



SDES Detailed Plans of Returning to Campus — Fall 2020

Please note that all information provided is current as of Monday, August 24th. For current information for specific departments, please visit the appropriate websites.

SDES Vice President Suite • Front Desk • sdes.ucf.edu

The front desk for SDES will be staffed fully beginning on August 10 and will have the following safety precautions in place:

- Wearing a facial covering or mask stationed behind a clear Plexiglas shield
- Exercising social distancing with hand sanitizing liquid nearby
- Seeing our waiting area reconfigured to allow for depopulation and social distancing with only two chairs present
- Experiencing floor and directional markings in operation

Awaiting signage from Physical Plant or Communications to remind all of us to Armor Up.

The SDES suite will be staffed at no more than 30% capacity.

Career Services • career.ucf.edu

Front Desk: Career Services will have the doors open and staff in the building Monday through Thursday to receive students and other visitors, answer questions, take calls, schedule appointments, process CWEP hiring paperwork, and provide guidance for using our services. Virtual services will be available all week including some evenings. At least three people, but not more than 30% of staff, will be present on a rotating basis to provide coverage. To ensure social distancing, one-on-one appointments will be held only in designated rooms such as a conference room. Plexiglass is in place in the reception areas as well as furniture having been moved or blocked to ensure social distancing with staff cleaning high traffic areas at least 3 times a day. Elevator occupancy will be limited to 2 people.

Information and Signage: The communications plan includes signs posted around the CSEL Building, information posted on the Career Services website, information posted on Career Services social media, messaging through Handshake, email, and other forms of direct communication by Career Services staff. Information will also be posted regarding finding masks, food vendors, and other services near our facility.

First Year Experience • fye.sdes.ucf.edu

Office Plans: First Year Experience (FYE) will have a receptionist (student staff or full-time staff) present at FYE's main desk to receive visitors, answer phones, schedule appointments, etc. There will be a designated door for "entering" and one for "exiting." There have been cleaning protocols have been implemented for staff. There will be at least two full-time staff in the office day with a 30% capacity of about 6–7 employees.

Inclusive Education and Student Accessibility Services • ies.sdes.ucf.edu and sas.sdes.ucf.edu

Office Plans: Floor stickers will be put into place to mark physical distancing locations when more than one person is in the lobby at a time. Staff and students will be required to move in a counterclockwise direction within the office. Office chairs are being arranged to ensure appropriate physical distancing.

Testing Accommodations: Accommodated testing is being reduced by approximately 60–70% to allow for physical distancing for test-takers. To recover some lost space, the SAS conference room will be set up with accommodated testing spaces to be on stand-by for "overflow" testing.

Student Care Services • scs.sdes.ucf.edu

Front Coverage Protocol: One staff member will be at the front desk at a time. With each shift change, staff members will wipe down all surfaces. There will be signage directing individuals to call 3-5607 to discuss services first. Doors will be unlocked, and staff will be available to answer questions, give directions, and schedule appointments and will be behind partitions as much as possible. If students need immediate assistance and an appointment, they will be asked to wait in the courtyard if the lobby has more than 2 people and will be called at the time of their appointment. If an individual walks in for assistance and there are more than 2 people in the lobby, they will be asked to wait in the courtyard until there is space available due to social distancing.

Walk-in Protocol: All walk-ins must wear a mask. There will be masks, hand sanitizer, and tissues available on a table to the right of the entry door. Staff will confirm their reason for the walk-in and schedule an appointment or coordinate with another staff member on call to see student. If a student refuses to put on a mask, they will be asked to step outside and a conversation will take place over the phone or they can email st_condu@ucf.edu for further discussion.

In-Person Meeting Protocol: Staff members should not meet with students in their personal office, they should take place in one of two conference rooms. Masks will be required by both parties at all time. Computers can be used by staff members in the conference rooms. They will need to maintain a 6-foot distance at all time. Once they are finished with the space, staff will need to wipe down the area.

Student Conduct and Academic Integrity • scai.sdes.ucf.edu

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Student Legal Services • sls.sdes.ucf.edu

Office Plans: There will be no more than 3 people in the office due to capacity limits. There will be a student at the reception area three days a week and a legal assistant the remaining two days. Other staff members will include an attorney and other legal assistants. They are proposing to have a sign on the door asking the visitor to knock for assistance due to social distancing and their office being small.

