NJIT Pandemic Recovery Plan

Office of the Registrar: Phased Recovery Operations

The NJIT Office of the Registrar will follow the specific social distancing and safety protocols including the use of personnel protective equipment (PPE) as required by the institutional, state and federal guidelines in the respective phase of the phased recovery plan. State and national information regarding current conditions can be found at:
- New Jersey's COVID-19 information hub: https://covid19.nj.gov/index.html
- White House Plan for Opening up America Again: https://www.whitehouse.gov/wp-content/uploads/2020/04/Guidelines-for-Opening-Up-America-Again.pdf

The following procedures will be followed in each respective phase for the recovery of Registrar's Office operations.

Recovery Phase 0: All on-campus operations halted.
- All staff members will conduct work remotely.
- Communication with the campus community, including students, staff and faculty will take place virtually using email, telephone and video-conferencing.
- All face-to-face meetings and/or on-campus programming will be suspended.

Recovery Phase 1: Minimal campus activities
- All operations will be conducted remotely.
- Communication with the campus community, including students, staff and faculty will take place virtually using email, telephone and video-conferencing.
- All face-to-face meetings and/or on-campus programming remain suspended.
- A staff member, with permission, to come on-site to periodically pick up and process incoming mail, and prepare outgoing mail as needed.
  - Registrar staff rotate with Financial Aid and Admissions personnel to pick up and scan incoming mail on a weekly basis.
  - Team members who take public transportation to come to work will continue to work remotely.

Recovery phase 2 – **significant social distancing**

- The majority of Registrar staff will continue to conduct work remotely, with minimal onsite presence.
- One or two staff members will work onsite each day to staff the office Monday through Friday for one-week periods.
  - Office rotations will occur on a weekly basis -- different employees will report to work each week.
- All face-to-face meetings will remain suspended.

- The Student Mall will have a secure drop-box that will allow individuals to drop off paperwork. Staff members working onsite will be able to process this paperwork, to ensure student issues are timely addressed.
- Team members who take public transportation will be exempted from the onsite rotations.
- Team members working onsite will be provided with and will use PPE as per university guidelines.

To better serve students during the period of just before and just after the Fall 2020 semester starts, the office will be temporarily operating at 50% capacity.

To assist students during our peak walk-in student period the Registrar's Office will essentially implement Phase 3 staffing for the period beginning on Monday August 24 through the end of the student add/drop period, which ends on Tuesday, September 8.

From Monday, August 24 through Friday, August 28, members of the Registrar's staff designated as Team A will work on-campus, while Team B members will work remotely off-site.

From Monday, August 31 through Friday, September 4, Team B members will work on-site, while Team A members will work remotely.

The University is closed on Monday, September 7 for the Labor Day holiday.

Team A members will again come to work on site for the last day of add/drop, Tuesday, September 8. **After that, the Registrar's Office will revert back to staffing the office at 25% capacity, IF THE IMPLEMENTATION OF PHASE 3 STAFFING HAS NOT BEEN OFFICIALLY ANNONNCED BY THE UNIVERISTY AT THAT TIME.**

Team A:
Monica O'Donnell, Senior Associate Registrar (Team Lead)
Jeff Beatty, Assistant Registrar for Information Systems
Cecille Herrera, Assistant Director for Student Services
Diane McKeown, Data Control Clerk/Generalist
Niki Rattray-Foote, Assistant Registrar for Scheduling
Maryann Sawka, Assistant Registrar

Team B:
Jerry Trombella, University Registrar (Team Lead)
Allison Babinski, Assistant Registrar for Graduation and Veteran Student Affairs
Patrick Fields, Assistant Registrar for Transfer Evaluation
Fatima Rivera, Customer Care Assistant
Lea Ronchi, Associate Director
Marilyn Vargas, Data Control Clerk

Recovery phase 3 – minimal social distancing

- Direct contact with campus community is now an option. Staff members will be using PPE as per university guidelines and will enforce students they meet with to follow the guidelines as well.
- Two rotating teams of staff members (divided into groups "A" and "B") alternatively working on campus and remotely.
  - Half of the staff would come to work on site each week for the entire week rotating with the second team the following week.
- Staff whose workspace is in cubicles will require further spacing,
  - It is proposed the unused space adjacent to the Registrar's Office be acquired to ensure proper spacing among the staff.
- Enhanced sanitation and cleaning effort when employees return onsite.
- Employees encouraged to eat within their office or workstation instead of using lunch breakrooms.
- To reduce congestion and cross-exposure in restrooms, the shared restrooms serving the Registrar, Financial Aid and Bursar employees should be equipped with locks to ensure only one person enters the facility at any one time.
  - A person of any gender would be able to use either restroom. If there were a queue, employees would have to wait at a safe social distancing space.

Office Staffing Plan for Phase 3:
Two rotating teams of staff members (divided into groups "A" and "B") alternatively working on campus and remotely (please see team assignments, below).

The Registrar's Office will begin general implementation of the Phase 3 Office Staffing Plan when Phase 3 is announced for the University, and this service rotation will be continuously maintained afterward.

The teams will consist of the following members of the Registrar staff:

Team A:
Monica O'Donnell, Senior Associate Registrar (Team Lead)
Jeff Beatty, Assistant Registrar for Information Systems
Cecille Herrera, Assistant Director for Student Services
Diane McKeown, Data Control Clerk/Generalist
Niki Rattray-Foote, Assistant Registrar for Scheduling
Maryann Sawka, Assistant Registrar

Team B:
Jerry Trombella, University Registrar (Team Lead)

Allison Babinski, Assistant Registrar for Graduation and Veteran Student Affairs
Patrick Fields, Assistant Registrar for Transfer Evaluation
Fatima Rivera, Customer Care Assistant
Lea Ronchi, Associate Director
Marilyn Vargas, Data Control Clerk

Full Recovery: All Registrar's Office operations are conducted onsite following the normal (pre-COVID19) protocols.