

NJIT Pandemic Recovery Plan

Student Financial Aid Services: Phased Recovery Operations

The NJIT Office of Student Financial Aid Services must 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 guidelines should be adapted with each respective phase for the recovery of the Office of Student Financial Aid Services' operations.

Recovery Phase 0: All on-campus student face-to-face related operations, services discontinued, and campus closure, except for essential staff.

- Based on the role of “essential” staff, assignments to be executed as it relates to the needs of the University and consistent with the definition of this phase.
- All scheduled and automated student communications continue via email and text.
- Management in constant communication with senior management to assess and monitor the necessity of functions during this phase.

Recovery Phase 1: Proactive approach to reduce the impact on essential operations and processes within the Office of Student Financial Aid Services (SFAS) to provide a proactive and acceptable level because of a disruption to services.

- Telecommuting required for all staff during normal office hours (Monday – Friday from 8:30 am to 4:30 pm and Wednesday 8:30 – 6:00pm and Monday – Friday from 9am – 4pm during summer schedule). Some flexibility among critical staff assigned on time-sensitive projects.
- To minimize service interruption, back-up contingency plan for all functions instituted in case of illness.
- All student communications with prospective and continuing students will take place via WebEx, email, and telephone.
- One-on-one student appointments will be conducted via WebEx as no in-person interaction is permitted.
- All meetings conducted via WebEx.
- Approval from the Provost's Office required for staff requests to access the Student Mall.
- Staff required to check-in with supervisor daily during normal business hours
- Daily submission of staff daily log of tasks completed to supervisor.
- Staff contact and continued cohesiveness with -days a week scheduled meetings via WebEx.

- Designated person will pick up and process mail and faxes once a week.

Transition to Phase 2: The Office of Student Financial Aid Services will have limited staff on campus for the necessary preparation for the next recovery phase aligned with the safety protocol measures. This preparation will be phased in over a period of weeks with the expectation of reaching 25% of staff on premise by July 15, 2020 when Phase 2 is fully implemented.

- Starting on June 15, 2020, staff will be on premise on a rotation basis starting with two staff members present followed by three and eventually 4 (25% requirement by Phase 2 on July 15, 2020) in subsequent weeks.
- Majority of staff working remotely and continuing with services and project work as mentioned in Phase 1 (tracking work logs, use of WebEx, Jabar and other technical tools to stay connected)
- Student service will be primarily online with the opportunity for students to schedule appointments for in-person service upon request.
- Sneeze guard protection installed
- Precautionary measures will be consistent with the University's PPE protocol
 - All staff and students require facial masks
 - Restrooms limited to one person at a time
 - Hand sanitizer kiosk available at entrance and at front office for staff usage
 - Calendar of staff on premise maintained for contact tracing

Recovery phase 2 – The Office of Student Financial Aid Services will provide student services and conduct operations with no interruption by reaching 25% of staff on-campus premise by July 15, 2020 with the remaining staff continuing social distancing with some in-person service.

- Twenty-five percent of staff present on-campus on a rotation basis (exception with those in need of reasonable accommodations) and the rest of the Financial Aid staff will conduct work remotely. To mitigate contact, staff are required to maintain 6 feet of distance from each other.
- Same team for one week and different team the next week to reduce social contact. Staff with an approved reasonable accommodation will be either excluded or have a reduced coverage requirement in the weekly rotation during this phase. Communication with students and families conducted virtually using email, telephone, online webinars and as requested, in-person with an appointment.
- Staff contact and continued cohesiveness with 2-days a week scheduled meetings via WebEx.
- Daily submission of staff daily log of tasks completed to supervisor.

- All office status updates maintained in staff's daily work log on a google sheet.
- Limitation of restrooms to one person at a time.
- All staff are expected to wear a mask in the office and when around others.
- FA Workshops limited to online.

Recovery phase 3 – minimal social distancing with all classes and campus events occurring but with attention given to restricting unnecessarily large gatherings and protecting vulnerable populations.

- **Protection of team members to ensure proper social distancing will be required. Request to occupy space next door to the Student Mall to reduce staff density. To provide space to minimize contact, relocate workspaces to spread out the staff with the goal of maintain 6 feet social distance as work duties permit.**
- Sneeze-guards installed for front-line counter staff protection and staff will continue with facial masks as a further measure of protection when dealing with the campus community.
- To reduce contact, provide small face-to-face FAFSA workshops on campus following the audience size consistent with University protocol. No more than 28 square foot allotment per person in a room.
- Reduce meetings to WebEx and avoid conference room meetings to no more than 4-6 person conference room to maintain the CDC's recommendation of 6 feet distance from one another.
- Continue to increase online communication with students via telephone, email and texting to provide all the up-front necessary information to avoid unnecessary face-to-face contact.
- Provide option for WebEx for FA Advisor appointments if necessary but will continue to provide services in-person.
- Restrooms limited to one person to ensure 6-feet social distance.

Full Recovery: All of the Student Financial Aid Services operations restored with no specific social distancing requirements.

- Restore all workstations to original location and evacuate space adjacent to the Student Mall.