Student Financial Assistance • www.ucf.edu/financial-aid

Appointments: The office will provide in-person meetings Monday–Thursday. All Friday Student Financial Assistance (SFA) meetings will be held virtually using Zoom.

Appointment Availability: Appointments will be schedule for 30 minutes with 15-minute buffers for the SFA counselor to disinfect their work area and contact the next student who has an appointment. Appointment times are: 9:15 a.m., 10:00 a.m., 10:45 a.m., 11:30 a.m., 12: 15 p.m., 2:00 p.m., 2:45 p.m., 3:30 p.m. and 4:15 p.m. A total of 45 in-person meetings will be offered weekly. SFA will continue to offer virtual appointments. Currently, over 60 virtual SFA counselor appointments are available daily (54 Main Campus Appointments and between 11-14 DTC/Rosen Appointments). Starting next week through the second week of classes, we estimate an additional 36–54 virtual appointments daily. Ultimately, an additional 180-270 virtual appointments will become available during this timeframe.

Guest Limits: In-person appointments will be limited to one person (namely the student).

Location: SFA in-person meetings will take place in the Duke-Energy Welcome Center, with one financial aid counselor located in the welcome boat located near the entrances.

PPE: Protective Plex-Glass will be taken from Millican Hall Room 107 to the Welcome Center for the SFA counselor, additionally students and staff members are required to wear face coverings in the common area. SFA has ordered protective face shields to be worn in conjunction with face coverings if the counselor chooses to do so. Students who do not have a face covering will be offered a disposable one. Students who do not comply will not be allowed to partake in the in-person session and appropriate student conduct action will be taken.

Technology: The SFA counselor will bring a laptop for counseling purposes.

Supervision/Escalations: Stephon Lewis will be available in MH 107 to offer support and supervision.

Signage: Information about scheduling virtual appointments and the SFA drop box will be placed on the doors of MH 107 and the sandwich boards that will be place at the Welcome Center entrances. Information will also be placed on the SFA website.

Online booking: Simply Book Me will be updated with an additional provider service for in-person meetings. Available in-person meetings will be viewable via the financial aid website. Upon booking, students will receive an email with instructions to come to the Duke Energy Welcome Center, students will be informed that they will receive a phone call from the financial aid counselor and will be let into the welcome center. Students will also be reminded that it is mandatory to wear a face covering for the in-person visit.

Appointments: Face to face meetings will be by appointment only. Appointments can be booked via Simply Book Me. Walk-ins will not be seen by a representative and will be directed to schedule either a face to face or virtual appointment.

Appointment Availability: There will be 11 appointment tie slots a day during the following times: 9:00, 9:45, 10:30, 11:15, 12:00, 12:45, 1:30, 2:15, 3:00, 3:45, 4:30 while offering 55 face to face appointments per week.

- Virtual meetings highly encouraged (also scheduled through Simply Book Me)
- Meetings will be held in the Multipurpose Room. Meetings will be restricted to one guest only. Others are welcome to join via phone or FaceTime.

Building information: Welcome Center doors will be locked (subject to change as instructed)

- UGA Student Assistant will be at the Front Desk for 29 hours/week
 - If doors locked: they will answer the phone number posted on the door to accept documents being dropped off
 - If doors unlocked: they will assist UGA guests (receiving documents, directing them to Simply Book Me to schedule a meeting, checking in UGA appointments)
- Welcome Center
 - Lobby 30% Capacity
 - 10 staff members included
- If the doors are unlocked, visitors will be allowed to wait in the lobby. Once 10 people are in the space, all others will be asked to wait outside to be called. Phone numbers are collected in SBM and the student will be called on that number.

Staffing: Two Recruitment Team members will be assigned office coverage each day. A Student Assistant will be working 29 hours per week. They will also be responding to emails from the general UGA email account.

UCF Downtown Campus

Please visit ucf.edu/downtown/fall-2020-whats-open-at-ucf-downtown for a current list of what is open at UCF Downtown.

Counseling and Psychological Services / Student Health Services

Office Modifications: Students will enter Student Health Services (SHS) through the front door of the office (via the glass doors to the Well Being area). These glass doors could stay locked, and the SHS staff could greet the student, do a temperature check, and provide entry to the Well Being area (if approved). They will have two plexiglass shields in place. There will be hand sanitizer available in the lobby.

