Middle Georgia State University

Return to Campus Plan

August 4, 2020

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EXECUTIVE SUMMARY

The Middle Georgia State University Return to Campus Plan was thoughtfully designed for the purpose of promoting a gradual yet deliberate return to instruction and normal operations for the Fall Semester. The safety and well-being of MGA students, faculty and staff are of paramount importance. MGA's plan promotes a healthy and safe environment; incorporates MGA's values of stewardship, engagement, adaptability and learning; complies with Executive Orders and Directives from the Governor's Office; and reflects guidance from the Georgia Department of Public Health (GDPH), the Centers for Disease Control and Prevention (CDC) and the University System of Georgia (USG).
Below are a few notable highlights for fall plans:

- **Plans will remain fluid** – The plan is based on current relevant guidelines from GDPH and the CDC. These guidelines are subject to change, and the plans may be adjusted accordingly.
- **Given the uncertainty of COVID-19, the University has developed three contingency plans** – These plans respond to multiple scenarios as outlined by the USG, which may involve a return to distance instruction.
- **Social distancing is required on campus, except for student rooms within the residence halls** – Individuals should maintain at least six feet of distance between people within classrooms and common areas of classroom/student services/office buildings/dining halls.
    - Face-to-face classes will look different, depending upon classes and subject areas. A number of options are available, and faculty members should use the approach best suited to their classes.
    - The Facilities Office will provide revised occupancy levels based on current social distancing guidelines for classrooms, labs and non-academic spaces.
    - Student Services and Enrollment Services will also modify operations to deliver services while ensuring social distancing.
    - Dining Services will be modified for all campus outlets, which includes limiting occupancy and encouraging to-go options.
- **Face Coverings are required for all employees and students** – University System of Georgia (USG) institutions will require all faculty, staff, students, and visitors to wear an appropriate face covering while inside campus facilities/buildings where six feet social distancing may not always be possible. Face covering use will be in addition to and is not a substitute for social distancing. MGA will provide two washable cloth face coverings to all faculty, staff and students

  Face coverings are not required in one's own dorm room or suite, when alone in an enclosed office or study room, or in campus outdoor settings where social distancing requirements are met.

  Anyone not using a face covering when required will be asked to wear one or must leave the area. Repeated refusal to comply with the requirement may result in discipline through the applicable conduct code for faculty, staff or students.

  Reasonable accommodations may be made for those who are unable to wear a face covering for documented health reasons.

- **General Safety Practices** – MGA is intensifying cleaning and disinfecting efforts. Facilities employees will clean and disinfect high traffic/high touch areas at regular intervals. An MGA rapid response Disinfection Team will be available to travel to any campus for emergency and/or large-scale cleaning and disinfecting as needed. Faculty and staff are encouraged to clean their personal workspaces daily. New signage will be placed in classrooms and around the campuses to help guide students, faculty, and staff as they maintain social distancing. Plexiglass barriers, seating removal or configurations, and other safety practices will be in place to assist with social distancing. Hand sanitizer dispensers will be deployed throughout campuses.

- **Residence halls are planned for full capacity** – Social distancing practices are not expected within the room or suite. Students living in the residence halls must acknowledge risk and additional protocols related to COVID-19 regarding visitors and use of common spaces. Students at higher risk should carefully consider whether moving into a residence hall is an appropriate option.

- **Faculty, staff and students should monitor themselves and stay home when experiencing any symptoms of COVID-19** – To protect the health and safety of our community, MGA is expecting all faculty, staff and students to self-monitor and acknowledge that they are not aware having symptoms of COVID-19 prior to coming to campus each day.

- **Reporting COVID-19** - If students or employees have a positive test result, have symptoms of COVID-19 and are awaiting a test result, or have had close exposure to an individual who has a confirmed positive test, then they should complete the MGA self-report form. Dean Underwood, School of Health & Natural Sciences, will triage the report and work with either Human Resources or Student Affairs as needed. She will also engage public health officials, who will handle any contact tracing that could be needed. When a member of the MGA community tests positive for COVID-19, we will follow the Guidance of GDPH, the CDC and the USG.

Each of us will have a critical role to play as we work together to protect the health and safety of all members of our MGA community.

Middle Georgia State University
Academic and Research
Reopening Plan

As Middle Georgia State University (MGA) prepares to bring students back to campus, the university is committed to doing so in a way that ensures the safety of students, faculty, and staff while maintaining its mission to "educate and graduate inspired, lifelong learners whose scholarship and careers enhance the region through professional leadership, innovative partnerships, and community engagement." Below are the three contingency plans for Fall 2020: 1) fall courses begin with social distancing; 2) fall classes begin fully online, and 3) classes and operations must go to an online format for a period of time during the semester. The impact upon Momentum Year and Momentum Approach/Student Success is next and followed by responses to each Academic and Research question, organized by the following three subsections: Academic Personnel, Academic Instruction, and Research.

Contingency Plans

Contingency Plan 1 – Fall classes begin with social distancing expectations

Academic Personnel

- Social Distancing will be practiced in accordance with the *MGA Workplace and Health Safety Document* and will align with CDC and USG guidelines.
- Personnel may be required to stagger office hours/days in certain situations where social distancing is not possible.
- Personnel are required to wear an appropriate face covering while inside campus facilities/buildings where social distancing may not always be possible.
- Individuals who are at higher risk for severe illness from COVI-19 may request consideration for accommodations or alternate work arrangements, and documentation will be required.
- Communicate with students frequently and have established office hours to ensure availability.
- Even with the scenario of returning with social distancing, each faculty member should take advantage of the USG and MGA resources relating to teaching online, faculty development opportunities during the summer, and include an online module or two in D2L in preparation for a transition.

Additionally, the following will be required:

- Cleaning and disinfection in accordance with CDC guidelines for cleaning and disinfection;
    - Instructions for cleaning and disinfection of electronic equipment: Sanitize the keyboard by using a disinfectant wipe or a soft, linen-free cloth dipped in isopropyl alcohol. Rub the cloth or wipe on the top and sides of each key and then clean the surface and bottom of the keyboard thoroughly. Use a new disinfectant wipe or cloth to clean the mouse. Do not spray the keyboard with disinfectant.
- Adequate supplies of wipes and hand sanitizer;
- Clear and distinct signage to encourage social distancing in all areas, including open or shared offices, classrooms, laboratories, and food service areas;
- Use of personal protective equipment (PPE) (provided by individuals or by MGA) in accordance with CDC guidelines;
- Clear guidance on who can and should return to campus, who cannot or should not, and the quarantine period required for a positive test; and,
- Plexiglas barriers where possible and practical.

Academic Instruction

- Social Distancing will be practiced in accordance with the *MGA Workplace and Health Safety Document* which aligns with CDC and USG guidelines.
- MGA has a strong online presence. Even for the courses that are not fully online, it would be advantageous for instructors to have students complete at least one assignment or discussion in D2L. If required to transition to fully online, it would not be the student's first experience with D2L.

Research

The vast majority of faculty research does not require the use of specialized research spaces on campus. Science may have a few exceptions. Some faculty use their offices to do research, and many will have continued need of library services. For most, access to offices and library resources are all that is needed.

Contingency Plan 2 – Fall classes begin fully online

Academic Personnel

- Ensure that everyone has the necessary equipment to begin teleworking. Note: This should be done during the summer.
- Teleworking would resume for the majority of academic personnel with limited exceptions, and access to campus would primarily be to retrieve things needed to teach online, but individuals should not work from campus without prior approval. A list of those who have approval to work from campus will be maintained. Reasons for this exception may include those who do not have access to a computer or internet at home or need specialized equipment to video instruction.
- Though academic advising will be available online via WC Online, as well as through email and phones, advisors may also need to work from their offices to communicate with students (see Appendix A: *Advising Communication Plan* as a sample).

Academic Instruction

- Implement a plan for continuity in extremely limited circumstances. Request USG permission for labs and clinical instruction to continue in accordance with all required safety measures (see Appendix B: *March 23 Letter to MGA Health Sciences, Education, and Aviation Students* as a sample).
- Instructors should engage students in asynchronous instruction wherever possible in D2L.
- D2L should be utilized fully including online discussions, quizzes, etc.

Research

- Most faculty research does not require the use of specialized research spaces on campus. Science may have a few exceptions. Some faculty use their offices to do research, and many will have continued need of library services. For most, access to offices and library resources are all that is needed.

Contingency Plan 3 – Classes and operations must go to an online format for a period of time during the semester

Academic Personnel

- Communicate clearly and continuously with students. Make sure that they are aware from the very beginning of class that transitioning to an online format for a period of time may be a possibility. Include a statement on the syllabus.

- Teleworking would resume for the majority of academic personnel with limited exceptions, and access to Campus would primarily be to retrieve things needed to teach online, but individuals should not work from campus without prior approval, and a list of those who have approval to work from campus will be maintained. Reasons for this exception may include those who do not have access to a computer or internet at home or need specialized equipment to video instruction. Academic Advisors may also need to work from their offices to communicate with students (see Advising Communication Plan).

Additionally, the following will be required for the time prior to the transition to online:

- Cleaning and disinfection in accordance with CDC guidelines for cleaning and disinfection;
    - Instructions for cleaning and disinfection of electronic equipment: Sanitize the keyboard by using a disinfectant wipe or a soft, linen-free cloth dipped in isopropyl alcohol. Rub the cloth or wipe on the top and sides of each key and then clean the surface and bottom of the keyboard thoroughly. Use a new disinfectant wipe or cloth to clean the mouse. Do not spray the keyboard with disinfectant.
- Adequate supplies of wipes and hand sanitizer;
- Clear and distinct signage to encourage social distancing in all areas, including open or shared offices, classrooms, laboratories, and food service areas;
- Use of personal protective equipment (PPE) (provided by individuals or by MGA) in accordance with CDC guidelines;
- Clear policy on who can and should return to campus, who cannot or should not, and the quarantine period required for a positive test; and,
- Plexiglas barriers where possible and practical.

Academic Instruction

- Instructors should engage students in asynchronous instruction wherever possible in D2L.
- Each instructor should have at least one assignment created in D2L prior to the transition to the online format and have given students the opportunity to complete an assignment in D2L, even something like introducing themselves to the class and responding to other students. The abrupt transition to an online environment should not be the student's first encounter with D2L. The instructor should also have a plan for adding more online assignments, discussions, or modules quickly to prevent a delay in instruction if a transition to online is required.
- Implement a plan for continuity in extremely limited circumstances. Request USG permission for labs and clinical instruction to continue in accordance with all required safety measures.

Research

Most faculty research does not require the use of specialized research spaces on campus. Science may have a few exceptions. Some faculty use their offices to do research and many will have continued need of library services. For most, access to offices and library resources are all that is needed.

Momentum Year and Momentum Approach/Student Success

MGA has reevaluated its Momentum Plans in light of COVID-19, and it does not appear that the Momentum plans will be impacted based upon the need to practice social distancing as evidenced below:

- Which initiatives need to be adjusted?

  Prior to Covid-19, MGA was already significantly involved in online teaching and learning through the MGA Direct offerings. MGA was offering all services in an equivalent manner for its online student population. This made the transition to a completely online format for all services possible without the need for any major adjustments or new technology.

- The Momentum Approach Plan submitted by MGA listed various strategies under the following categories:
    1. Purpose: No adjustments will be needed in any of the projects listed. The only exception will be the move of career exploration services to an online format for which all existing technology will be used and no additional software will be needed.
    2. Mindset: No adjustment will be required in any of the projects listed.
    3. Pathways: No adjustment will be required in any of the projects listed.
    4. Beyond: No adjustment will be required in any of the projects listed.

- Additionally, the Momentum Year Sustainability Plan submitted by MGA listed various strategies under the following categories:
    1. Plan for change: No adjustment will be required in any of the projects listed.
    2. Policy barriers: No adjustment will be required in any of the projects listed.
    3. Communication planning: No adjustment will be required in any of the projects listed.
    4. Faculty and Staff Outreach and Support: No adjustment will be required in any of the projects listed.

- What alternate arrangements can be implemented; N/A
- What technology would be needed to implement alternate arrangements: N/A

The current environment is challenging; however, MGA remains committed to student success and to the Momentum Approach, and like our students, we, too, through technology, are learning to engage in new and productive ways.

Responses to Academic & Research Questions

Academic Personnel

What needs to be in place for academic and research personnel to return to campus?

The *MGA Workplace and Health Safety Reopening Document* includes detailed safety guidelines for each area of campus in accordance with the CDC and USG recommendations, including guidance for individuals at higher risk for severe illness from COVID-19. Regardless of the contingency plan, academic and research personnel need assurances of safety precautions before returning to campus, and there will be a need for signage, disinfectants, and social distancing as much as possible:

- Clear safety guidelines with noticeable and easily visible signs across campus
- Adequate supply of hand sanitizing dispensers in hallways and on every floor of campus buildings
- Daily cleaning of all public spaces and deep cleaning of the restrooms twice a day
- Require all faculty, staff and students to wear face coverings on campus whether supplied by the institution or self-obtained. MGA will provide every faculty, staff and student with two cloth face coverings. Additional ones will be available for purchase in campus stores. Disposable masks will also be available in limited supply for visitors to campus.
- A direct reporting line and process for obtaining supplies and notifying the Facilities Office when cleaning needs to take place.
- Require those who are symptomatic to work remotely, as possible, or take appropriate leave
- Cleaning and disinfection in accordance with CDC guidelines, demonstrations by the National Guard, and GDPH protocols (See MGA Cleaning & Disinfection Schedule).
    - MGA is training multiple Facilities' staff in COVID-19 cleaning and disinfection practices

as demonstrated by the National Guard and in accordance with CDC and GDPH protocols. These rapid response Disinfection Teams will be available to travel to any campus for emergency and/or large-scale cleaning and disinfecting as needed.
    - All MGA employees will be provided with sanitizing wipes or spray bottles of sanitizer prior to reopening of campus.
    - Each employee is responsible for cleaning and disinfecting their office area.
    - Additional hand sanitizer dispensers are being deployed on all five campuses.
    - Classrooms and labs will be stocked with spray bottles of disinfectant, and students will be instructed to clean their area after their class, i.e. gym cleaning practice. Classrooms and labs will be cleaned and disinfected in the evenings according to required protocol.
    - Instructions for cleaning and disinfection of electronic equipment: Sanitize the keyboard by using a disinfectant wipe or a soft, linen-free cloth dipped in isopropyl alcohol. Rub the cloth or wipe on the top and sides of each key and then clean the surface and bottom of the keyboard thoroughly. Use a new disinfectant wipe or cloth to clean the mouse. Do not spray the keyboard with disinfectant

Facilities has developed and is following the Infectious Disease Plan for MGA, which is based on USG and CDC recommendations, as to frequencies of services and types of products for cleaning and sanitizing. As they train on new technologies, they will implement them in a safe and practical manner.

There is also a recognition that each of us – students, faculty, and staff – will have a role in ensuring that our environment is maintained in a safe and healthy manner. The level of cleaning that will be required cannot be maintained by the cleaning crews alone. Cleaning supplies will be available in each classroom and office, and faculty, staff, and students will be encouraged to use them.

What are the priorities for academic and research personnel returning to campus?

Maintaining the personal health and safety of all academic and research personnel is the first priority, especially for faculty/staff higher risk for developing serious illness from COVID-10.

There are also discipline-specific and campus-specific priorities:

- **For the School of Aviation**, returning to campus in the fall is a priority. Flight and maintenance courses cannot proceed online; those are the specific ground schools, flight labs, and maintenance courses. If the University moves to fully online in the fall, Aviation will haveserious issues moving forward to include not accepting any new students and significantly delaying the progress of current students if they choose to stay with us.
- **For the School of Arts and Letters**, priorities for returning to campus involve academic personnel who teach classes that are particularly difficult to move online. These include art, music, language, and film classes.
- **For the School of Health and Natural Sciences**, priorities for returning to campus include ensuring science and clinical simulation labs are clean and contain the equipment needed to teach effectively.
- **For Dublin, Warner Robins, and Graduate Studies**, front desk personnel, spaced appropriately, to include Bursar function, testing and support, and general student records.
- Libraries should have at least one person in place with others offsite; Academic Advising by online appointment (recommended); Tutoring and Academic Support allowed by structured spacing.
- Faculty offices that are shared should have adequate social distancing and/or staggered occupancy to allow for more flexibility and cleaning time in between people.

- Need for support staff and administrative assistants to return as soon as feasible as they are the public face of the departments

For faculty, if not a voluntary return, then perhaps they could stagger faculty into Monday/ Wednesday and Tuesday/Thursday schedules so that only half of faculty are back on any given day.

What are the essential technology needs for every faculty for fall restart? What do we provide? What is their responsibility?

The essential technology needs for every faculty for fall restart are a computer, printer (including scanner), and telephone, which are currently provided in their offices.

A School by School review of what faculty currently have at home to work remotely and determinations made as to who needs additional technology are in progress. Each chair and dean should have a scanner. Phones can work through Microsoft Teams or Google Voice programs. Faculty provide their own computers, unless circumstances do not allow; chairs and deans should be provided scanner/printers if they do not have them; however, the cost for ink should be billed to MGA.

It is the responsibility of faculty members to continue to communicate effectively with students, other faculty, and staff members. Other considerations for working remotely include the following:

- Google Voice phone number to transfer office number to if the faculty member is at higher risk and approved to work remotely without having to provide students a personal phone number
- Webcams
- Consideration may need to be given to transitioning faculty to having laptops and docking stations instead of stationary desktop PCs.
- Revisit the capabilities of Blackboard Collaborate and D2L, especially for use with a large group.
- Computers in the library and labs, as well as all public computers, need cleaning between each user (wipes, disinfectant placed by each piece of equipment).

