees, students, and contractors (referred to as "person") outside of the designated entrance of each building. After the greeting, the ESC is asked screening questions; If all answers are "No" then "b"; If any answer is "Yes", then "e".</p> <p>g. The HSO will take the forehead temperature of the person using a touchless thermometer. If temperature is less than 100.0, then "d". If the person's temperature is 100.0 or greater, then go to "c".</p>	CS	In Progress



		<p>h. The HSO will ask the person step into a shaded area and rest for a moment. After a period of three minutes, the HSO will retake the temperature. If temperature is less than 100.0, then “d”. If the person’s temperature is 100.0 or greater, repeat “c”. *If the person’s temperature is greater than 100.0 degrees for a third time, then “e”.</p> <p>i. The HSO will provided the person a colored wristband, indicating they have been screened and are allowed to access designated buildings on the campus for that particular day.</p> <p>j. The HSO will advise the person they are not permitted to enter the building and they should go home, self-quarantine, and contact a health official for further guidance.</p> <p>See Appendix CS-06 and CS-07</p>		
College Services/Risk Management	2) Incident Case Reporting Process	<p>a. If an employee or student report to their supervisor or instructor, they have had contact with a COVID-19 positive person within the past 14 days, the person’s supervisor or instructor must complete an ACD COVID-19 report, and, for students only, a SOBI report.</p> <p>b. Once the ACD COVID-19 Report Form is completed, it is submitted to the Coordinator of College Risk Management (Jacob Colunga, jcolunga7@alamo.edu).</p> <p>c. The Coordinator of College Risk Management (CCRM) will review the submitted report and begin researching any missing information not known to the submitting party.</p>	CS	Complete



		<p>d. The CCRM will coordinate tracking of the individual with Enterprise Risk Management.</p> <p>See Appendix CS-09.</p>		
College Services/Risk Management	3) Incident Response Plan	<p>In the case of a COVID-19 Positive (C19-P) case (confirmed by test):</p> <p>a. CCRM will determine the last time the C19-P person was on campus. Who they were in contact with and what areas of campus they visited.</p> <p>b. If the visit to campus was more than 14 days, then information is provided to SPC Leadership and ERM, and normal operations continue.</p> <p>c. If the visit was within 14 days, those in close contact with C19-P will be contacted and provided information regarding free testing via San Antonio Metro Health.</p> <p>d. If C19-P's last visit was less than three days of notification, then Disinfecting Plan will be activated.</p> <p>See Appendix CS-08</p>	CS, ERM	Complete
College Services/Risk Management	4) Close contact identification Process	<p>The ACD COVID-19 Report requests the supervisor or instructor to list all those who were in close contact with the C19-P and the places visited by the C19-P during their last visit (if known)</p> <p>See Appendix CS-10</p>	CS, ERM	Complete
College Services/Risk Management	5) Disinfecting Plan	<p>Procedures for specific space types have been developed by McLemore.</p> <p>g. Cleaning Procedures for Classrooms/Common Areas</p> <p>h. Cleaning Procedures for Office Spaces</p> <p>i. Cleaning Procedures for Restrooms</p>	CS, ERM	Complete





ALAMO COLLEGES DISTRICT
St. Philip's College

SPC COVID-19 Recovery Cross-College Team

Office of the President:

Dr. Adena Williams Loston, President
Randall Dawson, Acting President
Adrian Jackson, Director of Marketing and Strategic Communications
Jeffrey French, Director of Strategic Initiatives

Academic Success Team:

George Johnson, Interim Vice President for Academic Success
Edith Orozco, Dean for Academic Success, AST-MLK
Chris Beardsall, Dean for Academic Success, AST-SWC
Dr. Michael Grillo, Interim Dean for Academic Success, Arts and Sciences
Jessica Cooper, Dean for Academic Success, Health Sciences
Dr. Diana Gavin, Interim Dean for Academic Success, Academic Services
Renita Mitchell, Chair Mathematics and Engineering Department
Diane Hester, Interim Chair Communications and Learning Department
Cynthia Pryor, Interim Chair, Social and Behavioral Sciences Department
Dr. Shane Kendell, Chair Natural Sciences Department
Monica Guzman, Director of Child Development Center
April Schramm, Interim Director of Library Services
Elizabeth Castillo, Director of Student Success

Student Success Team:

Dr. Mordecai Brownlee, Vice President of Student Success
Christina Cortez, Dean for Student Success
Dr. Paul Machen, Dean for Student Success
Betsy Hamilton, Director of Military Support Services
Bill Moseley, Director of Good Samaritan Veterans Outreach & Transition Center

