

COVID-19 Response and Pandemic Preparedness

Weekly Update

University of Minnesota

Internal only: Not for wide distribution

March 26, 2020

Crookston Campus

No substantial changes in the report from last week. We are essentially maintaining the reduced operations phase on campus.

- Continued online Instruction extended through end of semester
- Continued presence of designated essential staff only on campus
- Continued remote work required for all that are not designated to be on campus
- Residential Life is setting up appointments for students to return to campus to remove items from their rooms and apartments.
- Started food services for students remaining in Residential Life Halls. They are serving from the Eagles Nest located in Evergreen Hall and is a "grab and go" setup.
- Continued limited hours access to our student food pantry to assist with food insecurity issues
- Continued Health Services for Residential Life
- Continued work on HR policy

Duluth Campus

General Updates

- UMD team met on 3.20.20 and will meet again on 3.27.20

Communications - Lynne Williams

- Continued updates to [UMD COVID](#) webpage for specific campus information
- Campus blast emails included: [Chan campus update message](#), Chan message to supervisors about reduced ops & essential employees, [VCSL Erwin message w/Q&A to students](#), [housing messages](#), [EVCAA message to students re: S/N grading option](#)
- Media related COVID pitches include ITSS story with DNT, Public Health Expert Alert from CEHSP
- Preparing for remote access for KUMD radio to maintain on-air content off campus if needed

Campus Infrastructure - John Rashid, Chris Stevens, Andy Kimball, Pat Keenan

- Campus custodial has been reduced to 6 staff in academic/dining services over 2 shifts. Reduction to 4 staff in housing operations for student support. Centralized trash collection has been done in each building because of reduced staffing levels. Trades remain on campus through this week. No new construction will start, just finishing projects. Grounds staffing reduced to 3 staff- 2 gardeners and 1 mechanic. Outside campus doors are accessed by prox card only.
- Reduced DTA service through campus continues with some routes suspended indefinitely. Jefferson Bus Lines service continues as usual. All Campus Shuttle service is discontinued indefinitely.
- Free campus parking is now available in all maroon, white, green, and blue permit lots. Free parking is also available in the pay lot and at all campus meters. Parking in designated, accessible/handicapped, and service vehicle spaces is enforced.

Teaching/Research - Fernando Delgado

- All research labs are winding up operations as 3/25 pending shelter in place order.
- Two labs have been granted access because their work directly supports the health care providers (located at NRRRI and with MIE department).
- Agreement with UEA reached on use of course evaluations for spring 2020.
- Pending system decisions on extension of tenure clock
- UMD have identified upwards of a dozen faculty who need access to technology (Wi-Fi) to teach. Provisionally we are allowing them limited access to buildings to teach, prep materials, or load materials onto Canvas.
- Academic units are working with other units to identify surplus equipment that can be donated to local medical clinics/hospitals (thanks for the assist Andy and Lisa).

Housing and Residence Life/Dining Services - Jeremy Leiferman, Betsy Helgesen

- 92% of residents have moved out. 5% of residents have indicated they are remaining on campus. 3% of residents have indicated they will be coming to campus to collect their belongings at a later time.
- Messages have been sent to residents eligible for refunds.
- Email indicating updated services was sent to students who are staying on campus.

Health Services - David Worley

- Clinical services delivery model for medical visits has shifted toward acute care issues only and is focusing on respiratory illness primarily. Patients are asked to call ahead to the clinic if they have respiratory symptoms to alert clinic staff. Those patients who need appointments for respiratory illness will be directed to enter the front door of the building only and to put a face mask on immediately as they enter the building. Preventive health care and non-urgent appointments are being delayed. Telephone triage model has been put in place for patients with concerns about COVID 19 symptoms or exposure.
- Counseling staff is working remotely on a telephone triage model presently but telehealth options with video are being actively explored.
- Testing for COVID 19 will not be available at Health Services due to multiple factors including a shortage of test reagents and materials.
- Health Services Director has weekly conference calls with MDH each Thursday and weekly updates with Jill DeBoer from the Health Emergency Response Office from the Twin Cities campus.
- Have established ongoing contact with St. Louis County Public Health, Sarah M. Lehrke, regarding COVID 19 support and information
- Receive weekly emails from Adam Shadiow, Northeast HealthCare Coalition, with regional information and updates on COVID 19.
- Have established contact with regional hospital systems (St. Luke's and Essentia) for additional guidance and support regarding COVID 19. Bi-weekly conference call meetings are being attended by the Director of Health Services. These meetings outline current response planning and sharing of information and resources.