Are current office, classroom, and lab set ups appropriate to enable social distancing when expected?

Office, classroom, and labs were not set up to enable social distancing, defined as establishing six (6) feet of distance. A preliminary look at some classrooms on the Macon and Cochran campuses reveals that it will be necessary to have appropriate alternatives for classes that are unable to social distance:

- Fewer students will be able to attend lectures/lab simultaneously. Other large spaces on campus like the gyms and auditoriums must be utilized.
- Multiple options will be employed to enable social distancing, including but not limited to:
    - Current classroom spaces may work if a modified hybrid schedule is deployed.
    - Large non-academic spaces should be utilized for broad use as instructional space. This includes large spaces normally reserved for external rental (MATH auditorium, Eastman Room, School of Arts & Letters Rehearsal Hall, Arts Complex Theatre, PSC banquet hall, and large lecture halls). Facilities has provided revised occupancy levels to accommodate social distancing practices in these large non-academic areas.
    - Segmenting class sessions
- Office spaces need to have plexiglass barriers installed at the desk of Administrative Assistants who are working in open-access areas. Classrooms and laboratories are being relocated to allow for social distancing.
- Social distancing, though an absolute necessity, may be costly and will significantly reduce the

number of students as well as possibly require additional sections. Hybrid classes will be used to minimize the impact.

- The Workplace and Health Safety Working Group included recommendations regarding plexiglass in their plan. MGA has on hand the following clear protective acrylic counter barrier kits for placement in various places around campus:
    - 100 36"X 40" acrylic barriers kits
    - 300 32"X 24" acrylic barrier kits and
    - Multiple large sheets of plexiglass for creating specialized barriers as needed
- Markings will be made on the floor wherever students typically queue to identify six feet intervals for social distancing.
- Employees testing positive or believing they have been exposed to COVID-10 must self-quarantine and complete the COVID-19 Self Report Form to initiate contact tracing.
- Require all faculty, staff, and students to wear face coverings. Social distancing, including limitations on gatherings, will also be required. Guidance on spacing will be posted across campus.
- Institutional exceptions for social distancing may be authorized by the president for flight, clinicals, labs, and cases where social distancing requires a modification and/or the mandatory wearing of masks. Such requests will be limited and require extensive documentation. If masks are mandatory, an enforcement plan or alternatives should be in place.
- The Facilities Office is providing revised occupancy levels based on social distancing for classroom, lab and non-academic space.
- Public computers in hallways and other unattended locations will have the mouse and keyboard removed. Public computers in spaces monitored by faculty and staff will have disinfectant wipes available.
- Computer labs will have disinfectant wipes or disinfectant spray and paper towels available. Each user will be instructed to use the disinfectant to clean the keyboard, mouse, desk and chair prior to leaving.
    - Instructions for cleaning and disinfection of electronic equipment: Sanitize the keyboard by using a disinfectant wipe or a soft, linen-free cloth dipped in isopropyl alcohol. Rub the cloth or wipe on the top and sides of each key and then clean the surface and bottom of the keyboard thoroughly. Use a new disinfectant wipe or cloth to clean the mouse. Do not spray the keyboard with disinfectant.
- Open computers and/or tables will need to be removed in the libraries and/or labelled as "non-use" in order to support social distancing. Library printers/print management system are heavily used, high touch, and high maintenance. Consider taking the printers offline or shifting them behind a staffed service desk.
- The manipulatives/models that biology and A&P students use are in study rooms throughout the libraries. Each model has many removable parts. If they continue to be used, they will need guidelines/practices for cleaning. These models may need to shift to behind the service desk to provide some accountability.
    - Guidelines, signage, and/or furniture will need to be removed if social distancing will be enforced in our library group study rooms.

Academic Instruction

Each face-to-face and hybrid course should have flexibility to move to fully online for a brief period(s) or for the semester.

All classes, with few limited exceptions, should allow for the flexibility to move to fully online, and statement should be included on the syllabus indicating that it is a possibility if determined by the USG.

What policies and/or practices need to be in place to ensure face-to-face classes allow for social distancing when necessary?

- Redefine the classroom layout with clearly marked signage; establish social distancing occupancy limits in classrooms and labs.
- Policies for consideration:
    - The University reserves the right to move face-to-face classes online in the event of emergency/crisis.
    - Students/faculty who are ill are prohibited from attending face-to-face classes. During the pandemic, faculty may not penalize ill students for not attending classes.
- Clear policy statements in D2L and on each syllabus regarding potential moves to distance learning. There should be a room diagram for each instructional space that shows how many students can be in the room at the same time for that room and where desks may be placed; this diagram should be posted in each classroom.
- Regarding Signage, MarComm will work with Facilities to develop signage so that the message is clear and consistent across the 5 campuses.

Do we have large classes? How large?

- Yes, looking at the fall schedule there are classes as large as 120, although a class size of 30 is the average. Most of the large classes are in Health Sciences.
- BSN classes anticipate 120 students or more on the Macon campus this fall and a cohort of approximately 100 on the Warner Robins campus. In addition, the Dublin campus will have approximately 60 ASN students in a class in addition to 50 ASN on the Cochran campus. Social distancing will be achieved in a number of ways, including relocating classes to larger rooms, changing meeting days in some cases, and videoconferencing.

What changes in the academic schedule are required/anticipated and what approval does it require?

MGA has been building a strong online platform in its MGA Direct for several years now which proved to be an advantage during the recent transition to fully online. Some potential considerations are below:

- Classes that truly require face-to-face engagement (art, music, film, language, aviation, clinical programs, lab sciences, etc.) should whenever practical, operate in a "modified-hybrid" mode to reduce class size. In this format, the class would be hybrid for students, but faculty would teach on each class day. For example, a hybrid art class could run on Monday and Wednesday, with half of the class attending studio on Monday and half on Wednesday. The rest of the work week would be online for students. This could be configured in multiple ways depending on discipline—with classes meeting once a week, once every other week, etc. Depending on needs and class size, we may even want to go to a three day per week schedule - with labs, studios, clinicals being broken down into thirds. This flexible model would allow for critical face-to-face meeting while adjusting for safe class size.
- It may be advisable/desirable to delay face-to-face instruction for all classes in which it is

necessary. For example, all classes could run online until Sept 1. This would buy some time to ensure all safety protocols are in place.
- To reduce class size, MGA might also deploy our multi-campus remote infrastructure. Classes could be taught in smaller cohorts across multiple campuses.
- For science courses, lectures could be offered online or in a hybrid model with labs offered face-to-face with a limited class size.

Will we allow/encourage/promote faculty who wish to teach their course in a remote format to do that in the fall?

As much as possible, the goal is to maintain the face-to-face options that are currently in the schedule. Those faculty who are planning to teach in a remote format in the fall will be supported.

Will we allow/recommend study abroad this fall?

MGA will adhere to USG guidelines regarding study abroad, and it is not currently our intention to allow or recommend study abroad this fall. The safety of students and faculty must be the first consideration.

What is the plan for academic support for GPA minimum admits without summer onboarding/success programs?

- Online tutoring support is available and can be strengthened with the assistance of each academic department.
- Changes in the credit hour for Learning Support English provided additional support for the Writing Center, which is primarily staffed by volunteers. Faculty will require training in online tutoring. Keeping the Graduate Assistant line for the Writing Center will be critical.
- The Student Success Center (SSC) personnel can train faculty willing to provide online tutoring.
- Peer tutoring could be done electronically through Microsoft Teams, and training would be provided for peer tutors. The School of Education and Behavioral Sciences had such a program that was well-received for several years, and it could serve as a model.

How will courses/programs with clinical/practicum/internship/etc. requirements be handled if it is necessary to pause or halt participation due to COVID-19s?

We would seek approval from USG as required to have exceptions to the face-to-face instruction ban in areas like Aviation, Health Care programs, Teaching Practices, and courses that require specialized campus equipment or facilities. MGA received such approval for spring 2020 (see Appendix B: March 23rd *Letter to MGA Health Sciences and Aviation Students.*

Research

What are the parameters that need to be in place to allow for research that must be conducted in university research spaces on campus?

- Most faculty research does not require the use of specialized research spaces on campus. Science may have a few exceptions. Some faculty use their offices to do research, and many will have continued need of library services. For most, access to offices and library resources are all that is needed.
- Unless psychology is doing lab-style research, most social science research requires only computers and libraries.
- Online library resource usage and electronic inter-library loan (ILL) for faculty and students

continues to be robust. Physical ILL is slowly coming back. The Library worked with Facilities to create pre-paid UPS return labels.

What is considered critical research activity vs. time sensitive activity vs. normal activity?

Our primary focus is teaching; therefore, we have limited critical and time sensitive research activity. While most of our research activity would probably fall into the category of normal activity, critical research could be any research that would be disrupted if not allowed to continue and possibly result in a loss of data and significant cost to the institution. Grant funded work could also be time sensitive.

How do we insure the health and safety of clinical patients and human research subjects?

We follow IRB policy and guidelines for human research subjects. Current IRB approvals will be reviewed to ensure that adjustments are not warranted due to COVID-19. Anyone involved with clinical patients is properly trained prior to working in the clinical environment.

How do we protect the careers of early stage researchers?

Since we are not a research-intensive university and most faculty can continue their research without access to specialized university spaces, few would require such protection; however, given the current circumstances, it is important to provide researchers with options:

- Opportunities for faculty to "present" papers they prepared for peer-reviewed conferences that were cancelled. For example, School of Arts & Letters is hosting an online panel of the Georgia Philological Society Conference that was cancelled.
- Providing online professional development in the form of research circles, symposiums, etc. that focus on Boyer-model options for research that can be easily implemented in this time of crisis.
- Encourage early stage researchers to remain involved in scholarly efforts by maintaining affiliation with discipline-specific professional organizations.
- Seek opportunities to work collaboratively with colleagues both within and outside of MGA who have similar research interests.
- Encourage junior faculty to document potential data or other work that could prove to be worthy of consideration for a future conference presentation or publication.
- Explore versions of a Center for Teaching and Learning (CETL) that are more like an online "office" without a requirement for a dean.

How do we protect undergraduate researchers who may be under different orders based on their status as a student?

Although this is unlikely to be a problem at MGA, student researchers will not to be asked to take part in any research activities that violate student policy/procedure/orders. Undergraduate researchers should remain in contact with their faculty mentors to be actively involved with the research work either remotely or while on campus. Opportunities to analyze data, conduct literature reviews, coordinate work with other peer classmates or designated individuals would be pertinent to the ongoing efforts and successful outcome of the research.

What does a fair and transparent process for granting access to campus researchers look like?

A scheduled approach to the days of the week and times in which campus researchers will be allowed to come to campus and initiate, maintain, or finalize their research endeavors, comparable to the processes the library adopted for in-person appointments, would probably work well.

How do we ensure as rapid a restart for research that mirrors the current public health condition?

There must be a readiness to resume research activities that may have been on hold due to the public health condition as soon as possible.

In reference to ongoing research that is currently being conducted in science spaces, it is imperative that the buildings in which scientific experiences are currently being housed (e.g. Jones Building and Dillard Hall) remain open and accessible to faculty and students who are involved in the work.

Middle Georgia State University
Public Service/Outreach/Continuing Ed/Cooperative Extension
Reopening Plan

What falls into this category on campus?

1. External Groups
    A. Chamber Events (ex: Dublin First Fridays)
    B. Face-to Face Continuing Ed (ex: Warner Robins & Delta (ATL))
    C. Camps (includes overnight camps)
    D. Programs serving minors (mostly served through EM)
    E. Workshops
    F. Statewide conferences (Agency related)
    G. Lego League (mid-December)
    H. Jr. Knights Program (Cochran & Macon)
    I. Statewide trainings and certifications (ex: Georgia Power)
    J. Non-profit organizations
    K. Center for Software Innovation – Warner Robins
    L. Donors, stakeholders, and philanthropic partners
    M. Alumni
    N. Student Recruitment / Open Houses (coordinated through EM)

2. Internal Groups
    A. Staff meetings
    B. Alumni
    C. Donors
    D. President's Advisory Board
    E. Foundation Board
    F. Office of Strategic Partnerships

When do our employees initiate in-person outreach related to these functions?

1. This is an on-going process across multiple divisions throughout the year.
2. Hatcher Conference Center (HCC)
    A. 85-90% of bookings in conference center are for state agency trainings.
3. Donor Engagement – MGA will adhere to guidelines from the Governor's Office, USG, and federal & state health officials regarding donor and alumni engagement events. All events and meetings will ensure social distancing requirements are met.

Do employees follow institutional guidelines or city/region guidelines for satellite/off-campus locations?

Yes – USG will take its lead from the state, and institutions will take their lead from the USG. If the institution's location is in a municipal location or county that is more or less restrictive than what is directed by USG, we will provide clear communication to our community partners regarding MGA's plan.

What are the policies, guidelines and practices governing these programs/activities in fall 2020?
MGA will lean on guidelines/directives from the state on max headcount while adhering to social distancing guidelines and recommendations. The university will continue to update guidelines, policies and practices as necessary.

Do we restrict by size?

MGA will assess each case and decide based on the program function, time frame, and headcount.

Do we have essential meetings only?

1. Any meeting/event that is deemed to be mission driven will take priority. Examples include:
    A. Georgia Cyber Academy – MGA serves as the location for milestone testing
    B. State agency trainings and certifications
    C. Private sector trainings and certifications
        - Georgia Utility Contractors Associations (1 week per month)
        - Georgia Propane
        - Georgia Power - community and regional partner

Are there certain programs/activities we will allow and others we restrict? If so, what is the criteria?

1. Events, meetings, programs, and activities should be mission driven.
2. MGA will restrict any purely social event (wedding, wedding receptions, family reunions, coronations, bridal showers, birthday parties, etc.) unless those groups meet the max headcount as well as social distancing guidelines and directives.

Will we allow outside groups to use our facilities fall 2020? If so, under what circumstances?

1. Yes. Must be mission driven and meet the recommendations and guidelines from the Governor's Office, USG, and federal and state health officials.

Will we have guidelines for groups who wish to use our facilities in the fall?

1. Yes. Must be mission driven and meet the recommendations and guidelines from the Governor's Office, USG, and federal and state health officials.
2. All groups must sign a facility use agreement. MGA will add social distancing guidelines to this agreement, and there will be an additional fee for cleaning, sanitation, disinfecting and mitigation.

Will we restrict size of outside groups?

1. MGA will adhere to guidelines from the Governor's Office, USG, and the CDC.

Will there be cleaning/mitigation requirements?

1. Yes and a fee will be assessed to external groups.

Middle Georgia State University
Student Affairs
Reopening Plan

Residence Halls

CONTINGENCY 1 – Fall classes begin with social distancing expectations

Will students continue to live in our residence halls?

MGA Housing & Residence Life (H/RL) is committed to reopening all residence halls for Fall 2020 but cannot guarantee safety from COVID-19 to residential students, and students will make their own choices regarding living on campus. Our goal is to provide a safe environment for living that allows for social distancing. Face coverings and hand sanitizer will be given to all residential students at move-in in lieu of the annual Move-in Day t-shirt to emphasize our commitment to residential safety.

What are the policies, guidelines, and practices governing student residences?

MGA H/RL's plan to reopen relies on students continuing to adhere to social distancing guidelines whenever possible and to continue to limit gatherings. The Center for Disease Control's guidelines for social distancing can be found here. Nonetheless, students returning to the residence halls will be a significant undertaking. Each of MGA's residential campuses has unique residence hall configurations and thus it is difficult to provide standard expectations across the board. Guidelines and expectations for students living on different campuses and buildings will be tailored to fit these configurations. Residential students will all be briefed on recommended guidelines and use of PPE via check-in forms. These guidelines will also be incorporated into all Housing and Residence Life staff training programs prior to the beginning of each semester.

MGA Residence Life staff will work with Facilities Office staff to reconfigure common and shared space in residence halls in order to adhere to social distancing guidelines as much as possible. Plexiglass barriers will be installed in reception type areas in all residence halls.

In order to ensure a smooth transition and to limit the spread of COVID-19, MGA Housing and Residence Life will develop a plan for a staggered Fall move in. Following the success of the mandatory Spring Move Out, JotForms would be used to extend the move in period from 1 to 6 days. Students and parents would then be able to select a move in time that is conducive to their schedule and access to transportation. Move in appointments will be scheduled in 15-minute increments to avoid having more than 10 people on any wing of any hall at any one time period. This plan allots 2.5 hours for a student to get checked in and moved in. Students are asked to bring no more than two (2) family members with them to campus to aid in moving in. These family members are responsible for providing their own PPE and hand sanitizer. Volunteers and non-family visitors will not be a part of the move-in experience in the fall. Finally, this plan inadvertently speaks to parking issues that can arise during a normal move in day.

As part of the check in process, residential students will also sign a housing acknowledgement form to "agree to assume and accept full responsibility for these risks, and will comply with all and any quarantine, shelter-in place, or social distancing University directives with respect to disease precaution, prevention and infection while on campus."

Visitation in residence halls will remain suspended for the first 30 days of the semester and will be reviewed every 30 days after to determine feasibility of a safe return to regular visitation based on CDC guidelines and GDPH recommendations. Likewise, large social and educational programming in the residence halls will remain suspended to limit gatherings. Small group and virtual programming will replace large functions. Monthly health and safety checks will continue to be employed in every building associated with on-campus housing. MGA H/RL will also ask students to self-monitor and develop educational programming via Resident Assistants (RA's) that speaks to new and relevant information related to COVID-19. MGA Health Clinics will be available during regular business hours to consult with students via tele-health options as needed. If a resident feels sick, the student will be advised by H/RL staff to self-isolate and contact MGA Health Clinics to schedule an appointment, either in-person with recommended precautions or via tele-health conferencing.