Appointment Check-In: Students would be checked in for their appointment, in the lobby, and immediately taken back to an exam room to wait to be seen

- This would limit interactions by not utilizing waiting space in the outside hallway and/or 2nd floor lobby
- Due to the spacing out of appointments, hopefully there should always be at least 1 exam room open
- Overflow (if both exam rooms are in use) traffic will be instructed to take a seat in the hallway just outside of the SHS office. Chairs will be reduced in this area in order to comply with social distancing practices.

First Stop

Office Modifications: There will be plexiglass shields at the front desk along floor decals showing a 6-foot distancing for line. There will be signage to help re-iterate the need for social distancing and to follow the signage on the floor. There will be a hand sanitizer station available for staff and visitors.

Waiting Area: In the waiting room, excess chairs will be removed to fit with the need for social distancing and floor markings will be placed to indicate appropriate chair spacing for remaining chairs. Spot cleaning of this space along with ensuring chairs are appropriately spaced will be done periodically throughout the day by front desk staff.

Recreation and Wellness Center

Office Modifications: There will be a limitation on the number of people in spaces throughout the facility. They will be discontinuing use of hand scanners and utilizing bar code check-in instead. To avoid fraudulent access, a picture ID may be required unless member photos are able to be displayed on Fusion. There will be barriers or partitions between front desk staff and members. All point of sale transactions will be handled via the online portal or over the phone. The office will be moving all equipment to allow for a six to ten feet perimeter around each piece or roped off/turned off so it's not in use and stretching/floor exercise locations will have outlined boxes that can be used for stretching/core.

Adjusted Programs:

- Fitness
 - Group Exercise classes will be offered virtually on RWC+ and in outdoor spaces
 - Fitness Assessment Open Hours will not be available
 - Personal Training will be offered virtually and physically distanced outside regular operating hours.
- Intramural Sports
 - Individual, dual and a variety of skills-based competitions will be offered (e.g. Tennis, Disc Golf, Bocce Ball, etc.) along with esports
- Outdoor Adventure
 - Adventure trips, where transportation is provided, will not take place.
 - On-campus (Arboretum, Lake Claire) natural guided activities will be offered
- Risk Management
 - CPR/First Aid Certifications will take place.

Operation Changes:

- Access Control
 - Only currently enrolled UCF students and Valencia Downtown students may access the facility. A bar code check-in option will be introduced. In order to avoid fraudulent access, a picture ID may be required unless member photos are able to be displayed on Fusion.
 - UCF ID/Valencia ID required and will be validated upon entry.
 - No guest access is permitted.
 - No new memberships will be sold.
 - Existing memberships have been on hold since March 2020. Starting August 21st, members will have the option to restart their membership or continue the hold until they feel comfortable returning to the facility, or the facility returns to full capacity/operations.
- Monitored Maximum Occupancy
 - Facility capacity set at 15 patrons.
 - Use Fusion's new function to display current occupancy number (automatically updates when we scan people in and could be set to automatically update if we can scan people out OR we could be manually updated).
 - If at capacity, we would resort to a one-out, one-in process.
 - Ideally, a plug in could be added to the website to display current capacity information. Alternatively, a live document would be added to the website and updated on the hour to reflect current capacity information (MS would communicate with BM, BM would update document).
- Equipment Checkout
 - Equipment rental will be limited to equipment that can be sanitized thoroughly. Refer to the RWC website for a full list of available equipment.
- Fitness Areas:
 - Equipment has been spaced to be 6-10ft apart or has been closed to accommodate physical distancing.
 - Hand sanitizing and wipe stations have been added.
 - Dumbbell area will include outlined stations with benches to accommodate physical distancing.
 - Users will be encouraged to lift only the weight they can comfortably and safely lift without assistance. Spotting will not be provided by RWC staff.
 - Loose, porous equipment that does not allow for proper sanitation has been removed.

Student Success & Engagement

Office Modifications: There will be plexiglass shields will be installed to this space along with decals for the queuing line, instructing students to observe social distancing guidelines. Staff will regularly wipe down front desk area. There will be a modified student sign-in process to reduce staff interactions. Chairs in the waiting space behind the front desk will be reduced to a level that observes social distancing practices. At the triage desk, the number of laptops in this space will be reduced to 1. Staff will sanitize this space after every student use .