College Services/Safety and Risk Management Team:

Dr. Vanessa Anderson, Interim Vice President of College Services
Jacob Colunga, Coordinator of College Risk Management
John Orona, Director of Information and Communication Technology
Felipa Lopez, Director of College Services
Joey Dinscore, Superintendent
Ralph Ramirez, Director of Custodial Services



APPENDICES

Appendix AS-1: Tutoring Programs and Labs (See separate Appendix AS-1 Excel Spreadsheet)

Appendix SS-1: Capacity & Facility Recommendations in Conjunction with College Services/Risk Management

Based upon our walk throughs, these are the recommendations:

1. Capacity for WEC
 - a. Multipurpose Building capacity is 2006
 - i. CHP: 1003
 - ii. WEC: 400 however only 1st floor being used (200), 25% is 50 people
 - iii. CLR: 600
 - b. Southwest campus: Front area and conference room to be used. Roughly 12 people
2. The advising area can hold a total of 6 kiosk computers
3. The area in front of my office can hold a total of 6 kiosk computers
4. For the testing area, the area would only allow for roughly 9 students and 1 proctor. We may be able to get a better bang for our buck continuing virtual testing.
5. Check-in discussion, possibly having it inside the building due to the heat for WEC
6. Check-in discussion, having entry on the east side of building for SW campus to minimize the crossing of departments.
7. Need to remove cloth chairs in the WEC and in the B172
8. We will need technology, tables, and chairs.
9. Large discussion about the use of part time employees (lack of insurance/benefits)
10. All areas at the circle at MLK and SWC will have plexiglass, financial aid will have plexiglass at MLK.



Appendix SS-2: Military Support Service Level III, II, and I Mock Plan

Military Support Services	Phase (25%)	Phase (50%)	Phase (75%)	Phase (100%)	Notes
GSVOTC OFFICES	0800-1700	0800-1700	0700-1800	0800-1700	MSS Operations at JBSA are contingent upon DoD approval for return. Plan assumes face-to-face student services and July launch (75%), Aug/Sep (100%).
Betsy Hamilton	Remote	Remote	*Mon & Wed	Mon-Thu	
Sarai Duran	Remote	Remote	*Tue & Thu	Mon-Thu	
JBSA Lackland	0800-1700	0800-1700	0700-1800	0800-1700	*Per JBSA guidance and with face-to-face student support services permitted, otherwise staff will remain remote.
Javier Barron	Remote	Remote	*Tue & Thu	*Mon-Thu	
Heidi Hoff	Remote	Remote	**	**	
JBSA Randolph	0800-1700	0800-1700	0700-1800	0800-1700	**Part time staff will return per JBSA guidance and only when face-to-face instruction returns on the installation. Scheduling will mirror classroom instruction schedule. Until then, part time staff will continue to assist Assessment and Enrollment Management remotely, or on campus as permitted.
Cynthia Jaime	Remote	Remote	*Mon & Wed	*Mon-Thu	
Oscar Manners	Remote	Remote	**	**	
JBSA Fort Sam	0800-1700	0800-1700	0700-1800	0800-1700	
Allison Joubert	Remote	Remote	*Tue & Thu	*Mon-Thu	
Mario Oliveira	Remote	Remote	**	**	

Appendix SS-3: St. Philip's College Good Samaritan Veterans Outreach and Transition Center Reopening Plan (Level IV & Level III)

Background:

The GSVOTC is comprised of Veteran Service Organizations (VSO) that operate from within the facility to provide no cost service to veterans and family members. The primary VSO is the Texas Veteran Commission who files claims and benefits for veterans and family members too include burial claims and compensation.

Due to the current COVID-19 increase in cases the TVC, which is a State of Texas organization, will not operate from any facility until at least 2 weeks of continual decline in COVID19 cases occurs. This is key to the reopening of the GSVOTC and is event driven; not time driven. This may not align with other departments due to the nature of our mission and the community partners that operate from within the facility.

The GSVOTC will reopen upon approval by the ACD and will take all precautionary health protection measures in order to protect Students and Clients while ensuring they are provided the Veteran services they desire and deserve. Although services will not be degraded additional safety measures will be in place in order to protect SPC staff, VSO staff and clients from COVID-19 and other health conditions by the use of personal protective equipment (PPE) and protective equipment installed throughout the facility.