Will rooms equipped for multiple students still contain multiple students, or will we reduce room use to one student?

Residence hall rooms will be viewed as a shared residence within each room or suite, like a family-shared residence in that social distancing and facial covering practices are not expected within the room or suite. As such, it is the responsibility of the residential students to adhere to appropriate behaviors related to the prevention of COVID-19, including the cleaning of their room or suite. Individual students should be reminded of the best practices in prevention but must take responsibility for their own actions.

Will we monitor rooms for hygienic practices in some way?

USG has suggested a reduction of residence hall staff visits to residents' rooms or living quarters unless it is necessary. Staff will use virtual communications and check-ins (phone or video chat), as appropriate for monthly health and safety checks. We will also ask students to self-monitor. Guidelines for individuals living in shared housing will be posted in all common areas, elevators, and stairwells. MGA Health Services will be open to consult students as needed.

Do we recommend that students who are at higher risk for severe illness from COVID-19 stay in the residence halls?

MGA H/RL recommends that students at higher risk commute to on-campus classes or continue utilizing online education as long as guidance remains in place at the state level. Students who are at a higher risk for severe illness as defined by GDPH should carefully consider whether moving into a residence hall is the appropriate option. High risk students can obtain an exemption from MGA's Residency Requirement by following the directions found here.

What kind of cleaning and antibacterial sanitation will be required for the residence halls?

Currently, cleaning and disinfection of residence halls is taking place on all residential campuses. This process is on schedule for Fall opening. Facilities staff are actively cleaning the residence halls and disinfecting all surfaces. All disinfecting agents being used are listed on the CDC website. MGA Facilities staff are also following the USG guidance document for Environmental Cleaning and Disinfection. Please see MGA's Coronavirus webpage for the MGA Cleaning/Disinfecting Plan for the frequency of cleaning and disinfecting public spaces.

Residential students will be expected to provide appropriate cleaner and disinfectant products for their own living space.

In the event of a positive COVID-19 test, the room or suite will be closed, and MGA Facilities staff will

conduct cleaning and disinfecting procedures. MGA is training multiple Facilities staff members in COVID-19 cleaning and disinfection practices as demonstrated by the National Guard and in accordance with CDC and GDPH protocols. These rapid response Disinfection Teams will be available to travel to any campus for emergency and/or large-scale cleaning/disinfecting as needed.

CONTINGENCY 2 – Fall classes begin fully online

If residential students are allowed on campus, Residence Life will use Contingency #1 for move in with social distancing should this be necessary.

CONTINGENCY 3 – Classes and operations must go to an online format for a period of time during the semester

Residence Life will use the Spring Move-Out procedures for those students leaving the residence hall for the period online. A prorated housing refund will be allocated to students that move out before the end of the semester term if asked to move out from university. If refunds are issued, PPV rental payments will be covered by residence hall reserves. For those students who do not or cannot leave the residence hall, the directives and procedures used after Spring 2020 move out will be implemented for the safety of the residents who remain. Additional directives will be implemented depending on the severity of the health crisis.

Dining Services

CONTINGENCY 1 – Fall classes begin with social distancing expectations

Will we open our dining areas?

MGA's Dining Services plans to reopen dining facilities in Fall 2020 and will have reopening guidelines that adhere to CDC guidelines, local/state guidelines, as well as follow the ServSafe National Restaurant/Dining Association COVID-19 Reopening guidelines. MGA is currently in transitioning food service providers and is working with the new provider on the operational plans outlined in this document. In the event a student is high-risk, a waiver can be requested in order to opt out of the residential mandatory meal plan if a doctor's note can be provided to university.

What are our policies, practices and guidelines regarding disinfecting surfaces in food service facilities?

Reopening guidance includes:

- Disinfect surfaces in Food Service Facility Practices/Guidelines
- Follow all CDC guidelines for cleaning and disinfecting facilities found here
- Thoroughly detail-clean and sanitize entire facility, focusing on high contact areas that would be touched by employees and guests
- Frequently disinfect surfaces repeatedly touched by employees or customers such as door knobs, equipment handles, check-out counters, and grocery cart handles, etc.
- No restrooms are located in MGA dining facilities for patrons; however, two are in dining facility for employees and will be cleaned/sanitized frequently and have signage for proper handwashing procedures
- Avoid all food contact surfaces when using disinfectants
- Do not place items on tables such as condiments, dispensers on tables – provide these items in small packages rather than bottles

- Between seatings, clean and sanitize tables
- Remove items such as unwrapped straws and other items from self-service drink stations
- Make sure hand sanitizer is readily available to guests
- Where salad bars and buffets are permitted by local/state officials, they must have sneeze guards in place. Change, wash, and sanitize utensils frequently and place appropriate barriers in open. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers.
- If an employee tests positive for COVID-19 and has worked in the dining facility, the facility will be shut down and involve facilities on cleaning entire dining facility before reopening. MGA is training multiple Facilities staff in COVID-19 cleaning and disinfection practices as demonstrated by the National Guard and in accordance with CDC and GDPH protocols. These rapid response Disinfection Teams will be available to travel to any campus for emergency and/or large-scale cleaning and disinfecting as needed.
- Dining staffing will be adjusted to adhere to cleaning schedules to be sure all proper cleaning protocols are followed.

What are our policies, practices and guidelines regarding social distancing in these facilities?

Social Distancing Practices/Guidelines

- Place a limit on number of individuals that can enter dining facility at a time determined by social distancing capacity; will still allow visitors/guests in dining facility
- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups
- Limit table seating to no more than the established maximums approved as recommended by the CDC or approved my local/state government
- Post signage at the entrance of dining areas that states no one with a fever or symptoms of COVID-19 is to be permitted into dining area
- Limit contact between dining employees and students and always require all individuals to wear face coverings.
- Place physical barriers such as partitions or Plexiglas barriers at registers/POS stations
- Provide hand sanitizer for guests, including contactless hand sanitizing stations in dining areas and post signs reminding students of about social distancing while moving about dining areas
- Try not to allow guests to congregate in dining areas that normally have high traffic while waiting for food – design a process to ensure guests stay separate while waiting to be served. This process can include floor markings, outdoor distancing, etc.
- Limit the number of employees at each food station/workstation. Employees should be staggered.
- If seating is not recommended in dining areas, adjust for pickup meals only with to-go boxes
- If a dining patron starts to feel sick while in dining facility, the immediate response is to ask the patron to exit dining facility and self-isolate and contact the health clinic on campus; follow all protocol for disinfecting and cleaning entire dining facility

What are our policies, practices and guidelines for employees who staff these facilities?

Employee Staffing Dining Facility Practices/Guidelines

- Per existing FDA Code requirements, employees who are sick should remain home.
- If an employee becomes ill or presents signs of illness, the operator should identify signs during a pre-work screening and follow the business's established policies on when the employee is allowed to return to work. At a minimum, follow CDC guidelines requiring the employee to self-isolate for 10 days from the onset of symptoms and be symptom-free for three days without

medication.

- Pre-screening of tracking employee temperatures will be conducted – the CDC has not mandated taking an employee's temperature, and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures.
- Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a three to six foot distance. Employees will be required to wear masks due to social distancing limitations.
- Train all employees on the importance of hand washing and hand sanitizers; give instruction to avoid face touching hands to face.
- Use gloves to avoid bare hand contact with ready-to-eat foods
- Stagger workstations and schedule to avoid high volumes of employees in one workspace
- If an employee tests positive for COVID-19, university facilities will be contacted for proper facility infection control to be sure all cleaning processes are followed before reopening facility

Plan for Each Dining Facility

Macon

Camelot Court Dining Hall
Type of Operation: Cafeteria-style; food court stations
Typical User: Students and employees
Current Capacity: 300
Social Distancing Capacity: 100
Changes in delivery or meal options: the option of pick-up and to-go will be available for students to pick up food and take out of dining hall
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time
Requirements for employees: see above guidelines

Subway
Type of Operation: grab and go; option to sit down with limited seating
Typical User: Students and employees
Current Capacity: student area, around 50
Social Distancing Capacity: 10; seating will be arranged six feet apart (huge open area where seating can be arranged)
Changes in delivery or meal options: only grab and go
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time
Requirements for employees: see above guidelines

Café Diem
Type of Operation: grab and go; option to sit down with limited seating
Typical User: Students and employees
Current Capacity: student area, around 50
Social Distancing Capacity: 10; seating will be arranged six feet apart (huge open area where seating can be arranged)
Changes in delivery or meal options: only grab and go
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time

Requirements for employees: see above guidelines

Library Café
Type of Operation: grab and go; option to sit down with limited seating
Typical User: Students and employees
Current Capacity: 10
Social Distancing Capacity: seating will be removed in this area
Changes in delivery or meal options: only grab and go
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time
Requirements for employees: see above guidelines

Duke's Spot
Type of Operation: grab and go; option to sit down with limited seating
Typical User: Students and employees
Current Capacity: 30
Social Distancing Capacity: 10; seating will be arranged six feet apart (huge open area where seating can be arranged)
Changes in delivery or meal options: only grab and go
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time
Requirements for employees: see above guidelines

<u>Cochran</u>
Georgia Dining Hall
Type of Operation: Cafeteria-style; food court stations
Typical User: Students and employees
Current Capacity: 467
Social Distancing Capacity: 200
Changes in delivery or meal options: the option of pick-up & to-go will be available for students to pick up food and take out of dining hall
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time
Requirements for employees: see above guidelines

Sanford Café
Type of Operation: grab and go; option to sit down with limited seating
Typical User: Students and employees
Current Capacity: 25
Social Distancing Capacity: 10; seating will be arranged six feet apart
Changes in delivery or meal options: only grab and go
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time
Requirements for employees: see above guidelines

Papa John's
Type of Operation: grab and go; option to sit down with limited seating
Typical User: Students and employees
Current Capacity: 30

Social Distancing Capacity: 10; seating will be arranged six feet apart
Changes in delivery or meal options: only grab and go
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time
Requirements for employees: see above guidelines

Warner Robins
Knight's Express
Type of Operation: grab and go; option to sit down with limited seating
Typical User: Students and employees
Current Capacity: 15
Social Distancing Capacity: seating will be removed in this area
Changes in delivery or meal options: only grab and go
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time
Requirements for employees: see above guidelines

Eastman
Runway Café
Type of Operation: grab and go; option to sit down with limited seating
Typical User: Students and employees
Current Capacity: 40
Social Distancing Capacity: 10; seating will be arranged six feet apart
Changes in delivery or meal options: only grab and go
Changes in accepting payment: no changes, but will sanitize credit card machine after every use
Changes in meal plans: no changes in meal plans at this time
Requirements for employees: see above guidelines

CONTINGENCY 2 – Fall classes begin fully online

Dining Services will use Contingency #1 for dining with social distancing should this be necessary.

CONTINGENCY 3 – Classes and operations must go to an online format for a period of time during the semester

In the event campus moves to online and residential students remain in the residence halls, dining facilities will operate in a decreased manner to allow for students with meal plans to access dining services with social distancing measures enforced. Auxiliary Services and the food service provider will review options like grab-and-go boxed meals to provide the best and safest option for residential students. In the event campus moves to online and residential students are not allowed to remain in residence halls, a prorated refund for meal plans will be allocated for unused meal plan days. Institution does not have PPV payments in relation to dining facilities.

Student Success

What is the essential technology needs for every student for fall restart? What do we provide? What is their responsibility?

As the USG has a contract with D2L to provide support to student and faculty, MGA will continue to promote awareness of the 24/7/365 service to students for assistance related to setting up their device(s) to connect and use D2L. The D2L Help Center website can help answer student questions related to system and software requirements, internet connection speed, supported operating systems, desktop/tablet/mobile browser support, and how to install and configure antivirus software.

MGA offers support to students for student email accounts, accessing BANNER and SWORDS (Student Web Organized Records & Data System), and College Scheduler, through web page resources as well as by allowing students to submit a Helpdesk ticket to the Office of Technology Resources.

In academic classes that require student to utilize RESPONDUS or a similar lockdown browser (in relation to online classes), it is recommended that that requirement be clearly and consistently shared in the relevant course syllabi. Academic Affairs may wish to take the lead on drafting proposed language that could or should be included in the syllabi.

Students with accommodations would continue to work with the Office of Accessibility Services to provide for their documented needs.

In the case of remaining fully online or moving to online for part of the semester, should the need or situation arise where a student needs access to a computer, MGA will revisit the process used during the last half of Spring 2020, wherein students could schedule appointments in two libraries to have access to computer, internet, etc.

How will we incorporate student training/ability to adapt to online learning – part of orientation, 1st year experience?

As MGA's orientation process transitioned to an online orientation, we can incorporate pertinent information into the orientation presentation. Additional messaging platforms currently employed by Admissions and Student Affairs can also be utilized to advise students of the resources available to them, along with how and where to find these resources.

Additionally, a uniform statement could be drafted, and all professors/instructors be advised to include this statement into the course syllabus.

While MGA does not currently have first year experience classes or programming, various offices may consider offering tutorials or videos related to other essential skills related to online learning (I.e. time management skills; creating school/life balance).

As noted previously, a student with accommodations or who is registered in the Office of Accessibility Services will receive additional outreach from staff to assure the student's accommodations are being met and the student is successfully transitioning to an online environment.

What is the plan for counseling/support for students transitioning between the physical and digital and back again?

Counseling Services staff will:

- Follow all applicable CDC, DPH, and other related guidelines and recommendations when providing services to students.
- Create protocols related to distance counseling (pre-screening appointment protocol, first session, suggested privacy guidelines, etc.). These protocols will be communicated to students via the Counseling webpage and via email from counselors prior to scheduled appointments.
- Contact past and current caseload clients via email to make them aware of policies/guidelines related to face to face appointments.
    - It may be necessary to purchase paid access to "You Can Book Me", the current appointment scheduling software used, to allow additional options related to varying types of appointments.
- Continue offering distance counseling as an option (if/when the university is operating fully or partially face to face on campuses.
- Utilize the Assessment for Client form for current and returning student to determine if distance counseling is an appropriate fit for the client/student, based on presenting issues.

MGA Counseling Services staff do not supervise interns or doctoral trainees.

The criteria for distance counseling will be:

- Student moves out of Cochran, Eastman, Dublin, Macon, Warner Robins area, however, remains a student at MGA and resides in the state of Georgia.
- MGA moves to offering classes online or it decides that face to face services will be limited or discontinued due to COVID-19 precautions.
- Student and counselor would have to determine that distance counseling is appropriate.

CONTINGENCY 1 – Fall classes begin with social distancing expectations

Counseling centers will submit the following as part of their plan for fall operations:

1. **Number of full-time counselors** - 3
    a. 2 counselors serve the Macon and Warner Robins campuses
    b. 1 counselor serves the Cochran, Dublin, Eastman campuses
2. **Number of part-time counselors** – 0
3. **Current ratio of counselor FTE to spring 2020 student FTE** - 1/2500 students
4. **Number of counselors who will be able to continue to serve students in their current physical space –** 0
    a. Current office space is not conducive to following recommended social distancing guidelines. Counseling Staff and the AVP for Student Affairs will provide alternative spaces where counseling can be safely and discretely offered.
5. **Number of counselors who will need either different physical space or will need to engage in alternate arrangements (tele-counseling) -** All
    a. See response to #4 above.
6. **Need for alternate physical spaces**
    a. Each counselor's office will provide at least 6 feet of social distancing
    b. Confidentiality of sessions must still be maintained.
    c. Space should be sound-proofed.
    d. Plexiglass panels will be utilized as needed to further enhance social distancing and physical barriers.

7. **Current number of counselors approved to deliver tele-counseling –** All
8. **Practices to be implemented for face-to-face counseling visits that ensure social distancing from the time a student schedules an appointment to the time the student leaves the appointment**
    a. Follow all applicable CDC, DPH, and other related guidelines and recommendations when providing services to students.
    b. Encourage scheduling appointment online rather than face to face.
    c. Removal of some chairs in waiting area to support social distancing.
    d. Lock entrance to Counseling and Accessibility Services, if the outer lobby is used for counseling sessions rather than individual offices.
    e. Have students wait in their car or other designated area until notified by office staff for their scheduled appointment.
        i. Notification would be by phone call or text message.
    f. Advise students who may be exhibiting symptoms of COVID-19 to reschedule appointment or consider tele-counseling option.
        i. All students participating in face to face counseling sessions would need to be asymptomatic, based on CDC guidelines.
    g. All clients will be required to wear a mask while inside campus facilities/buildings where six feet social distancing may not always be possible.
    h. All clients will be required to sign in.
        i. Pen or pencil will be wiped down with approved wipes after each client.
    i. Appointments will be staggered to further support/ensure approved sanitation practices between clients.
        i. Clorox wipes or other approved sanitation practices will be followed.
    i. Limit or restrict walk-in appointments.
    j. Educate faculty and staff to avoid current practices of "sending students over" when student appears to be in "crisis".
        i. Include reminders to follow existing Emergency Plan related to students in crisis and sending an email to MGAACT@mga.edu, which includes all members of the university's Assessment and Care Team (behavioral response team). If students have COVID-19 symptoms, direct them to submit information in the MGA COVID-19 self-report form.
9. **Resources need to stand up a fully operational counseling center for fall with alternate delivery options**
    a. Possible use of SLC 280, the Student Affairs Conference room on the Macon campus, and the shared conference room on the Cochran campus to further ensure social distancing with clients.
        i. Window covering for door to SLC 280 would be needed.
        ii. Additional sound machines may also be needed.
    b. Prioritize who is served
        i. Establish clear criteria for face-to-face counseling versus tele-counseling.
        ii. First time clients typically require more time for intake processes, possibly limiting the availability of counselors for appointments
    c. Based on guidelines from the Georgia Composite Board of Professional Counselors, and to comply with HIPAA, it is recommended that counselors have secure and dedicated laptops when offering tele-counseling appointments.
        i. Laptops have been assigned to counseling staff in order comply with

the recommendations and for the counseling staff to access Titanium, the software used by Counseling to record and track client information and sessions notes no matter where they provide services.