Human Resources - Mark Yuran

- OHR is asking that departments make no new hires at this time. If you have current hires preparing to start work at the University, please consider delaying the start date if possible.
- In addition, please do not institute any bonuses, one-off pay changes, or job reclassifications. OHR understands and appreciates that many employees are going above and beyond their job

duties and you want to reward them; however, to focus on the public health and operational challenges ahead of us, no pay changes or job reclassifications will be processed at this time.

- OHR will be sending out communication on this and it is forthcoming.

Finance - Sue Bosell

- Provided data to TC for Housing/Dining/SSF refund analysis in support of President's decision
- Will use FAQ developed by PR for frontline staff in response to refund questions
- Mailroom continues operations
- Stockroom will continue through end of week, likely shut down or be intermittent
- Invoice processing continues for campus, which is a concern for Beth Tapp, Director of Purchasing Services, TC.

ITSS - Jason Davis

- **Infrastructure:** Infrastructure is holding up well across the system and at UMD. We monitor Zoom, Canvas, Kaltura, Google, Virtual Computer Labs, Web and VPN (virtual private network for secure remote work) daily. On the Twin Cities campus, VPN briefly hit its upper threshold yesterday but they are working to increase it. VPN at UMD has plenty of capacity for current use.
- **Zoom Update:** Zoom has mostly resolved slow recording issues and recordings are caught up and turning around quickly. Cloud recordings are growing at a rate of about 1 TB per ten days and we have the capacity for that. There were about 7,300 Zoom meetings systemwide yesterday. There were nearly 2.4 million meeting minutes yesterday.
- **Google Meetings:** There were over 3,000 google video conference meetings yesterday.
- **Recording Zoom Sessions and FERPA guidance:** After I shared this document yesterday several faculty and staff at UMD pointed out that recording Zoom class sessions is good for students who may have had intermittent access issues during the real time Zoom session. I forwarded their suggestions to OIT and the document was updated to reflect that the [Zoom "Spotlight" feature](#) allows you to record only the presenter. The full document is here: [FERPA Guidance related to COVID-19](#). OIT will continue to clarify this documentation over the next few days.
- **Canvas Update:** Kaltura captioning and transcription in Zoom will be turned on by default. There are live sessions online every day for help with Canvas: [Find Resources to Keep Teaching](#). Local UMD help and resources are here: [Working & Teaching Online Resources](#).
- **Student Computing:** ITSS has been working with departments to leverage free software licensing from vendors, including Adobe Creative Cloud, Mathematica, and others. If we need to add more classes to use our [Remote Windows Lab Access](#), we are willing to work with you. Contact our Help Desk: Call 218-726-8847 and leave a detailed message (phone calls will not be answered directly) or email itsshhelp@d.umn.edu.
- **Get Internet Access off Campus:** Some students, faculty, and staff who are now learning and working off campus may need a new or different internet plan. Some Internet Service Providers are offering free or discounted services for people who qualify. OIT has put together a list of [Internet Service Providers Covid-19 Services](#). Individuals who have exhausted Internet and Cellular solutions and still need access should contact the ITSS Help Desk. ***Our team is installing outdoor wireless for drive-up use.*** When it is done we will provide a coverage map. Ordean court already has good walk-up coverage, as the weather warms.
- **Remote Computing Devices:** ITSS still has some ChromeBooks we could check out if we can arrange a time and way to do so, while in compliance with current campus closure. Please contact the Help Desk for that as well.
- **COVID-19 Cyber Scams:** We anticipate phishing and other types of malicious scams during this crisis and caution you to avoid clicking on links or responding to emails before confirming they