These measures include but are not limited to:

Plexiglass installed at the reception desk and individual offices where clients engage GSVOTC staff and VSO staff, they include 6' distance markers on the floor, separated seating in common areas such as waiting area and classroom, and conference rooms. Hand sanitizer positioned throughout the facility as well as sanitization protocols after each client is seen by VSO such as wiping down plexiglass, counter top and chair. Front door handles will be sanitized throughout the day as well bathroom facilities. All clients seen will be by appointment and no walk-ins will be seen as the facility will be locked and controlled by front desk personnel based on appointment with VSO. Clients will be provided a verbal health questionnaire and temperature check (to be determined by whom and how) upon entering facility for their scheduled appointment. Personnel will be directed to their appointment by signage and front desk staff, no waiting in the waiting area. Clients will not sign into kiosk; their information will be input by GSVOTC front desk staff as the information will be provided by VSO scheduling appointment.

Facts:

- GSVOTC facility has a maximum personnel capacity of 318 personnel
- GSVOTC personal staff is 4 positions.
- Military Support Services has 2 positions that operate in GSVOTC.
- GSVOTC has 8 VSOs (11 personnel)
- GSVOTC has Alamo City Black Chamber as a tenant (2 personnel)
- GSVOTC is 15K square foot facility
- GSVOTC is a 3-story facility
- GSVOTC capabilities are:
 - 50-person classroom



- 60-person conference room
- 34-person conference room
- 24-person computer lab
- 14-person testing center
- 7 VSO private offices
- leased suite with two offices and an 8-person conference room
- 3 private staff offices
- open desk that is secluded behind locked doors
- has a reception desk for 1 staff member

Current Situation:

The Governor of Texas has lifted the mask mandate and COVID cases have been declining. Organizations across the State of Texas have been reopening although many previous protocols and safety measures remain in place. All ACD and SPC protocols will be in effect for the GSVOTC. *All of the proposed timelines and levels are based on the environment and as the situation changes the levels may change accordingly. These levels and timelines are based on the current declining rates and are subject to change.*

Level IV (Target May '21) (based on precondition of 2-week COVID decline)

*GSVOTC operations will remain remote on Monday, Wednesday and Friday.

GSVOTC Staff will have two staff members operate from within the facility two days a week TUE & THU 8-5pm and will control access through the main entrance as all clients will be appointment based.

No group events will be conducted during this time frame.

The External Veteran Service Organizations that would operate from within the facility are: Texas Veteran Commission, San Antonio Legal Services Association, and the Alamo City Black Chamber of Commerce (lease tenant).

Level III (Target June '21) (based on precondition of 2-week COVID decline)

GSVOTC Staff will have two staff members operate from within the facility 3 days a week, MON, TUE & THU 8-5pm and will control access through the main entrance as all clients will be appointment based.

No group events will be conducted during this time frame.

The external Veteran Service organizations that would operate from within the facility- Texas Veteran Commission, San Antonio Legal Association, Onward to Opportunity, and Alamo City Black Chamber of Commerce.

Level II (Target July '21-Fall '21) (based on precondition of 2-week COVID decline)

GSVOTC Staff will have a minimum of two but up to three staff members as needed (other staff will remain remote) operate from within the facility on MON-FRI 8-5pm and will control access through the main entrance as many clients will be appointment based. Walk in clients will be allowed to also access facility although all clients will process through control point with safety measures in place.

Group events will be allowed during this time frame at a 50% rate of room capacity.

All veteran service organizations will operate from within the facility- Texas Veteran Commission, San Antonio Legal Association, Onward to Opportunity, Grace After Fire and Alamo City Black Chamber of Commerce etc.

Level I (Target Spring '22) (based on precondition of 2-week COVID decline)

GSVOTC Staff will have a minimum of three staff members operate from within the facility on MON-FRI 8-5pm as needed (other staff will remain remote) and will control access through the main entrance as many clients will be appointment based. Walk in clients will be allowed to also access facility although all clients will process through control point with safety measures in place.

Group events will operate at 100% room capacity if situation is deemed safe.

All veteran service organizations will operate from within the facility- Texas Veteran Commission, San Antonio Legal Association, Onward to Opportunity, Grace After Fire and Alamo City Black Chamber of Commerce etc.