If an employee or students tests positive for COVID-19 and has visited one of the campus counseling centers, the facility will be shut down, and Facilities' staff will clean/disinfect facility before reopening. MGA is training multiple Facilities' staff in COVID-19 cleaning and disinfection practices as demonstrated by the National Guard and in accordance with CDC and GDPH protocols. These rapid response Disinfection Teams will be available to travel to any campus for emergency and/or large-scale cleaning and disinfecting as needed.

CONTINGENCY 2 – Fall classes begin fully online

Counseling will provide services and operate virtually similar to spring and summer 2020 semesters.

CONTINGENCY 3 – Classes and operations must go to an online format for a period of time during the semester

Describe any changes in operations that must occur to move to online delivery of counseling services. Include any additional training/certification that should be in place, as well as any technology requirements.

- Counselors are currently certified to offer tele-counseling to individuals living in the state of Georgia, so no additional training or certification would be needed at the present time.
- Potential technology needs have been addressed in responses related to Contingency 1.

How will services through the Health Center be delivered for routine visits?

Physical alterations to clinic such as plexiglass dividers, floor markings, rearranging furniture and mobile fixtures are necessary to meet physical distancing requirements. Removal of any unnecessary items such as décor and print materials from shared spaces to decrease potential infection reservoirs.

All MGA Student Health Services staff will be trained in the proper use of PPE and may be asked to provide similar training and reminders to students who use Student Health Services.

Students with scheduled appointments will be required to wear a mask and will sit in designated spaces in the waiting/reception that can be easily identified and wiped down between appointments, or students may elect to wait outside or in their car and be called when the nurse practitioner is ready to see them to further minimize additional and/or unnecessary points of contacts. Appointments will be spaced to allow extra time for proper cleaning between appointments.

Students who request an appointment and notify clinic staff of possible COVID-19 symptoms or exposure will be directed to community testing resources as MGA Health Clinics are not currently set up or equipped to provide COVID-19 testing.

SHS is already practicing robust infection protocols between clients and will follow best practices including procedures below:

- Handwashing: patient at time of entry and prior to departure, provider before any patient contact, after patient contact, before donning PPE/ after removal of PPE/prior to removal of

mask/following mask removal and before/after any procedures and/or specimen collection.

- Disinfection: clinic is cleaned daily by trained custodial staff per MGA protocols, Student Health Services (SHS) staff cleans exam rooms, equipment, and surfaces between all patient encounters, at the start and end of each workday.
    - Cleaning supplies include medical grade Sani-Wipes, alcohol wipes, and Lysol spray – gloves are donned with use of wipes per label direction
    - Exam tables are covered with paper and changed following each encounter/cleaning
    - SHS workstations are individually cleaned daily in addition to custodial process
- Biohazard: all biohazard waste is disposed properly in well-labeled red bins/red bags, contract in place for removal by trained staff of professional company (Evergreen) and sharps bins have built-in safety mechanisms and included return mailboxes/labels
- In the event of a COVID-19 positive test of a clinic employee or notification of a client with a positive COVID-19 test, the clinic will be closed. MGA Facilities staff will be notified and begin cleaning and disinfecting procedures. MGA is training multiple Facilities staff in COVID-19 cleaning and disinfection practices as demonstrated by the National Guard and in accordance with CDC/GDPH protocols. These rapid response Disinfection Teams will be available to travel to any campus for emergency and/or large-scale cleaning and disinfecting as needed. Staff will ensure the designated MGA administrator(s) in charge of responses and/or any contact tracing practices is immediately notified by submitting the MGA COVID-19 self-report form.

The SHS staff will discontinue walk-in availability and online scheduling options until further notice, and they will telephone triage all individuals seeking health services to provide a verbal screening and direction for best health resource options for further evaluation/follow up if scheduling an appointment is not appropriate. In alignment with RAC/Health colleagues, SHS will adopt the pre-campus closure model clinics were operating on with locked clinic door and clearly posted phone numbers/resources/ directions. This initial measure ensures: 1) physical distancing to avoid crowding, 2) added staff/patient exposure, and 3) a decrease in delay of care for high acuity/severe illness or otherwise special needs that the clinic is not suited to manage.

All appointments will be scheduled to allow adequate time and spacing to limit one patient encounter at the time. Bench seating is available in the hallway outside of clinic for safely distanced waiting, or patient may elect to wait in car and be phoned by provider.

- Respiratory related and/or febrile illness may be directed to a health center with the capacity for isolation practices or space to safely separate individuals for assessment/testing/specimen collection, in attempt to limit clinic closure for disinfection and reduce staff exposure requiring subsequent quarantine. Clinic spaces do not allow for six feet of separation between individuals, with no separate interior spaces, isolation spaces with negative pressure or altered ventilation. Clinic building is shared with classrooms, offices, utility and custodial spaces, and volleyball gym.
- May utilize exterior space to side of Music building (door is just adjacent to clinic) for certain patient measures including screening and/or testing if permitted. Area is not widely visible due to location and aligns with steps taken by UGA to screen patients in a courtyard outside of clinic entrance.
- May consider temporary suspension of immunizations, physicals, and preventative services to conserve supplies/PPE, decrease possible exposure for otherwise well individuals seeking common services, and increase provider availability for illness/injury.
- May increase telehealth to limit individuals in clinic with possible exposure to respiratory pathogens.
- Health outreach/educational programming will be limited in Fall 2020, likely consisting of virtual opportunities to support physical distancing while continuing goal of equipping students

with strategies for self-care, awareness of health resources, and holistic wellness.

All scenarios include close contact/communication with DPH, SHS will defer to their expertise for best practices and most up to date guidelines. Dean Tara Underwood will serve as the point of contact between Middle Georgia State University and its Health District partners. She will communicate with the District representatives listed below.

North Central Health District (Macon/Warner Robins campuses)
Amber Erickson, MPH
Director of Epidemiology, Community Assessment and Research Initiatives
201 Second St., Suite 1100
Macon, GA 31201
Cell: 478-972-6067
Fax: 478-751-6074
E-mail: amber.erickson@dph.ga.gov

South Central Health District (Cochran/Eastman/Dublin campuses)
Jennifer Stokes
SCHD Epidemiologist
105 East Jackson Street
Dublin, GA 31021
Phone: 478-275-6571
E-mail: Jennifer.stokes@dph.ga.gov

CONTINGENCY 1 – Fall classes begin with social distancing expectations

Health centers will be prepared to operate at full capacity for the fall semester. Health centers will submit the following as part of their plan for fall operations:

1. Practices to be implemented for face-to-face health center visits from scheduling to delivery and follow-up appointments.

Supplies were donated to GEMA in March 2020 per USG request – the ability to adequately restock supplies will impact clinic function and must be intact to ensure provider/patient safety prior to reopening the clinic for any capacity of face-to-face interaction.

See previously outlined safety parameters in face-to-face clinic operations.

2. Practices to be implemented for telemedicine when needed or appropriate.

Continue use of Microsoft Teams for confidential/HIPAA compliant communication with students regarding any medical/personal/sensitive information.

- Utilize Teams for clinic hours throughout the summer to schedule times for health-related questions, check-ins, and health education.
- Additional communication/outreach via KnightLife publications, InsideMGA, KnightlyNews and the clinic Facebook page.

Investigating use of Anywhere Care, the integrated telehealth platform in our EMR system, iSalus – awaiting response from Kim Poland. This app is housed within the secure electronic health records site, includes audio/video connection, and can send direct visit summaries to patient's device, including visit notes and pharmacy information. Patient use requires an Apple or Android device and download of the

Anywhere Care app.

3. Resources and equipment needed to stand up a fully operational health center for fall.

- Physical space – see above for safety considerations
- Personal Protective Equipment
    - Including but not limited to adequate supply of the following: gloves, surgical masks, N95 masks, face shields, goggles, disposable gowns, disposable shoe covers, disinfectant wipes, disinfectant spray, soap, sanitizer, rapid influenza A/B tests, rapid streptococcal tests, rapid mononucleosis tests, urine tests, and contact-free thermometers
- Considerations for potential implementation of COVID-19 testing (TBD, awaiting reply from account rep for pricing/availability/test specifics)
    - Supplies needed
    - Cost: no insurance billed and unable to process HAS/FSA accounts, thus out of pocket costs will likely exceed $50/test for all patients (in addition to staff/faculty visit fee)
    - RAC/Health corresponded with Chancellor Wrigley for prioritization of rapid testing capabilities in each campus clinic
    - Increases need for adequate PPE/staffing/budget to cover operations if SHS takes on role of COVID-19 testing
- Staffing
    - Operating at full capacity in the fall will be impossible if the vacant NP position is not filled for the Cochran/Eastman campuses
    - Identifying potential PRN staff with medical director in case of SHS staff absence, COVID-19 exposure, and/or illness

CONTINGENCY 2 – Fall classes begin fully online

Health Services will continue use of current online operations, including:

MGA Health Clinic page on the MGA website

- Area hospitals, health departments, and additional health resources are listed on Health Clinic page of MGA Website and noted on voicemail recordings for any urgent/emergent needs (*reminder to call 911 at any time shared in multiple areas of site*)
- Online resources tab added to clinic page shortly after transition to distance learning in March 2020. Other resources are compiled/updated regularly, with holistic health/mind/body focus
- Health Topics page managed by MGA Communications transitioning to another webpage

Email as the point of contact for non-urgent needs - healthclinic@mga.edu that is managed by SHS's administrative assistant and accessible by Director of SHS.

- Respond to inquiries within one business day
- Invite student to join a meeting via Microsoft Teams if discussion of confidential information is required to address needs. It is an effective HIPAA compliant online communication platform.

iSalus Electronic Medical Record

- Online HIPAA compliant access to patient medical record
    - Ability to document patient encounter
    - Electronically prescribe to pharmacy patient prefers/convenient to their current location
    - Allows delegating physician access to review charts per state requirements and to collaborate on plan of care as needed
    - Has a Telehealth component that we have yet to utilize, awaiting further info
    - Continued competency and availability via telehealth platform (see below)

- Identify telehealth training/CE opportunities to complete during summer semester

Collaborate with medical director, delegating physician, and designated physician as needed

Implement virtual health education and outreach opportunities:

- Regular Facebook page updates
  - Health themes and topics
  - Highlighting additional campus resources
  - Highlighting community resources
  - Share online opportunities for health webinars, student-driven programming, and resources for wellbeing
- Participation in online publications
  - InsideMGA
  - Knightly News
  - KnightLife newsletter
- Participate in online orientation
- Create online programming such as a virtual health fair in the fall to feature guest speakers from campus and the community
  - All members of the MGA community welcome
  - Can also incorporate into a "health week" with daily themes
  - Pairs well with Faculty/Staff Well-Being initiatives
- Collaborate with Student Life/Student Affairs
  - Previous shared events have provided increased resources, participation, and awareness of interactive, health-focused opportunities
    - Shared planning and insight into specific campus/community needs boosts quality of programming

CONTINGENCY 3 – Classes and operations must go to an online format for a period of time during the semester

Describe any changes to practices/policies that would need to occur to still serve students through telemedicine or necessary in-person appointments.

- Revert to contingency 2 plans, utilize all methods of communication to notify students of transition to telehealth and online communication, maintaining SHS/provider access while also advising familiarity with local health resources convenient to patient's location off-campus

Student Activities

Student Life (SL) and the Center for Career and Leadership Development (CCLD) plan to host all annual events during the 2020-2021 academic year regardless of whether students are on or off-campus. These events include Homecoming, Spring Fling, Career Fairs, Student Leadership Conference, Welcome Week, Freshmen Convocation, and other traditional programs and events will held in-person with social distancing, if feasible, and/or virtually.

The Student Life handbook will be updated with the latest policies and procedures to reflect the necessary changes to assure that students are safe. Specifically, changes will be made to the room reservation process, a section about event management/social distancing will be created, and information about the recruiting process will be updated. Strict guidelines for advisors will also be added.

CONTINGENCY 1 – Fall classes begin with social distancing expectations

SL & CCLD will adhere to the social distancing guidelines as well as take any unique measures that would create the safest environment possible for our students. This would include social distancing, hand sanitizing, requiring masks, limiting the number of students participating in events at one time, sanitizing facilities prior to events, utilizing larger spaces for all events to allow for better social distancing, limiting activities that would require students to have physical or close contact, utilize social distancing monitors (student leaders), offer gloves when necessary, and take other safety measures. SL & CCLD will add a virtual component when unable to limit the number of in-person attendees per any set health and safety guidelines

CONTINGENCY 2 & 3
SL & CCLD will host all events online similar to the strategy used during the spring 2020. Both were very successful in hosting a large number of events and were able to engage the student body in unique ways using video conferencing software and social media pages.

The CCLD will also continue to host their Knights Lead and Emerging Leaders programs and will offer all regular services whether in-person or online. Virtual services will be used for advising and workshops if guidelines restrict staff from traveling to campuses since the CCLD does not have a staff member at all five campuses.

Greek Recruitment
Greek Life will allow for recruitment if deemed safe by the guidelines in place and based on the recommendations of the national headquarters of our fraternities and sororities. The method for recruitment will be determined by the level of interaction allowed. If students are not allowed to return to campus, or if physical interactions are limited, virtual recruitment may be an option.

Diversity, Inclusion, Equity and Title IX
The Office of Diversity, Inclusion, and Equity/Title IX plans to host all trainings online and host virtual or small events with social distancing requirements met. The trainings from this office do not require in-person instruction, and students can receive the intended learning outcomes virtually.

Band and Chorus
The Band of Knights and Chamber Singers (chorus) will follow the most up-to-date social distancing guidelines.

The Band of Knights will hold rehearsals outdoors. Performing groups will include the drumline and other percussions instruments. If social distancing is not possible, students will be required to wear masks on the bus to games and when meeting indoors. If instruction must move to online in the fall, students will have the opportunity to record their individual parts that can be combined with all student recordings to create a unified recording to be played at events of choice and posted online.

The Chamber Singers will rehearse in a large space with the students socially distant from each other. The rehearsals will include humming and sign language. Social distancing space for singing will follow industry standards. Performances will utilize either outside area or large room with distance between performers and the audience. The Chamber Singers will also be given the opportunity to record their individual parts that can be combined with all student recordings to create a unified recording that can be played at events of choice and posted online if instruction must move to online for the fall. This will

be coordinated with Media & Communication Production faculty and/or students with such training.

Cheerleading

Cheerleading will follow the rules and guidelines set forth by the CDC and will only occur if it is deemed safe for students to have physical interactions. Cheerleading requires you being in close proximity. Cheer can only exist without restrictions. The cheer squad can learn cheers and do other team activities virtually, if necessary. There will be no practice without proper sanitation and monitoring in place. If classes are fully online, cheerleading will not be active.

Intramurals

Intramurals will only occur if it is deemed safe for students to have physical interactions. It is mandatory for all students participating in intramural activities to sign a waiver and all group activities will be limited to 10 participants or less. If it becomes necessary, intramural sports that do not allow social distancing or other safety measures will be discontinued. If students cannot meet outside of the classroom, or if students only take classes online, intramurals will focus primarily on offering e-sport competitions. Club Sports will follow the guidance from Athletics, the NAIA, and the National Club Football Association.

Campus Recreation Centers

Campus Recreation and Wellness Centers will follow the guidelines to create a safe environment.

CONTINGENCY 1 – Fall classes begin with social distancing expectations

Using best practices for gyms and recreation centers, please provide the practices for opening your campus recreation center that allows for social distancing. Please include the following:

Hours of operation: Hours may change if needed depending on budget and guidelines

- MACON
  - Monday-Thursday 6:00am – 9:00pm
  - Friday 6:00am – 5:00pm
  - Saturday 10:00am – 5:00pm
  - Sunday 12:00pm – 5:00pm
- COCHRAN
  - Sunday-Thursday 5:00am – 12:00am
  - Friday and Saturday 8:00am – 10:00pm

Staffing levels remain unchanged. Two student employees will work at front desk sitting on opposite ends of front counter (more than 6 feet apart). Check-in process cannot be hands-free due to payment-taking process. No physical barrier needed - desk provides the 6 feet of space and tape line on the floor will be utilized to keep customers at a distance

The plan does not discontinue non-campus memberships unless otherwise required. We will continue to allow one paid guest per member unless otherwise required.

Occupancy changes:

- All occupants to practice social distancing – advise via signs posted throughout the Wellness Centers
- Signage showing maximum safe occupancy will be posted in these areas. Wellness Center staff will make regular checks to monitor adherence to these maximums as part of their responsibilities.

