

POST-COVID OPPORTUNITY SCAN

- Alternating schedule (MWF and TH) allowing staff to have face to face interaction with one another, provide customer service to the students but also feel safe at least early on when we return
- Revisit the possibility of alternating schedules that we had in the past 9/80 where you work 9 hours day and get a day off every other week
- 4/40 option of working 10 hours day with 1 day off every week
- At the MPP's discretion, staff who are sick but not want to use time and have the ability to work at home be allowed to do so as long as the work can be accounted for
- Depending on the availability of virtual conferences, look at attending conferences virtually to cut cost and accommodate more staff for professional development purposes
- Admissions is looking at using Chatbot to do some of the heavy lifting and be available to provide answers to students 24/7 as well as campaign to inform students of deadlines and other crucial needs contributing toward increasing yield
- Continue to leverage Zoom to connect with our campus partners, colleagues from the CCC and the CSU to foster understanding, collaboration and innovations
- There are a lot of counseling services that work better online, and in the future can be offered in person AND online
- We need to establish a nurse advice line. We need to expand our level of service to include more triage and advice
- It is very difficult to properly on-board new staff and create community in a virtual setting. Opportunities to know each other are limited. It would be great to have a combo of days where staff can work from home and from the office if the position supports it
- We need to increase the quality of our social media presence

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