**Appendix SS-4: St. Philip's College
No Mask Flowchart
(See separate Appendix SS-4 Flowchart)**

Appendix SS-5: C.2.1.9 (Procedure) Use of Face Coverings/Social Distancing at College District Sites

Responsible Department: Enterprise Risk Management Based on Board Policy: C.2.1 Environmental Health and Safety Approved: 6-25-20 Last Amended:

The College District seeks to provide a workplace and learning environment free from recognized hazards likely to cause serious physical harm or death, including Coronavirus/COVID-19 or other pandemic exposures. According to the Center for Disease Control (CDC), asymptomatic and pre-symptomatic individuals can be highly contagious and spread the disease when interacting in close proximity with individuals. CDC recommends the use of cloth face coverings ("masks") in public, and at institutions of higher education in particular, to slow the spread of the virus and help persons who may have the virus and do not know it from transmitting it to others. The Governor of Texas, Bexar County, and City of San Antonio also advocate, or may require, the use of masks in public and group settings. This procedure implements proactive steps, recommended by CDC, to help protect employees, faculty and students when they return to work, teach and learn at the physical campuses after sheltering at home during the COVID-19 pandemic.

I. Requirement of Face Coverings.

A. Masks Defined. A mask is defined for this procedure as a face covering, which need not be medical-grade, but may include manufactured disposable masks, manufactured or home-made cloth masks, scarves, bandanas, or handkerchiefs. Masks must cover the nose and mouth and extend under the chin. Disposable masks should be properly discarded after use in a trash can, receptacle, or bin. Cloth masks should be washed at home. Instructors of hearing-impaired students will be issued special masks to wear so that students may read their instructor's lips if technology is not available to otherwise assist the student.

B. Employees. Employees are required to wear masks upon entry to the worksite, and as required or encouraged in public settings. Employees are required to wear masks at work, going to and from buildings, at indoor and common areas, and at congregate outdoor events. Employees who do not wear masks will not be allowed to work or remain at work, unless they accept available masks furnished by the College District. Repeated non-compliance may subject an employee to disciplinary action, up to and including termination of employment, unless a legitimate reason exists for non-compliance with this procedure as determined by the College District.

C. Students. Students are required to wear masks on campus and upon entry to any campus building, and as required or encouraged in public settings. Students are required to wear masks during their entire presence on campus, in all buildings, at indoor and outdoor common areas, going to and from buildings, and at congregate outdoor events. This requirement may be stated by faculty in a class syllabus. Students at clinical sites must wear masks or respirators approved by CDC as required by the clinical site. Students who do not wear masks will not be allowed to remain in any classroom, laboratory, or campus, unless they accept available masks furnished by the College District. A faculty member may enforce the mask requirement in the classroom and may report a non-complying student to the Student Conduct officer for determination of any violation of the Student Code of Conduct, unless a legitimate reason exists for non-compliance with this procedure as determined by the College District. As an alternative to complying with the mask requirement, a

student may register before the beginning of a semester for online classes or be transferred to online learning when feasible with the student's agreement.

D. Visitors. Non-employees and non-students will not be allowed entry into college or district buildings, including education centers, unless they are wearing masks. Visitors without masks will be asked to leave the premises or campus. Social distancing must be practiced.

II. Social Distancing For Employees and Students.

A. Along with wearing masks, when at work and on campus, employees and students are required to practice social distancing, even in classrooms and common indoor areas.

B. Employees and students should avoid meeting people face-to-face. Employees are encouraged to use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building.

C. If a face-to-face meeting is unavoidable, employees should minimize the meeting time, choose a large meeting room and sit at least six feet from each other. Person-to-person contact such as shaking hands is not permitted.

D. Employees and students are not to congregate in work rooms, kitchens, break rooms, copier rooms or other areas where people socialize.

E. Employees are encouraged to bring lunch and eat at their desks or away from others.

F. Employees and students should avoid unnecessary travel on College District business under circumstances where effective social distancing is not possible.

III. Other.

A. Employees and students should follow the CDC basic guidelines: wash hands frequently with soap or sanitizer; cover mouths with tissue when sneezing or coughing; discard used tissues in wastebaskets; clean and disinfect touched surfaces; and stay home if sick. Alcohol-based hand sanitizers are installed on the floors of the District Support Operations Building and in restrooms and other locations at college campuses.

B. Employees and students are not required to wear at work medical, surgical, or N-95 respirators, unless such items are required in a clinical classroom or laboratory or at an off-campus clinical teaching site.

C. Employees, students, and visitors, including contractors, lease-holders and their employees, who do not or refuse to comply with this procedure and leave campus voluntarily may be escorted off campus by campus police.