- Only allow every other cardio machine to be available for working out

Sanitation practices:

- Have sanitizing stations set up at each counter
- Hygiene information will be added to social distancing/occupancy signage and will be posted in all restrooms
- Guests will be encouraged to swipe their own wellness card after showing staff their ID
- Staff will be required to complete hourly walk-thru sanitizing equipment and complete check list
- Gloves will be available for employees to use to clean equipment and take payments
- Staff will require guests to wear masks for events held in the Rec and Wellness Centers
- Guests and members will not have the opportunity to check-out washable towels. They will be encouraged to bring their own
- Cleaning wipes will be available throughout the facilities with signage requiring members to clean equipment after each use. Hand sanitizer stations will be kept adequately filled.
- Hands-free bottle fillers will be available. The spout on water fountains will be covered with signage posted that fountains are not in use.
- Rented items (basketballs, workout equipment, etc.) will be sanitized by staff upon return
- Areas will have designated tape on floors for events or guest check-in where lines may need to form

Locker room practices/restrictions:

- Encourage members to practice social distancing via posted signage
- Space out locker usage to adhere to CDC guidelines
- Signage will be posted in the locker and weight rooms to encourage social distancing as well as closing certain stalls/urinals where distancing cannot be achieved. Equipment will be spaced 6 ft apart when possible. Where this is not possible, equipment will be made inoperable. Casual and gaming seating will be adjusted as necessary
- Center showers, urinals, and stalls will be taken offline and showers may need to be off limits
- Overall policies related to the operations during COVID-19:
- Staggering machine usage to every other machine
- Cancelling group classes
- Pool closed off, if necessary
- Limit free play and intramurals activities, if necessary

CONTINGENCY 2 – Fall classes begin fully online

CONTINGENCY 3 – Classes and operations must go to an online format for a period of time during the semester

In the event that students do not return to campus or operations move online for a period of time, the wellness centers may open, by USG or institutional decision, using the same guidelines and procedures of local private gyms.

Co-Curricular Requirements

Any co-curricular requirements for degree attainment will be reviewed and revised as necessary to take into account limitations imposed by social distancing and the overall COVID-19 situation. Alternate options for high impact practices will be granted given the uncertain times and necessary compliance with protocols. The experiential learning graduation distinction is voluntary and always subject to the schedule, offerings, and the degree plans.

Student Centers and Other Community Gathering Locations

Student centers, game rooms, and other community gathering locations across campuses will review all of their current practices to determine which practices need to be altered to take into account social distancing. Large events scheduled for the Fall 2020 semester will follow the institutional and CDC requirements for large events.

CONTINGENCY 1 – Fall classes begin with social distancing expectations

Student Life plans to open all facilities to students and will follow the most up-to-date social distancing guidelines. These spaces include the game rooms on each campus, the Commuter Lounge in the Student Life Center in Macon, the open space in the Student Center in Georgia and Welch Halls in Cochran. Games and high touch areas will be reviewed to determine the safest practices.

When open, staff will follow the CDC guidelines for the number of students allowed inside of a single space, and space any seats at least 6 feet apart. Staff will require students who utilize these common spaces to wear masks and will discontinue games where students have to touch the same items. If deemed necessary, staff could convert the game rooms into social/study lounges where students can interact while maintaining social distance. Staff will allow students to watch television, listen to music, study, and have conversations as long as everyone wears a mask while inside campus facilities/buildings where six feet social distancing may not always be possible. Student workers would transition from handing out games to focusing more on being social distance and safety monitors.

Staff will work with facilities to offer hand sanitizer and disinfectant wipes for the space and work with the custodial staff to ensure that each area is consistently cleaned for the safest environment possible.

CONTINGENCY 2 – Fall classes begin fully online

Facilities will be closed until face to face classes begin or it is decided to reopen with social distancing guidelines.

CONTINGENCY 3 – Classes and operations must go to an online format for a period of time during the semester

If operations move online for a period of time, the student centers may remain open, by USG or institutional decision, using the CDC guidelines and procedures.

Student Organizations

CONTINGENCY 1 – Fall classes begin with social distancing expectations

Do we allow student organizations and clubs to meet and under what circumstances?

Our registered student organizations (RSOs) will take similar approaches to the contingencies outlined by Student Life and CCLD. Students groups will be allowed to interact through Presence software, in person using social distancing guidelines and in meetings through Microsoft Teams. In addition, all RSOs will be required to have their advisor present at any meeting or event where students will physically be in the same location. The role of the advisor is to make sure that all students are abiding by the policies, procedures and guidelines to maintain top-level safety.

CONTINGENCY 2 – Fall classes begin fully online

CONTINGENCY 3 – Classes and operations must go to an online format for a period of time during the semester

If students are required to take classes online, we will allow students to meet and interact via Microsoft Teams. We will establish RSO Teams page maintained by the Office of Student Life and students will have to reserve time to use the page for their meetings. We will allow students to utilize the Student Life Facebook page to host live online events if the event can benefit the entire student body. We will also use our new student engagement platform, Presence, to further engage student organizations.

Middle Georgia State University
Enrollment Management
Reopening Plan

The Division of Enrollment Management (EM) has the ability to provide services in a face-to-face or a remote environment. The offices of Admissions, Financial Aid, Registrar, Orientation, Strategic Partnerships and Marketing and Communications can shift orientation, campus tours, individual meetings with students, financial aid and admissions guidance to a remote format if courses and services must move online.

Having already established our sixth campus, MGA Direct online, MGA was positioned well to transition to fully online classes for the Spring 2020 semester. As we plan to reopen our campus for the Fall 2020 semester, EM is perfectly poised to enroll students in the modality in which they feel most comfortable. Prior to the coronavirus pandemic, MGA offered face-to-face full session courses, online full session courses, fully online 8-week courses, and hybrid courses. These options pre-COVID gives us the opportunity to continue meeting students where they are in their educational journey by offering courses in formats to meet their needs.

Enrollment strategies have proven effective to date as we rebounded from large YTD deficit in enrollment for the Fall 2020 semester to a modest increase at the time this plan was written. The enrollment situation changes daily, and areas continue to adapt. Enrollment is still unpredictable leading up to the first day of class. EM offices will continue to implement strategies to support student degree completion and enrollment growth.

Strategies to Grow Enrollment

- Expanded prospects/inquiries to include out-of-state to market MGA Direct online degree programs
- Shifted enrollment cycle communication plan forward when we moved to a remote environment in March 2020
- Strategically targeted new student populations through a multi-faceted approach, including: texting, emails, postcards, virtual meetings, phone calls, virtual campus tours and orientation.
- Developed an “in house” orientation and virtual campus tour to maximize budget
- Launched orientation in March 2020 for Fall 2020, over 50% of new students have completed the virtual orientation with over 900 already being advised and registered for classes
- Increased communications to students seeking financial aid and housing on campus

Student Recruitment Populations

- Out-of-state for MGA Direct online degree programs
- Bachelor graduates to graduate school
- Associate graduates to bachelor’s degrees
- USG Deferred Denied
- Current students enrolled Spring and eligible to enroll Fall but not registered
- New students with incomplete files
- New accepts that have not completed the virtual orientation and have not registered
- Students who applied for admissions and have not completed a FAFSA
- Students who completed the FAFSA and have not completed an application for admissions
- Students with incomplete financial aid files
- Students selected for financial aid verification

- Students accepted for Spring 2020 and Fall 2019 who did not register for Fall 2020
- Students with financial aid awards who have not accepted their award
- Inquiries who have not applied for admission
- Students who have stopped out of Middle Georgia for one or more semesters
- Veterans, adult learners, transient, dual enrollment, and post-baccalaureate students
- Utilizing LinkedIn, Facebook, Instagram, TikTok, media interviews in Macon and Savannah, newsletters, videos from admissions and the president.

Student Life Center (SLC) and COVID-19 Safety Measures

- The entrances and exits in the SLC will be designated as one set of doors being the entrance and the other set being the exit. Signs will indicate the flow of traffic on the front and rear doors.
- Signage and arrows will direct students up one side of the public stairwell and down the other side. Standing hand sanitizing stations will be provided at the top and bottom of the stairwell in peak periods.
- Signs, preventive decals, seat markers and arrows will be placed throughout the building indicating safety precautions and directional guidance.
- The restroom upstairs located outside of the MarComm offices will be designated as, "Employee Use Only."

Welcoming Students and Guests/Visitors

Contingency Plan 1:

Campus Recruitment Events

- Campus Tours
- Orientation
- Open House
- Other Campus Recruitment Events

General guidelines for all on-campus recruitment events are as follows:

- Guests will be required to wear face masks, bring hand sanitizer to use throughout their visit, follow directional signs, preventative safety measure guidance provided on decals throughout the enrollment management offices, and utilize hand sanitizer provided before during and at the end of their visit. Staff will be required to wear face masks when social distancing isn't an option. Guests will also be required to wear face masks when social distancing isn't an option. If a guest prefers not to wear a mask and cannot maintain social distancing, they will be offered a virtual meeting, phone meeting or directed to the website for information and complete applications.
- Staff will utilize sanitizing spray to disinfect spaces before guests arrive and after they leave as we prepare for the next group of guests.
- Student workers putting together admissions packets for guests /visitors will utilize hand sanitizer, wear masks and gloves.
- Clipboards, pens, notebooks, etc. will not be shared between guests/visitors.
- All guest/visitors will be encouraged to utilize the provided hand sanitizer upon arrival/departure.
- Prospective students meeting with recruiters while visiting campus to review or discuss their admissions status will utilize the individual sectioned counter space in the tour room while practicing social distancing or meet in individual offices when social distancing is possible.
- "Please Wait Here," and other directional signs will be posted in all enrollment management

offices along with tape markers on the floor, social distancing floor decals, seat decals to guide and encourage social distancing.

- Acrylic panels will be placed in the following high traffic front counter office areas: Admissions 4, 40 inch), Financial Aid (6, 40 inch), Registrar (3, 40 inch), Strategic Partnerships (2, 40 inch), Orientation (20 total (10, 40 inch and 10, 32 inch), and Campus Tour Room 10 total (5, 40 inch and 5, 32 inch), and used at recruitment event sign in tables (Open House, Orientation, other recruitment events).
- Single stand hand sanitizing stations will be positioned in high traffic areas in enrollment management where wall sanitizing stations may not be readily available. For example, all students arriving to orientation or the pre-fall celebration event will enter the building and stop at the hand sanitizing stations, choose an MGA branded mask prior to proceeding to the registration area and event.
- Prospective students attending recruitment events or campus tours will be provided with an MGA branded mask. Parents and guests will be provided with the three-ply paper masks if they didn't bring their own mask.
- A scheduling system will be used, for example, Microsoft Teams bookings. The Registrar's office is researching this free tool for use by all enrollment management offices, which could help control the flow of office traffic and meet social distancing requirements.
- All prospective students/guests who preregister for recruitment events will receive health and safety guidance before arriving on campus.

Additional guidelines for specific events:

Campus Tours

- Prospective students and guests will pre-register for campus tours online for a specified date and time. Each group, including the tour guide will be limited to 10 people total (or current guidelines) and follow the 6-foot social distancing guidelines or current CDC guidelines.
- The tour guide will wear a face mask and practice social distancing while touring campus with guests remaining 6 feet apart. Prospective students will be provided with an MGA branded face masks. Parents/guardians/other guests will be provided with the three-ply masks if they did not bring one themselves.
- Upon returning from the campus from tour, students who haven't applied for admissions will be provided with a QR code to scan and complete the application on their smart phone or be provided with a paper application, view book to press down on and a pen. Student will only return the application.
- ID's for lawful presence and other documents will be collected, scanned or copied and returned. The staff member handling the document will be given the option to use gloves for each transaction or hand sanitizer.
- Walk-in's for campus tours will be given a QR code to scan and complete the online contact card from their smartphone. They will be given a campus tour following the guidelines.
- Prospective students meeting with recruiters before and after the campus tour to review or discuss their admissions status will utilize the individual sectioned counter space in the tour room while practicing social distancing. If social distancing is not possible or the prospective student prefers not to wear a mask, the virtual, phone and web options will be made available.

Orientation – Currently, orientation remains virtual

- Prospective students and guests will pre-register for orientation online for a specified date and time. Students at each orientation will be paired with a staff member or orientation leader within the CDC group size guidelines. Each group, including the orientation leader will utilize

social distancing and be assigned to a room for information sessions. The presenters will move from room to room, allowing the guests to remain in the same room to complete the orientation and enrollment process.

- The orientation leader will wear a face mask and practice social distancing while during the orientation and remind guests to remain 6 feet apart
- At orientation, students who haven't applied for housing, student ID's, parking passes will be provided with a QR code to scan and complete the processes on their smart phone or be provided with a paper documents with view book to press down on and a pen. Students will only return the application or appropriate paperwork.
- Walk-in's will be given a QR code to scan and complete the online contact card or registration from their phone.
- Prospective students meeting in offices will practice social distancing while completing the enrollment process and wear masks or choose virtual options when social distancing is not possible.

Open House

- Prospective students and guests will pre-register for Open House online for a specified date and time. Students at each Open House will be paired with a staff member or student leader within the CDC group size guidelines. Each group, including the student leader will utilize social distancing and be assigned to a room for welcome and individual sessions. The presenters will move from room to room allowing the guests to remain in the same room.
- The student leader will wear a face mask and practice social distancing while during the Open House and ensure guests remain 6 feet apart.
- Students who haven't applied for admissions, housing, student ID's, parking passes will be provided with a QR code to scan and complete the processes on their phone or be provided with a paper application/documents with view book to press down on and a pen. Student will only return the application or appropriate paperwork.
- Walk-in's will be given a QR code to scan and complete the online registration from their phone.
- Prospective students meeting with faculty and staff will practice social distancing while completing the enrollment process or utilize the virtual process as an alternative.
- The academic activities showcase tables will be spaced 6 feet apart and be prepped to practice social distancing.
- If large groups are not allowed to gather, students attending will stagger arrival times, and each group will be taken through the Open House sessions separately.

Off-Campus Recruitment Events

- Recruitment team will wear masks and gloves to outside fairs.
- Recruiters will be instructed to practice social distancing at all times.
- Recruiters will bring hand sanitizer with them to all events and sanitize hands as needed.
- Recruiters will handle admissions packets and materials with gloves and provide to students with gloves as well.
- Recruiters to set up recruitment materials and table 6 feet away from other tables and representatives.
- Prospective students who approach recruitment table will be encouraged to stay 6 feet apart from the recruiter.
- Purchase and display signage on recruitment table that encourages individuals to social distance while speaking with recruiter. Recruiters will take the reusable decals used on campus with them to recruitment events and college fairs.
- Purchase and display signage on recruitment table that asks individuals waiting to speak with

the recruiter to form a single file line and remain 6 feet apart
- Purchase and display signage on the recruitment table that explains easy/simple instructions on how to apply online/where to apply and include the QR code.
- Recruiter can point to needed materials and allow individuals to pick up the materials from the table while recruiter remains 6 feet from the individual.
- iPads and stands will also be utilized for students to complete the application or online contact card. Gloves and hand sanitizer will be provided. iPads will be cleaned in between uses.

Contingency Plan 2: Campus Recruitment Events

The above services will be provided virtually. All campus tours, orientation, open house, individual meetings will be conducted using technology put in place for Spring 2020.

Contingency Plan 3: Campus Recruitment Events

As with the Spring semester, the Division of Enrollment Management, will shift to online virtual environment.

Admissions

Pre COVD-19 practices that support university enrollment:

- Applications received through GA Futures, physical mail, and walk in face-to-face visits to admissions offices on Macon, Cochran, and Warner Robins campuses
- Applicant supporting documents received through a variety of online sites, mail, faxes, and walk in face-to-face visits to admissions offices on Macon, Cochran, and Warner Robins campuses.
- Communications informing applicants of documents needed to complete the application process, residency information, acceptance status, next steps, etc. delivered via physical mailings, email, text messages, and phone calls.
- Customer service provided via face-to-face, phone calls, emails and text messages
- Processing of applications and supporting documents performed using internet-based imaging system and internet-based BANNER

Contingency Plan 1 – Fall classes begin with social distancing expectations

Staffing:

- There will be one staff member per individual office space.
- Whenever possible, all staff members will remain 6 feet from each other.
- Staff members will not share any office supplies.
- Shared office equipment must be sanitized prior and after each use.
- In situations where two or more staff members must be within 6 feet of each other, they must wear masks, limit touching of surfaces, and wash their hands immediately after the encounter
- Each staff member will be responsible for sanitizing their workstations and any shared office equipment used, prior and after each use.

Guests visiting Admissions Office:

- The Admissions Office main door will remain open, during business hours, to minimize surfaces touched.
- Pens will be available for guests to use and take with them. Guest pens will not be reused
- The Macon admissions lobby has three designated spots for guests to wait for assistance, that follows CDC social distancing practices.

- A check in sheet will be just outside the admissions entry way for guests to record name and cell phone number, in case the three spots are occupied. Admissions staff will contact guest when a spot is available.
- Signage will be posted explaining the process to the guests.
- All documents being turned in will be placed in a basket and collected using safety protocols.

Applications:

- Encourage applications be completed through GA Futures
- Continue to collect online applications via GA Futures
- Mail physical applications to prospective students that are not comfortable with the online application
- Encourage usage of outdoor drop box for hand delivery of applications
- Hand delivery of applications to one of the admissions offices will be accepted. All hand delivered documents will be placed in an assigned basket by the guest. All documents being turned in will be in a no contact fashion. Plexiglass type barrier will be installed at front counters and the floors will be taped, promoting social distancing and following CDC guidelines. Staff members coming in contact with guests will wear face coverings during the visit, wash hands after the visit, and sanitize any surfaces contacted.

Applicant supporting documents:

- Continue to collect supporting documents via online sites, fax machines, and mail
- Hand delivery of applicant supporting documents to an admissions office will be accepted. Hand delivered documents will follow a no-contact protocol and be placed in an assigned basket by the guest. A plexiglass type barrier will be installed at front counters, and the floors will be taped, promoting social distancing that follows CDC guidelines. Staff member coming in contact with guests will be required to wear a face covering during the visit, wash hands after the visit, and sanitize any surfaces contacted.

Admission communications:

- Continue communications informing applicants of documents needed to complete the application process, residency information, acceptance status, next steps, etc. delivered via physical mailings, email, phone calls and text messages.

