# UNIT SCENARIO PLANNING

## ##Office Name## Contingency Plan

Executive Summary/Thesis:

The ##Office Name## proposes the following plan to provide continued service to all aid applicants and recipients at a distance as remote communication expands.

## Student Needs

* Intake and Processing of Financial Aid Applications and other paperwork – via fax, email, in person, mail
* Awarding and Disbursement of Aid
* Processing of appeal processes
* Customer service – in person, via phone, and via email
* Processing of short-term loans and alternative loans

Essential Services:

* Banner System
* eddata drive / houses tool for exchange of data with Department of Education
* SAIS / Argos / sqldeveloper (for reporting needs)
* Heartland/Scholarnet
* Knox folders
* Email
* Phones

Secondary Services:

* COD, CPS, SAIG, NSLDS (federal websites – essential but not maintained by the university)

## Upcoming Events/Programs

## None. Spring term is generally a time for FAFSA filing support at the high schools. Last year, high schools reached out and we provided what support we could. We were looking for a more developed support process this year, but that has given way to COVID-19 concerns as well as schools now being closed. That said, FAFSA filing and completion is a concern. While we are exploring a creative way to promote this otherwise, the national association and regional associations are aware of this and we hope to utilize their resources as well.

## Decision-Making Timeline – The following tiers can be implemented as the need arises (see scenarios).

## Budget Impacts

|  |  |  |
| --- | --- | --- |
| Event expense category | Fund type | Amount |
| Potential needs for laptop or other remote working devices and setup |  | $6,200 |
| Create softphone option to keep phone line active |  | IT |
| Send faxes to email instead of paper |  | IT |
|  |  |  |

## Requested Campus Support

* IT as needed to expand remote work possibilities
* Faster access to systems for our new hires and employees in training

## Campus & Community Partners

* All division and academic offices. Off-campus employers.

## Resources & Tools

* Webex transition and support as we develop this internally and potentially for meetings
* Need for sanitizing wipes, hand sanitizer, soap, etc. to provide safe as possible working environment
* Listed under Essential Services – must have to process financial aid

## Critical Contacts

* Internal Communication Tree from other student service offices, Registrar, Student Accounts, Admissions, etc. Touch points for key processes/questions.
* Phone Tree created to keep employee contact information accessible.

## Tier 1: Low/No Impact

Impact definition and justification: Occurrence of first case of coronavirus has generated varying levels of concerns for staff, parents, and students.

Program status: Business continues as usual. All student needs are being met in a timely manner.

1. Consider most essential employees and their ability to work remotely based on campus needs and duties assigned.
2. Consider most vulnerable employees and their ability to work remotely based on campus needs and duties assigned.
3. Address with staff social distancing and CDC recommendations to prevent the spread of the virus.
4. Formulate plan to address Scenario 2 should community spread become evident. See alternatives in Scenario 2 below.
5. Employees engage a minimum 6-feet distance from each other and with students and parents.
6. Additional cleaning supplies and social distance training and practices to reduce spread of illness.
7. Employees will need to remain home and utilize leave time as needed should any sickness symptoms present.

## Tier 2: Medium Impact

Impact definition and justification: High-risk employees currently defined as those who are considered by the current emergency as high-risk or who are in regular contact with those associated with high-risk will be considered to increase specific social distancing measures.

Community spread of coronavirus has escalated concerns for staff, parents, and students. Illness of employee or employee family member, lack of daycare, etc. has reduced number of available staff.

SUPPORT – Schedule a bare bones staff to come in in separate phases while working in separate areas to maintain office phone support, gather faxes and other important incoming paperwork to scan and email it to the appropriate remote workers.

Remote workers – High-risk employees may begin, as needed, a remote working situation given guidelines outlined by the department and human resources.

Program status: Business continues, although processing and response time may increase.

1. Essential employees if not already working remotely should now be required to work remotely if campus needs and duties assigned make that an option.
2. Most vulnerable employees should not be on campus and should be self-isolating. Providing them the opportunity to work if possible, and if not allowed, to use sick and annual leave unless an alternative is announced from the Governor’s Office or OCHE.
3. Those who can work on campus will continue to practice social distancing and take recommended precautions to stay healthy.
4. With increased social distancing measures in place, phone, email, office student contact remains active

## Scenario 3: High Impact

Impact definition and justification: Directive is received to close down campus for staff as well as students. All employees will either not come in, or access to the office is extremely limited.

SUPPPORT – Management staff capable of maintaining minimum work services. Help from all other employees as possible can also be utilized.

Program Status: Phone line potentially closed and front window contact closed. Business continues with essential employees working remotely – processing and response time may increase but can be managed.

1. Until community spread decreases significantly and staff are allowed to return, remote workers will manage the most essential services in order to meet student financial aid needs.
2. Campus shutdown due to escalating community spread of coronavirus is implemented.
3. Phone support – office numbers can be forwarded to personal phones and office numbers published to give phone support for students. We could then close the main phone line and apply message to have students’/parents’ email. Potentially, phone numbers for office staff could be published online for phone access. \*\*Potential use of softphone capability would allow staff to keep main office phone line live while essential staff works remotely – if this is possible to deploy soon\*\*
4. One person can be assigned to come in once per day to gather documents submitted via fax and mail, and scan and email them to remote workers.

\*\*Potential use of fax to email if possible, to deploy soon\*\*

1. Scholarship check and other mail needs can be accessed on a limited basis.