Customer service:

- Continue to provide and encourage customer service needs via phone, email, text and mail
- Continue to provide face-to-face customer service, with plexiglass type barrier installed at front counters and floor taped, promoting social distancing and following CDC guidelines. Staff member coming in contact with guests will be required to wear a face covering during the visit, wash hands after the visit, and sanitize any surfaces contacted.
- Confidential conversations will be held in SLC 155 or AD office, which will accommodate 6 feet social distancing. Staff member coming in contact with guests will be required to wear face covering during the visit, wash hands after the visit, and sanitize any surfaces contacted. Plexiglass shields will be installed on both desks.

Processing of applications and supporting documents:

- Continue to be processed using internet-based imaging system and internet-based BANNER

Contingency Plan 2- Fall classes begin fully online
AND
Contingency Plan 3 – Classes and operations must go to an online format for a period of time during the semester

- All staff members will work remotely with necessary equipment, supplies, and guidance to provide full service via home offices.
- Weekly Microsoft Teams meetings will be held, to replace face to face staff meetings and to perform wellness checks for team members.
- Webpages will be updated to reflect appropriate contact information, and adjustments to admission requirements, as needed.
- Main admission phone lines will be transferred to university cell phones.

Applications:

- Encourage applications be completed through GA Futures
- Continue to collect online applications via GA Futures
- Mail applications to prospective students who are not comfortable with the online version
- Physical applications may be returned via mail, fax, email, and outdoor drop box
- Collection of physically mailed, faxed, and drop box applications will be collected by a staff member twice weekly, abiding with social distancing and CDC recommendations.
- Applications physically collected from campus will be scanned, from home offices, into the imaging system for appropriate staff member to process at home offices

Applicant supporting documents:

- Continue to collect supporting documents via online sites
- Encourage document submittal via mail, fax, and outdoor drop box whenever online sites are not an option
- Collection of supporting documents via mail, fax, and outdoor drop box will be collected by a staff member twice weekly, abiding by social distancing and CDC recommendations.
- Applicant supporting documents physically collected from campus will be scanned from home offices into the imaging system for the appropriate staff member to process remotely.

Admission communications:

- Continue communications informing applicants of documents needed to complete the application process, residency information, acceptance status, next steps, etc. delivered via mail, email, phone call and text message.
- Outgoing mailings will be generated and processed from home offices
- Outgoing mailings will be delivered to campus, twice weekly, to be sent to the post office.

Customer service:

- Continue to provide customer service needs via phone, email, text message, and mail
    - Main admission phone lines transferred to university cell phones and answered by staff members at home offices
    - Email, text message, and mailings performed from home offices

Processing of applications and supporting documents:

- Continue to remotely process using internet-based imaging system and BANNER

Strategic Partnerships

Understanding that the plan is for all University System of Georgia institutions to begin Fall 2020 semester face to face, coupled with uncertainty due to COVID-19, the MGA Office of Strategic Partnerships is proposing the following three contingency plans to address possible scenarios as identified in the **University System of Georgia, Fall 2020 Return to Campus Planning, May 2020**.

Office Overview

The Office of Strategic Partnership (SP) provides a combination of online and in person support services to prospective and current students. Since the creation of this department approximately 10 months ago, all staff members have maintained the capability to work 100% within the university setting, fully online, or a combination of the two. The resources needed to work remotely include a cell phone, laptop or computer, and remote access internet for each staff person with application work software (e.g. BANNER, NOLIJ, Target X). The mission of this department remains unchanged due to COVID-19 – to increase the enrollment of online learners at Middle Georgia State University (MGA).

While much of the SP student population is 100% online, the return to campus in Fall 2020 will not be normal for staff or faculty, which could have an unforeseen impact the online student population as well.

Contingency Plan 1 – Fall classes begin with social distancing expectations

The SP team was commissioned to support the online campus, MGA Direct, so it is uncommon for prospective or current students to seek in-person support from staff. If a visitor should arrive during the Fall 2020 semester, one of two actions may be implemented: 1) the Executive Director (ED) is notified of the visitor by phone, the ED addresses the needs of the walk-in (wearing a face covering, providing verbal support followed with an email with appropriate attachments when applicable); or 2) the front desk staff member will be asked to record the information needed, thank the visitor for the visit, then forward the inquiry to the ED via email. The ED shall follow up with the visitor in 24 hours or less.

For Fall 2020, recruitment tables held on campus or within the community will be staffed by the ED only. The ED will wear a face mask providing most information via poster board signage displayed on easels. QR codes will lead to the SP homepage, the SP electronic contact card, and the MGA application for admission. Printed materials will be reduced where applicable. Virtual recruitment events will be hosted by the SP staff members multiple times weekly.

Recognizing that staff communications are still critical while supporting social distancing, team meetings will be held via Microsoft Teams for the entire Fall 2020 semester. Assessment reports and all other administrative functions will continue on the timelines already established for online learners.

Contingency Plan 2 – Fall classes begin fully online

Prior, during, and foreseeably after COVID-19 the mission of Strategic Partnerships will remain unchanged - to market fully online courses and provide support services to students expressing interest in those programs. The delivery format for courses offered 100% online is led by the Division of Academic Affairs and remains very flexible. The SP team supports enrollment retention goals of these courses by maintaining a fully staffed communication plan that includes a combination of telephone (e.g. personal phone calls, text messages, group conference calls) and internet-based outreach initiatives (e.g. email, virtual information session). There are no proposed changes to the existing efforts specific to online students served via the Office of Strategic Partnerships. Electronic documents (e.g.

marketing materials, application for admission, financial aid resources, and tutoring services) will continued to be provided as warranted. Staff may work remotely with no interruption to daily duties being affected.

Contingency Plan 3 – Classes and operations must go to an online format for a period of time

The Office of Strategic Partnerships is designed to support MGA Direct, the university's online campus with a delivery format this is flexible and 100% online. The SP team has maintained the ability to work alternatively from the university setting and remotely. Assessment of the staff's outreach and engagement efforts will continue being provided to the administration every two weeks as we work to increase enrollment and retention goals.

Communications directed to students will continue to include a combination of telephone (e.g. personal phone calls, text messages, group conference calls) and internet-based outreach initiatives (e.g. email, virtual information session). There are no proposed changes to the existing efforts specific to online students served via the Office of Strategic Partnerships should operations move to an online format. Electronic documents (e.g. marketing materials, application for admission, financial aid resources, and tutoring services) will continue to be provided electronically for prospective and current students affiliated with MGA Direct. Recruitment events on campus (i.e. Orientation Day, Open Houses) and off campus (i.e. employer information sessions) will be held in accordance with the guidelines and directives provided by the MGA, USG, CDC and GDPH. Events will be rescheduled if warranted. The SP website has been updated to advise that changes in the recruitment strategy may be made for Fall 2020 and will be communicated in advance via telephone, email, and the departmental webpage as applicable.

Financial Aid

Pre COVD 19 practices that support university enrollment:

Free Application for Federal Student Aid (FAFSA) applications are received electronically through CampusLogic and imported into BANNER processing system. GSFAAP (HOPE Only), private loans, and Americorp applications are also received electronically. Students selected for the verification review process can upload required documents via their CampusLogic account. All other student/parent forms required to be completed for processing can be accessed/printed from the financial aid's office website, emailed from financial aid staff member or faxed if applicable. Completed documents can then be submitted by fax, via email attachment or walk-in to one of our campus office locations – Macon, Cochran, Warner Robins, Dublin, and Eastman (have a financial aid representative available at the Eastman campus once per week).

Communications informing applicants of documents needed to complete the financial aid file review process are sent via tracking email notifications weekly as indicated needed per BANNER file record, direct emails from financial aid staff, phone calls, and face-to-face walk-in contact.

Customer service is provided via face to face, phone calls to/from the Financial Aid Call Center and staff, and direct emails from staff. Assistance with FAFSA application, federal entrance/exit counseling/ Master Promissory Notes (MPN), and other web-based requirements when requested is available at Macon, Cochran, Warner Robins, and Dublin campuses in separate office locations with financial aid staff in close proximity to provide assistance when needed.

Processing of applications and supporting documents are performed using internet-based imaging system, Campus Logic and internet-based BANNER system.

Contingency Plan 1 – Fall classes begin with social distancing expectations

- Provide additional encouragement to complete FAFSA early and via studentaid.gov site
- Continue to collect online GSFAPP (HOPE only eligible students) applications via GA Futures
- Continue advising students/parents of paper FAFSA application availability if they are uncomfortable with the online application or prefer paper application.
- Encourage usage of outdoor drop box for hand delivery of documents when convenient
- Hand delivery of financial aid documents to any campus financial aid office will be accepted with required social distancing requirement.
- Plexiglass type barrier will be installed at front counters, and the floors will be taped, promoting social distancing and following CDC guidelines.
- Staff member(s) encountering guests will wear be required to wear a face covering during the visit, wash hands after the visit, and sanitize any surfaces contacted.

Applicant supporting documents:

- Continue to collect supporting documents via online sites, fax machines, and physical mail

Financial aid communications:

- Continue communications informing applicants of financial aid processing requirements/documents needed for file completion, status updates, next steps, etc. delivered via weekly tracking email notifications, direct email as applicable from financial aid staff, phone calls and CampusLogic notifications.

Customer service:

- Continue to provide and encourage customer service needs via phone, weekly tracking emails, and direct email notifications from staff.
- Continue to provide face to face customer service, with 40-inch plexiglass type barrier installed at front counters Macon(qty.2), Cochran (qty. 2) Warner Robins (qty. 2) Dublin (qty. 0), and Eastman (qty. 1). Also, two (2) offices at Macon campus will require plexiglass barriers based on office size. Total of 9 barriers are needed at this time. In addition, partitions separating staff in proximity of each other that may not meet 6 ft. guidelines are recommended for Macon campus front area. All other offices can accommodate 6 ft. social distancing guidelines.
- Floors will be taped, promoting social distancing and following CDC guidelines at each campus location.
- Each office and station will be equipped with hand sanitizers at each campus location.
- Staff members encountering guests will be required to wear face coverings during the visit, wash hands after the visit, and sanitize any surfaces contacted.
- Confidential conversations will be held in staff offices that have been arranged to accommodate the 6-foot social distancing. Staff members encountering guests will be required to wear face coverings during the visit, wash hands after the visit, and sanitize any surfaces contacted.

Processing of applications and supporting documents:

- Continue to be processed using internet-based imaging system, financial aid designated web-based processing sites, CampusLogic and internet-based BANNER.

Financial Aid Staffing:

- There will be one financial aid CSR front counter staff at the following campuses: Warner Robins and Cochran. Macon campus will have 2 CSR front counter staff with their spaces separated with 6ft CDC distancing guidance or petitions and plexiglass as needed.
- Furniture at all campus(es) offices will be redesigned to meet 6ft distancing guidelines.
- Whenever possible, all staff members will remain 6 feet from each other and be encouraged to minimize social visiting outside of their designated areas.
- Staff members will not share office supplies with each other.
- Shared office equipment must be sanitized prior and after each use.
- While inside campus facilities/buildings where six feet social distancing may not always be possible, staff members will wear face coverings, limit touching of surfaces, and wash their hands immediately after the encounter.
- Each staff member will be responsible for sanitizing their workstations and any shared office equipment used, prior and after each use.

Guests visiting Financial Aid Office:

- The Financial Aid Office main door at the Macon and Warner Robins campus locations will remain open during business hours to minimize surfaces touched.
- Pens will be available for guests to use and take with them or returned to a designated container after use to be sanitized at the end of day by staff as needed. If there is a very large supply of pens available, the pen used by a guest can be taken or disposed of.
- The financial aid front counter areas will be limited to a maximum of 2 guest at a time, with any overlap waiting at a distance of 6 ft. intervals from the front counter up to an acceptable number per each campus space capacity that will not impact distancing guidelines for other areas. If lines exceed a maximum of 5 waiting at the Macon and Cochran campuses, financial aid advisors/ assistant directors offices will be used to assist as needed, and all contact areas will be sanitized prior to next customer contact. Masks will be utilized by staff and customers.

- When maximum holding area for guests is reached, additional guests will be logged and asked to leave a cell phone number with front counter staff and asked to return to their cars. Once a space is available, financial aid staff will notify the guest that they may enter.

Items needed

- 17- large hand sanitizer bottles for front counter staff and financial aid offices at each campus
- 15 - webcams with microphones
- Social distancing 6 feet apart floor indicators
- Signage for check-in for Macon, Cochran, Warner Robins, Dublin and Eastman campuses
- Adequate supply of disposable masks for guest usage as applicable
- 9 - 40-inch Plexiglass shields
- 1 – outdoor drop box for Cochran campus

Contingency Plan #2- Fall classes begin fully online

- All staff members will continue to work remotely with necessary equipment, supplies, and guidance to provide full service via home offices
- Microsoft Teams meetings will be held as needed to replace face to face staff meetings and to perform wellness checks for team members
- Webpages will be updated to reflect contact information and adjustments as needed

Applications:

- Additional encouragement to complete FAFSA early and via www.studentaid.gov site
- Continue to retrieve GSFAPPS (for HOPE only eligible students) via GA Futures
- Continue advising students/parents of paper FAFSA application availability via studentaid.gov if they are not comfortable with the online application or prefer paper application.
- Physical documents may be returned via mail, fax, email attachment, and outdoor drop box
- Weekly collection of documents via mail, fax, and outdoor drop box by a staff member, abiding with social distancing and CDC recommendations.
- Documents physically collected from campus will be scanned into the imaging system and/or uploaded into Campus Logic for appropriate staff member to process.

Applicant supporting documents

- Continue to collect supporting documents via online sites
- Encourage document submittal via mail, fax, and outdoor drop box, when online is not possible
- Collection of mailed, faxed, and drop box documents will be collected by a staff member weekly
- Applicant supporting documents physically collected from campus will be scanned into the imaging system for appropriate staff member to process.

Financial aid communications:

- Continue communications informing applicants of financial aid processing requirements/ documents needed for file completion, status updates, next steps, etc. delivered via tracking email notifications, direct email as applicable from financial aid staff, phone calls and CampusLogic.

Customer service:

- Continue to provide and encourage customer service needs via financial aid call center phone contact, tracking emails, direct emails from staff members, and mail

Processing of applications and supporting documents:

- Continue to be processed using internet-based imaging system and internet-based BANNER.

Contingency Plan 3 –Classes and operations must go to an online format for a period during the semester

- All staff members will move to working remotely with necessary equipment, supplies, and guidance to provide full service via home offices
- Microsoft Teams meetings will be held for staff meetings and to perform wellness checks for team members
- Webpages will be updated to reflect contact information and updates
- Financial Aid Call Center will manage phone calls and direct as needed for appropriate financial aid staff follow-up via direct email

Applications and supporting documents:

- Additional encouragement to complete FAFSA early and via studentaid.gov site
- Continue to retrieve GSFAPPS (for HOPE only eligible students) via GA Futures (SURFER)
- Continue advising students/parents of paper FAFSA application availability via studentaid.gov if they are uncomfortable with the online application or prefer a paper application. Physical applications may be returned via mail, fax, email, and outdoor drop box
- Continue to collect supporting documents via Campus Logic and other applicable online sites
- Weekly collection of mailed, faxed, and outdoor drop box documents will be collected by a staff member, abiding with social distancing and CDC recommendations.
- Documents collected from campus(es) will be scanned into the imaging system and or uploaded via CampusLogic for appropriate staff member to process at home offices
- Encourage document submittal via mail, fax and outdoor drop box whenever online not possible

Financial aid communications and customer service:

- Continue communications informing applicants of financial aid processing requirements/ documents needed for file completion, status updates, next steps, etc. delivered via tracking email, direct email from financial aid staff, phone calls and CampusLogic notifications.
- Continue to provide and encourage customer service needs via Financial Aid Call Center phone contact, tracking emails, direct emails from staff members, and physical mailing

Office of the Registrar

Contingency Plan 1– Fall classes begin with social distancing expectations

The Registrar Office proposes staggering staff to work on campus while allowing other staff to work remotely on a rotational basis. Limiting the number of employees in the office will cut down on staff contact. Staff working remotely will work in collaboration with the staff on campus. Should the office suddenly need to move to contingency two, remote working will already be in place.

The Registrar's Office will practice social distancing by implementing new processes. The office will communicate with students about services needed and health and safety expectations. Students may text in the office in advance allowing staff time to have documents ready for pick-up upon their arrival. Staff will also text students to provide a timeframe to pick up documents, limiting the number of individuals coming in the office at one time. This will also allow the student to be in the office for a shorter period. This process will cut down on wait time and provide students with a better experience. No confidential information will be shared when using the texting platform.

The process for walk-in students will be addressed by signage on the floor directing students where to stand, spaced out 6 feet apart for the front desk area will help with social distancing. Signs should also be positioned at eye level instructing students not to proceed until they are called and several "Do Not Enter-Employees Only" signs for hallways leading to staff offices or other areas. Staff will keep their office doors closed and will keep double doors closed leading to office suites with health and safety expectations posted on them. Staff and students will be required to wear face coverings. There will be a designated area for dropping off documents that are not confidential. Staff will also wear gloves when working directly with checking id's and verifications that are done in person. Staff will only meet in-person with students in individual offices that are large enough to accommodate social distancing.

Maintaining social distancing in shared common areas with other offices may present challenges for both Cochran and Macon. On the Cochran campus, the first-floor lobby is shared between Office of the Registrar, Financial Aid, Residence Life and Testing Services. Chairs in the lobby will be removed and spaced appropriately apart to maintain social distancing. Computers in the lobby will either need dividers between the stations or some of the computers will need to be disabled to ensure social. Students allowed into the building will need to be limited. Students will be encouraged to make an appointment with the office in order to limit the number of students within the building at any given time. The first-floor doors that lead to staff offices will need to remain closed with students allowed back as needed and as spacing permits. The office will closely coordinate student admittance to the hall with the Office of Financial Aid to allow social distancing to be maintained. Plexiglass or some other type of screen will need to be installed at the front office windows to protect staff and students that come into the office and interact with front office staff.

Staff will continue to use Microsoft Teams for meetings and not travel between campuses. Teams will be the main method of communication. Staff will be given guidelines on how to stay safe through directives from the CDC and USG.

Contingency Plan 2– Fall classes begin fully online

Staff will continue working remotely as they have in Summer 2020.

Contingency Plan 3– Classes and operations must go to an online format for a period

The Office of the Registrar would continue with its goals, mission, and service philosophy as the Soaring Knights to facilitate and accommodate all students' needs. The scope of the work completed in the office would change. Staff must go on campus to provide services for diploma printing and mailing. If limited access to campus was not possible, the office would need to use a third party like Jostens to print and mail diplomas, diploma covers, and honor cords. There are other services like the posting of degrees and various levels of verification that could be challenging. Overall, the office has updated its online forms to accommodate electronic signatures and adapted policies and processes to provide services in an online environment.

Middle Georgia State University
Athletics
Reopening Plan

Athletics
The institution will use NAIA guidance/direction to inform decisions to return to regular competition. In addition, guidance, recommendations, and actions implemented by the institution will be primary in all areas concerning the athletic program.

CONTINGENCY 1 – Fall classes begin with social distancing expectations

Will sporting events resume in the fall?
Both the NAIA and the NCAA have made the decision to resume sports in the fall, in some cases with shortened seasons. Mr. Mark Emmert, president of the NCAA, recently stated that college athletics will not continue until in- person classes resume in some form. In addition, the NCAA has released a document detailing the conditions that must be met for college student-athletes to re-engage.

In that the NAIA usually aligns itself and its member institutions with the actions and guidelines of the NCAA, it is probable that these "Core Principles" will be recognized by the NAIA. In addition, NAIA president Jim Carr has announced the conditions for the return to college athletic competition by that organization. MGA Athletics is prepared to observe and incorporate all guidance provided in this regard.

In anticipation for the restarting athletics on campus, there are several considerations for the safety, health and welfare of the student-athletes. The National Athletic Trainer's Association (NATA) recommends that schools monitor the CDC for guidelines.

Issues such as sanitation and cleanliness of locker rooms, weight room, athletic training room and all athletic venues is a paramount concern. This regular and thorough cleaning of courts and equipment will necessitate additional attention. Athletics will work with Facilities to have these areas sanitized regularly and properly. Supplies such as hand sanitizer, wipes, cleaning supplies and potentially new methods of washing and cleaning uniforms will be necessary. Athletics will follow MGA policy for obtaining all necessary supplies. In the event of a positive test result, the affected facilities will be closed immediately. All surfaces will be cleaned and sanitized by Facilities staff using National Guard procedures and in accordance with CDC and GDPH protocols before being reopened.

Small group meetings will be encouraged. Participants will be strongly encouraged to travel to practice facilities individually whenever possible. All meetings held in rooms will be subject to the university-determined socially distanced occupancy requirements. Safe occupancy of areas such as locker rooms, weight room, arenas, etc. has been determined. Signs will be posted and staff will be charged to enforce limits.

Student-athletes will have his/her temperature checked and answer a questionnaire about potential COVID-19 exposure every day. The questions will be:

(1) Do you know if you have been exposed to someone who has tested positive to COVID-19?
(2) Do you have a cough?
(3) Do you have any shortness of breath?
(4) Do you have diarrhea?

A record will be kept of all information by the team athletic trainers. All members of every travel party will be checked prior to leaving campus. The MGA ATC will send the record of the daily checks to the ATC of each opposing team.

Upon arrival at the opposing team's site, the host ATC will conduct the same checking procedure, using the historical records as a benchmark for each individual. Should the ATC have concerns that any member of the party has become symptomatic, she/he will be quarantined in a place set aside by the host school. The affected member will return to campus in as isolated a condition as possible and will immediately be subject to MGA COVID-19 protocols upon arrival on campus. Teams visiting MGA for competition will undergo the same procedure

Student-athletes who test positive will be subject to university protocols for all students. Other members of the team and the coaching staff will be subject immediately to the testing protocol listed below. The university COVID POC will be notified of any positive results. Individuals testing positive will be quarantined according to university procedure and will return to team activities at the end of this period.

The safety of MGA teams while travelling as well as the safety of hosting teams on our campus are important as well. Determining if individuals are asymptomatically contagious or symptomatic is imperative. Athletics will follow CDC recommendations for testing.

Overnight travel for teams has been limited to required conference games, unless a previous agreement or contract exists. The use of virus tests, physical examinations, protocols for managing athletes and/or coaches, officials, and staff of either team who begin to exhibit symptoms while travelling must be considered. The current direction that we have received for diagnosis of the virus in this regard and short of virus testing is that each member of the traveling party will have their temperature taken and have chest and lungs checked by stethoscope for inflammation before teams leave campus. If a problem arises after leaving campus, the individual(s) will be required to wear a mask and remain as isolated as possible for the remainder of the trip. If necessary, a separate hotel room will be used until departure. If a team member exhibits symptoms, it is probably too late to prevent contagious contact within the travel party; however, as much as possible will be done to segregate the individual until the team returns to campus.

For travel that requires lodging, the hotels will be contacted and their procedures to protect customers according to CDC guidelines will be reviewed. We will also contact commercial vehicle companies for the same purpose. Athletics will follow CDC current travel guidelines.

These are critical issues for which MGA will follow CDC additional recommendations as they are developed.

Will fall sports resume with audiences?
Guidance from governing bodies will dictate this action. In preparation for welcoming fans back into the stands, MGA Athletics is evaluating all aspects of crowd safety. Two vital benchmarks for this must be **Education** and **Sustainability**. While this is a unique experience now, MGA Athletics should respond in ways that anticipate and lessen the effects on the potential future such events.

Education of a new way of entering, experiencing, and exiting athletic events is achievable through all forms of media. Signage at campus entry points, parking lots, sidewalks, venue entries, seating areas, and even restrooms can be very effective in directing and funneling fans to alleviate crowding, shaping the behavior necessary for crowd, and participant safety.

In all facilities, there will be a mandated "dead space" fenced or cordoned off between spectator and participant areas. Social distancing will be utilized at all meetings. Occupancy in locker rooms and weight room will be limited and monitored. When possible, locker assignments will be separated.

All forms of social media will be used to influence fan expectations during their trip planning and prior to their arrival on campus. Event media, such as public address announcements, scoreboards, and screen information sites will be used continually throughout events to remind fans of proper conduct, seating requirements, location of sanitizing stations, and the nearest exits for egress.

Sustainable actions can be achieved by thinking through the overall processes throughout the year for all athletic, and possibly non-athletic, events. Signs that can be used at several venues and variety of events, permanent or semi-permanent signboards, and other items and equipment with multiple uses can alleviate overall costs and manpower. Developing policies and procedures in the emergency action plan for this situation that will translate to other unusual circumstances will help preparedness and increase the protection of our constituencies. Developing and anticipating change and incorporating entirely different methods and processes will provide long-term savings.

Following is an initial list for safely inviting and hosting fans and visitors at athletic events:

- Preparation for opening of athletic venues will be subject to institution policies and the Operation Open Doors checklist of the Building Owners and Managers Association,
- Specific to MGA, a plan for preparing the venues for fan entry, social distance seating, and egress will be developed and implemented. This will include multiple entry access points, designating “non-seating” areas, and multiple egress points. Constant assistance and support in educating and directing fans to the proper areas will be essential.
- Sanitation and cleanliness of spectator areas will be addressed through partnership with Facilities.
- Safe occupancy of areas such as locker rooms, weight room, arenas, etc. has been determined. Signs will be posted and staff will be charged to enforce limits. Occupancy of spectators will be determined using best practice social distance protocols, displayed and enforced.
- Entry points will be staffed to provide assistance and education, as well as to administer any guidelines concerning masks, etc. that may be in place. Masks will be highly recommended for fans. Athletics will provide education and any enforcement of changes as necessary.
- Fan amenities, such as ticket sales, concession stands, restrooms, hand sanitizer stations, and isolation rooms:
    - The change to reserved admission will be implemented. This system will assure fans of a general, not specific, seat in the facility, and will reduce problems with reduced capacity due to social distancing.
    - Additional staff at entry points will regulate and facilitate crowds.
    - “Touchless” systems for tickets and concessions will be put into place. Tickets/admissions could be high tech and electronic, using online reservations and scanners (phone app) at the doors. MGA currently uses a software program, *Presence,* which can scan student, faculty, and staff for admission. A low-tech system of paper tickets and deposit boxes will be developed and implemented for non-MGA spectators as well.
    - Both ticketing and concessions should have Wi-Fi capability and equipment to accommodate non-cash transactions, and this type of transaction should be made standard.
        - All game staff will be required to wear masks where social distancing isn’t possible

        - Items (concessions and tickets) will be delivered in a "touchless" manner
        - Ticket booths will be cleaned and prepared for use.
        - The concession stands in Morris Gym (basketball), Stuckey Field (baseball), and Knights Field (softball) will be fitted with a Plexiglas shield. The concession stand at NeSmith Field (soccer and football) already has a glass divider, which will be adapted to prevent contact between the workers and customers.
        - The use of credit/debit/MGA Dining cards would be preferable for payment. In the absence of electronic payments, cash payments will be accepted into a container (tray, box, etc.) and then deposited into a cash box. Either a "Correct Payment Only/No Change" policy will be instituted for the purchase, or change will be returned in a container that is given to the customer.
        - Purchased items will be provided to customers using a tray or bags. Only pre-sealed items (soft drinks in bottles, candy bars, etc.) will be sold.
        - Separation of customers will be achieved by designating standing areas on the floor in front of or beside the concession stand. As best practices continue to be developed in these areas, they will be considered for adoption at MGA.
    - The number and availability of hand sanitizer stations in the facility will be surveyed and meet CDC standards.
    - An isolation room will be identified and procedure defined to accommodate anyone in the facility who becomes sick or symptomatic at the event.
    - To implement and improve these and other changes, "soft openings" will take place, during which a small number of attendees and staff will simulate the new procedures.

Much of the guidance necessary for safely accommodating spectators at athletic events is available from the CDC.

When will student-athletes be approved to come back to campus?

Student-athletes will come back to campus for Fall semester when face-to-face classes reconvene. Athletic events will not begin until some form of on-campus classes have begun. The NAIA will decide by July 1, 2020 as to when sports competition will resume. The return date to campus for student-athletes will reflect the date of Housing & Residence Life's Move In Days or prior to a team's first competition, unless otherwise directed by the NAIA. Due to financial constraints, student-athletes will most likely not precede the general student campus return, as has been customary in the past.

CONTINGENCY 2 – Fall classes begin fully online

Decisions on athletic participation should fall classes begin fully online will be through guidance from the NAIA national office and the SSAC conference office as well as the USG.

CONTINGENCY 3 – Classes and operations must go to an online format for a period of time during the semester

Decisions for continued athletic participation will come from the NAIA national office and the SSAC conference office. MGA will work with the USG and NAIA to determine how/if the competition of fall sports will resume during or after the period of courses being only presented in an online format. When decisions from the NAIA are shared on or before July, more detailed plans will be available.

Middle Georgia State University
Financial Impact
Reopening Plan

Each working group informed the Financial Impact working group of recommendations so that costs and budget impact could be determined.

What efforts are underway to manage to the current financial environment?

Middle Georgia State (MGA) has modified operations since mid-March in order to manage to the current financial picture. The following is a summary of the modifications currently in place:

- **Closing of Buildings** – MGA has aggressively managed utilities and the custodial contract on all five campuses to ensure the maximum amount of savings to the institution during this period of online teaching and telecommuting.
- **Moratorium on New Hires** – MGA has not brought on any new employees since mid-March given the current telecommuting environment. This has allowed MGA to reap savings from vacant positions. Additionally, no new searches have begun, not even for high profile positions such as Provost and CIO. MGA has internally promoted into interim positions resulting in savings on salaries, benefits, positions and search costs.
- **Budget Sweep** – MGA swept Travel funds from most budgets in mid-March and Operating Funds from budgets in early April. This preserved unspent funds to be used to support the transition to online courses and other essential services.
- **Part Time Staff** – USG retirees working part time, as well as other part time positions, are no longer utilized resulting in savings.
- **Year-End Spending** – Typical year end purchases have been canceled or delayed until next fiscal year.

What are the financial impacts of each working group recommendation?

See summary below for details:

- Workplace and Health Safety $48,420
- Academics & Research $15,125
- Public Service No Additional Cost
- Student Life $29,270
- Enrollment Management $6,207
- Athletics No Additional Cost
- Communication No Additional Cost

Middle Georgia State University
Expectations for Testing, Screening, Contact Tracing, Isolation, and Notifications

Expectations for Testing, Screening, Contact Tracing, Isolation, and Notifications

Every scenario/contingency plan should expect to implement the following:

In concert with Georgia Department of Public Health (GDPH), specific guidance from the University System of Georgia will be forthcoming related to COVID-19 testing, monitoring, contact tracing, and isolating. Guidance related to testing, screening, contact tracing, isolation, and notifications is evolving and campuses should be flexible in their plans to be able to respond to the most up-to-date best practices.

For now, please submit the following information regarding testing:

In the event institutions will have access to rapid testing, will your campus be able to administer the tests through your on-campus health center or will you need to partner with a local health care provider or public health entity to administer tests? If you will need an external provider to administer tests, with which health care provider or public health entity in your community could provide this service?

What additional resources would you need to provide access to testing outside of the tests themselves?

Currently, MGA has two health clinics that serve five campuses and employ just one nurse practitioner currently. A critical hire request to fill the nurse practitioner vacancy at the Cochran campus was submitted May 18, 2020. The student health services/health clinics are not equipped to offer any additional services beyond ambulatory clinic/episodic care model for minor illness/injury. Both the North Central (for our Macon and Warner Robin campuses) and South Central (for our Cochran, Dublin, and Eastman campuses) Health Districts will administer COVID-19 tests at designated locations in the community.

Individuals with suspected COVID-19 symptoms should:

- Submit information in the MGA COVID-19 self-report form
- Call their healthcare provider for an appointment after explaining symptoms and exposure details (in most cases the healthcare provider staff will provide specific details on how/when to enter their facility using an alternate entrance in order to prevent further exposure to patients in the waiting room)
- Receive a referral by calling 844-978-0099 to be tested (if residing in the North Central Health District – Bibb, Houston, or other surrounding counties) or visit the South Central Health District website if in other local-area counties
- Get tested for the virus at an approved local Public Health District facility.

See below for details:

North Central Health District (includes the following counties: Baldwin, Bibb, Crawford, Hancock, Houston, Jasper, Jones, Monroe, Peach, Putnam, Twiggs, Washington, and Wilkinson counties)
COVID-19 Testing Line can be reached at **844-987-0099** during M-F 8am–7pm and Sat 8:30am–5pm

South Central Health District (includes Bleckley, Dodge, Johnson, Laurens, Montgomery, Pulaski, Telfair, Treutlen, Wheeler, and Wilcox Counties)
COVID-19 Testing Line can be reached at **478-275-6570**

Screening

Institutions should develop and implement appropriate policies regarding screening, including temperature checks and/or symptom monitoring for employees and for students. Institutions will use guidance and best practices as outlined by GDPH. Please provide any policy or practice you will use to guide screening on your campus. What additional training or resources will you need in order to conduct the identified screening measures?

We are not able to implement temperature checks and/or symptom monitoring due to the lack of available digital touchless thermometers and lack of qualified staff members who have the availability and expertise to perform daily temperature checks and symptom monitoring for hundreds of employees and students spread over five campuses which are not in close proximity.

Contact Tracing

Staff members from both the North Central and South Central Health Districts are conducting contact tracing protocols at this time. Contact Tracing is an important part of an overall comprehensive approach to prevent to further spread of COVID-19.

Isolation

Employees who test positive or receive a clinical diagnosis for COVID-19 should leave campus immediately and not return to campus until they meet the below criteria for discontinuing home isolation. Individuals should also submit relevant information in the MGA COVID-19 self-report form. The Workplace and Health Safety plan should be followed and support the needs of the employee while away from work due to COVID-19.

Sick Employees

Employees who have tested positive or who have symptoms of COVID-19 should seek medical care, notify their supervisor, and stay at home. They should also submit relevant information in the MGA COVID-19 self-report form. These employees are eligible to use up to two weeks paid leave under the Families First Coronavirus Response Act (FFCRA) and can use any other available leave. People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. These symptoms may appear **2-14 days after exposure to the virus:**

- Fever
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain or body aches
- Headache
- Sore throat
- New loss of taste or smell
- Fatigue
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

As per CDC guidelines, we do require isolation and quarantine for 14 days for students, faculty, and staff who are ill and/or exhibiting symptoms related to COVID 19.

Students who test positive for COVID-19 should do the following:

- Submit relevant information in the MGA COVID-19 self-report form
- Make arrangements to be quarantined for at least 14 days
- Notify instructors in order to make alternate arrangements for course assignments/ exams
- If living on campus:
    - Contact the Residence Life Director for further instructions
- If living off campus:
    - Students must remain off campus until they are able to meet the GDPH guidance for discontinuing isolation (see below).

Discontinuing Isolation. GDPH guidance for discontinuing isolation (as of 5/1/2020 – for up-to-date information related to discontinuing home isolation, visit https://dph.georgia.gov/isolation-contact):

Discontinuing home isolation if you have symptoms

You must remain under home isolation precautions until:

- You have had no fever for at least 24 hours (that is one full day of no fever without the use medicine that reduces fevers) AND
- other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
- at least 10 days have passed since your symptoms first appeared

Discontinuing home isolation if you do not have symptoms You must remain under home isolation precautions until:

- 10 days have passed since the date of your first positive COVID-19 AND
- You have had no subsequent illness.

In addition:

- For 3 days following discontinuation of isolation, you should continue to limit contact (stay 6 feet away from others) and limit potential of dispersal of respiratory secretions by wearing a covering for your nose and mouth whenever you are in settings where other persons are present. In community settings, this covering may be a barrier mask, such as a bandana, scarf, or cloth mask. The covering does not refer to a medical mask or respirator.
- If you develop symptoms, you should follow the "Discontinuing home isolation if you have symptoms" above.

Students returning to campus life:

When a student tests positive for COVID-19 from the point of test results to allowing the student back on campus or back into campus life, the Residence Life Director will work with the MGA COVID-19 liaison (Dean Tara Underwood) and the Assessment Care Team (ACT) to ensure the precautionary guidelines from Georgia Department of Public Health (GDPH) are followed. The recommendation of 14 days of isolation along with being symptom-free during the duration of this time period will be documented along with Wellness Checks to monitor the student's health status. According to the GDPH, using a test-based strategy for returning to school for children or adults is not recommended after a COVID-19 infection (Source: GDPH Return to School Guidance after COVID-19 Illness or

Exposure, June 5, 2020). Cleaning and disinfection of all surfaces, rooms, and spaces in which the student visited or resided (if living in a dormitory) will be executed as soon as possible by trained facilities staff.

If someone tests positive for COVID-19, short-term building closure procedures may need to be implemented regardless of community spread **if an infected person has been on campus**. If this happens, the CDC recommends the following procedures, regardless of level of community spread:

Coordinate with local health officials. Once learning of a COVID-19 case in someone who has been on the campus, immediately reach out to local public health officials. These officials will help administrators determine a course of action for their institution. Dean Tara Underwood will serve as the Middle Georgia State University COVID-19 liaison between MGA and the Health Districts. The local public health officials that should be contacted are as follows:

North Central Health District
Amber Erickson, MPH
Director of Epidemiology, Community Assessment and Research Initiatives
201 Second St., Suite 1100
Macon, GA 31201
Cell: 478-972-6067
Fax: 478-751-6074
E-mail: amber.erickson@dph.ga.gov
South Central Health District
Jennifer Stokes
SCHD Epidemiologist
105 East Jackson Street
Dublin, GA 31021
Phone: 478-275-6571
E-mail: Jennifer.stokes@dph.ga.gov

Local health officials' recommendations for the duration and extent of class suspensions, building and facility closures, and event and activity cancellations should be made on a case-by-case basis using the most up-to-date information about COVID-19 and the specific cases in the community.

Communicate with students, staff, and faculty. Coordinate with local health officials to communicate dismissal decisions and the possible COVID-19 exposure.

- This communication to the University should align with the communication plan in the emergency operations plan.
- Plan to include messages to counter potential stigma and discrimination.
- In a circumstance where there is a confirmed COVID-19 case that has been on campus, it is critical to maintain confidentiality of the student or staff member as required by the Americans with Disabilities Act and the Family Education Rights and Privacy Act, as applicable.

Clean and disinfect thoroughly.

- Close off areas used by the patient. Open outside doors and windows to increase air circulation in the area and then begin cleaning and disinfection.
- Utilize disinfectant fogger machine in the room if available.

- Cleaning staff should clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the COVID-19 patient focusing especially on frequently touched surfaces.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.

- For disinfection most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available on the CDC website. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
- Additional information on cleaning and disinfection of community facilities such as schools can be found on CDC's website.

Make decisions about extending the class suspension and event or activity cancellation. Temporarily suspending classes is a strategy to stop or slow the further spread of COVID-19 in communities.

- When classes are suspended, IHE administrators should work closely with local public health officials to determine if some buildings and facilities may stay open for staff or faculty that are not ill while students temporarily stop attending in-person classes.
- Administrators should work in close collaboration with local public health officials and the USG to make class suspension and large event and activity cancellation decisions. Institutions can seek specific guidance from local health officials to determine if, when, and for how long to take these steps. The nature of these actions (e.g., geographic scope, duration) may change as the local outbreak situation evolves. 3) Administrators should seek guidance from local health officials to determine when students, staff, and faculty should return to campus and what additional steps are needed for the IHE community. In addition, students, staff, and faculty who are well but are taking care of or share a home with someone with a case of COVID-19 should follow instructions from local health officials to determine when to return to campus.

Implement strategies to continue education and other related support for students.

- Ensure continuity of education and research.
- Review continuity plans, including plans for the continuity of teaching, learning, and research. Implement e-learning plans and distance learning options as feasible and appropriate.
- Ensure continuity plans address how to temporarily postpone, limit, or adapt research-related activities (e.g., study recruitment or participation, access to labs) in a manner that protects the safety of researchers, participants, facilities, and equipment.

Ensure continuity of safe housing.

- Work in close collaboration with local public health officials to make all decisions related to on-campus housing.
- If cases of COVID-19 have not been identified among residents of on-campus community housing, students may be allowed to remain in on-campus housing. In this situation, educate housing residents on the precautions they should take to help protect themselves when there is community spread of COVID-19. Residents should follow any more specific recommendations provided by local health officials. Any on-campus resident who may have been in close contact with a confirmed case of COVID-19 should follow instructions provided by local public health officials, including possible temporary relocation to alternate housing for self-quarantine and monitoring for symptoms.
- If cases of COVID-19 have been identified among residents of on-campus community housing, work with local public health officials to take additional precautions. Individuals with COVID-19

may need to be moved to temporary housing locations. These individuals will need to self-isolate and monitor for worsening symptoms according to the guidance of local health officials.

- Temporary Housing - MGA would follow its current practice of providing temporary housing for students who have an infectious disease. On the Cochran campus, temporary housing is available on campus. In Macon and Eastman, hotel rooms would be secured for those affected.

  For the non-symptomatic students in Eastman Campus we will use Quality Inn: https://www.choicehotels.com/georgia/eastman/quality-inn-hotels/ga917?source=gyxt

  For the non-symptomatic students in Macon Campus we would use Comfort Inn: https://www.choicehotels.com/georgia/macon/comfort-inn-hotels/ga944

  Non-symptomatic students could be in these rooms 72 hrs to 14 days based on the information we receive concerning the affected student(s).

  For the Cochran Campus, these rooms have been taken offline to accommodate students that require isolation:
  Anderson 203 & 205 (4 beds)
  Regents 124 (2 beds)
  Gateway 328 (2 beds)

  Close contacts of the individuals with COVID-19 may also need temporary housing so that they can self-quarantine and monitor for symptoms.

  If we have any questions, we would consult with local health officials to determine when, how, and where to move ill residents. Information on providing home care to individuals with COVID-19 who do not require hospitalization is available on CDC's website.

- Residents identified with COVID-19 or identified as contacts of individuals with COVID-19 would not necessarily be sent to their permanent homes off-campus. Sending sick residents to their permanent homes could be unfeasible, pose logistical challenges, or pose risk of transmission to others either on the way to the home or once there. MGA would work with local public health officials to determine appropriate housing for the period in which they need to self-isolate and monitor for symptoms or worsening symptoms.
- Remember to consider all types of University-affiliated housing when making response plans. Distinct housing types (e.g., residence halls, apartments, fraternity and sorority houses) and situations (e.g., housing owned and run by the Institution, housing on the University property but not run by the Institution) may require tailored approaches.
- Ensure any staff remaining to support students in on-campus housing receive necessary training to protect themselves and residents from spread of COVID-19. Staff should also be trained on how to respond if a resident becomes ill. Adequate cleaning and personal hygiene supplies should be made available.
- Consider alternatives for providing students with essential medical, social, and mental health services. Identify ways to ensure these services are provided while classes are dismissed or students are in temporary housing.

- Identify other types of services provided to students, staff, and faculty (e.g., library services, cleaning services). Consider ways to adapt these to minimize risk of COVID-19 transmission

while maintaining services deemed necessary.

Ensure continuity of meal programs.

- Consult with local health officials to determine strategies for modifying food service offerings to the University community.

- Consider ways to distribute food to students, particularly those who may remain on campus, while classes or other events and activities are dismissed.
- If there is minimal to moderate or substantial community spread of COVID-19, design strategies to avoid food distribution in settings where people might gather in a group or crowd. Consider options such as "grab-and-go" bagged lunches or meal delivery.
- If on-campus housing residents have been relocated to temporary alternative housing, consider how meals can be provided to these students. Work with local public health officials to determine strategies for providing meals to residents with COVID-19 or who are being monitored because of contact with persons with COVID-19.

- Ensure any staff remaining on campus to support food services receive necessary training to protect themselves and those they serve from spread of COVID-19.

Notifications

Employees who test positive for COVID-19 or who receive a clinical diagnosis should report the positive test to their immediate supervisor as soon as possible in addition to submitting information in the MGA COVID-19 self-report form. This information will go to one point person (Dean Tara Underwood) to initiate the institutional plan for contact tracing and any further notifications required with the GDPH. Supervisors are not to share the news of or the identity of a COVID-19 diagnosis/test with anyone other than the campus point person. Campus-wide notifications of COVID-19 are not necessary as long as contact tracing is in place and implemented effectively by the Health District staff members.

*Students should submit information that pertains to their COVID-19 exposure by notifying the following individuals if they receive a diagnosis of COVID-19:

If you live in the residence hall	Residence Life Coordinator or Residence Life Director AND https://www.mga.edu/coronavirus/self-report.php
If you live off campus	https://www.mga.edu/coronavirus/self-report.php

Academic Arrangements for Faculty and Students with COVID-19

If a faculty member tests positive for COVID-19 or receives a clinical diagnosis for COVID-19 and is temporarily unable to continue teaching their courses, department chairs will make appropriate arrangements for the faculty member's courses to be covered and for students to continue to earn the credit for which they are registered. Faculty will work with the campus human resources department to identify available leave options.

If a student tests positive for COVID-19 or receives a clinical diagnosis for COVID-19, faculty should be prepared to make any necessary flexible arrangements for a student to complete the coursework. The institution should make every effort to provide for continued enrollment for students with COVID-19 without penalty to the student. Students may choose to obtain a medical withdrawal for courses with a COVID-19 test.

Appendix A:

Advising Communication Plan

Advising Communication Plan			
Schools of Arts & Letters			
Academic Advisor	**Campus**	**Voice Communication**	**Communication Plan Options**
Rosa Cruz	Dublin Library-200 E	Call students from campus	3-Using MGA office phones
Terri Reckhart	Cochran Russell Hall, Suite 313-Office 9	Call students from campus	3-Using MGA office phones
Shandia Valle	Macon	Will call students from home	2-Google Voice
Jennifer Zimmerman	Macon	Will call students from home	2-Google Voice
School of Aviation			
Academic Advisor	**Campus**	**Voice Communication**	**Communication Plan Options**
Kanesha Grace	Eastman	Will call students from home and use personal cell	1- Personal Cell 2- Google Voice
Misty Oxford	Eastman Terry L. Coleman Center for Aviation and Technology-2018	Personal Cell and campus as necessary	1-Personal Cell 3-Using MGA office phones
School of Business			
Academic Advisor	**Campus**	**Voice Communication**	**Communication Plan Options**
Marie Fordham	Cochran Walker-229	Will call students in rotation from alphabetical list of students using option 1 own cell phone *67 for privacy, option 2 Google Voice, and occasionally opting 3 using MGA office phones	1-Personal Cell 2-Google Voice 3-Using MGA office phones
Connie Jenkins	Macon and Warner Robins	Call students from her Macon campus office and Warner Robins campus office	3-Using MGA office phones in Macon campus office one day per week; Warner Robins office once per week
Abby Prince	Macon	Will call students in rotation from alphabetical list of	1-Personal Cell 2-Google Voice

		students using her own cell phones and Google Voice	
Monique Shine	Macon	Will call students in rotation from alphabetical list of students using her own cell phone	1-Personal Cell
Ashley Vinson	Macon	Will call students in rotation from alphabetical list of students using her own cell phone	1-Personal Cell
School of Computing			
Academic Advisor	**Campus**	**Voice Communication**	**Communication Plan Options**
Deneice Bausley	Cochran	Will call students from home	2-Google Voice
Brooke Ingram	Macon	Will call students from home	2-Google Voice
Tricia Purser	Macon	Will call students from home	2-Google Voice
School of Education & Behavioral Sciences			
Academic Advisor	**Campus**	**Voice Communication**	**Communication Plan Options**
Brock Giddens	Cochran	Will call students from home	2-Google Voice
Katie Gray		Will call students from home	2-Google Voice
Sonja Rivers	Cochran	Will call students from home	1-Home Cell
Tia Stephens		Will call students from home	2-Google Voice
School of Health & Natural Sciences			
Academic Advisor	**Campus**	**Voice Communication**	**Communication Plan Options**
Vacant Position	Warner Robins	Will call students from home	2-Google Voice
Yazmin Cruz	Cochran	Will call students from home	2-Google Voice 478-227-0415
Ryan Graham	Cochran	Will call students from home	2-Google Voice 478-227-0215
Hye Jin Urban	Macon	Will call students from home	2-Google Voice 478-449-5859
Sandy Little-Herring	Macon	Will call students from home	2-Google Voice 478-227-5488

Dianna Walker-Ivey (Macon)	Macon	Office on-campus Monday through Wednesday using MGA office phones and *67 Thursday and Fridays	1-Personal Cell 3-Using MGA office phones

Note: The highlight indicates those who will use office phones.

Appendix B:

March 23 Letter to MGA Health Sciences, Education, and Aviation Students as a sample

Subject: IMPORTANT MESSAGE: Health Sciences, Education, & Aviation

majors To MGA Health Sciences, Education and Aviation Students,

The University System of Georgia has approved Middle Georgia State University to allow students to return to some limited clinical and in-person learning settings as noted below. If you are enrolled in an applicable class, your professor should contact you by Friday, March 27th,as these activities will resume on Monday, March 30th; however, **students should NOT return to an on- or off-campus education site if they are:**

- experiencing symptoms such as cough, fever, fatigue, or shortness of breath
- quarantining due to exposure to a known or suspected case of COVID-19
- impacted by current travel bans into the U.S. or restrictions from returning to campus (travel to CDC Level 3 and higher countries within the last 14 days)

(1) Health Care Programs

a. Pre-clinical

i. Pre-clinical simulation will continue but will employ social distancing and enhanced infection control strategies to include reducing the number of students in the learning environment at any one time, staggered sessions, and vigilant disinfection of all surfaces before and after each session.

b. Clinical

i. Learning in a clinical setting may occur, but only in a carefully monitored and controlled manner. **Under no circumstances is a student allowed to be in contact with an individual who is suspected or confirmed to have COVID-19 while in the clinical setting.** Hypervigilance should be given to hygiene, disinfection, universal precautions, and barrier techniques throughout the learning experience. If a student is assigned to a facility that has restrictions or is closed, students should immediately contact their supervising faculty member and refrain from participating in any clinical activity within that environment.

ii. Students experiencing symptoms, such as cough, fever, fatigue, or shortness of breath, should (1) immediately contact their primary care physician, (2) cease any clinical assignment and (3) contact the appropriate faculty member.

iii. Before beginning or returning to the clinical setting, students should review and follow CDC protection guidance and other relevant information.

(2) Teaching Practice Coursework

a. Student teachers or candidate teachers should work closely with their assigned teacher.

b. Ongoing student teaching practice will be tailored to the instructional methodologies employed by their partner districts, utilizing online or paper learning support for their teachers and P-12 students. Students should continue assignments alongside their

assigned teacher and should engage in the new methods of instruction that their assigned teacher/school system is using.

c. If a partner district is closed and not engaged in online or distance learning after March 31st, students must inform their supervising professor. Alternative experiences will be developed in order to assess instructional skills and content knowledge.

(3) Aviation

a. Given aviation maintenance and flight require the use of special equipment and facilities, it is not possible to move some coursework to another location.

b. Students enrolled in a class that requires the use of special equipment or facilities will be contacted by their professor as to how the class will move forward. These classes will employ social distancing and enhanced infection control strategies, including reducing the number of students in the learning environment at any one time, staggered sessions, and vigilant disinfection of all surfaces before and after each session.

STUDENT HEALTH

- Students should review and follow CDC protection guidance and other relevant information before returning to any instructional setting.
- Students experiencing symptoms, such as cough, fever, fatigue, or shortness of breath, should (1) immediately contact their primary care physician, (2) cease any on- or off-campus assignment and (3) contact the appropriate faculty member.
- Student who have contracted, suspect they may have contracted or may have been in contact with someone who has contracted COVID-19 should follow proper isolation and quarantine procedures as directed by the Centers for Disease Control or their physician.

STUDENT RISK

During this public health crisis, return to any education setting comes with risks, including potential exposure to COVID-19. MGA will practice enhanced infection control strategies and will urge all faculty, staff, students and visitors to follow the guidance outlined by the CDC; however, MGA cannot guarantee that students are free from the risk of contracting COVID-19 while in an educational setting.

Students in educational settings as noted above have two options:

Option 1: Not return to the educational setting
Students will receive an Incomplete (I) in the course for the semester. For more information about this option, students review MGA's incomplete policy and contact their professor.

Option 2: Return to the educational setting
By returning to an educational setting, students acknowledge and understand:

- the risk associated with participating in this instruction as well as any risk that may arise from their own negligence
- they have read and understood this email and agree to abide by the restrictions and guidelines contained herein
- previous residential students outside of commuting distance to their educational setting who require temporary housing will be informed of those options following the specific dates/arrangements within their academic areas

Thank you for your patience during this challenging time. Again, professors will be reaching out to students that may have current courses in these educational settings to help students move forward with their educational goals.