

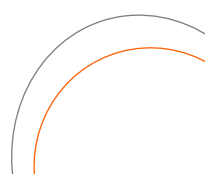
# ***“The Impact of COVID-19 on Higher Education & the Economy: Successful Global Interventions & Innovations”***

***[HEFMA International Webinar]***

**E. Lander Medlin, EVP/CEO**  
**APPA, “Leadership in Educational Facilities”**  
**October 29, 2020**



# COVID-19 in the U.S. & Canada



# COVID-19 in the U.S. & Canada

- **Pandemic accelerating** – 2<sup>nd</sup> wave/ 3<sup>rd</sup> surge
- **Surpassed “single-day” record** for new cases
- **Facing pandemic exhaustion & fatigue,** frustration & impatience with restrictions
- **New CDC guidelines** – changed definition of “*close contact*”



# COVID-19's Imprint on Higher Education

- **Headline news...**
- **Dramatic impact on financial landscape**
  - state support, tuition, auxiliaries & athletics drops;
  - COVID safety measures & virtual learning technologies expenses;
  - Plant fund & capital work frozen
- **Enrollment down** (e.g., Freshman class down 16.1%; the marginalized communities are increasingly so

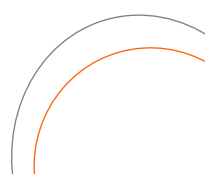
***“Arguably the most painful period in the history of American higher education.”***



# Emerging Practices & Interventions

- Managing the Residence Halls student “***move-in***” ***process***
- Student “Mental Health” crisis – use of ***tele-health*** & ***tele-counseling*** to increase & maximize range of services
- Refocus attention on ***quality of on-line learning technologies*** & delivery systems
- Two most effective interventions are ***face mask compliance*** & ***required comprehensive testing***





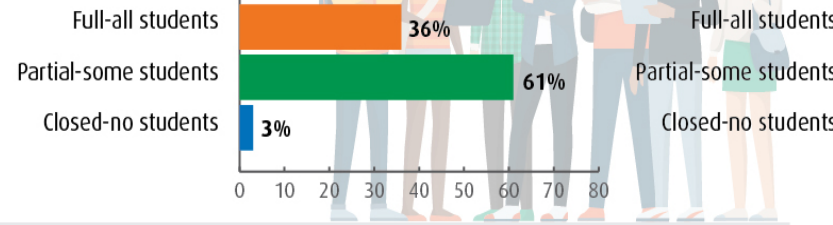
# Innovations & Lessons Learning

- Utilizing ***water effluents*** as a tool for early detection of pre-symptomatic and asymptomatic individuals in Residence Halls
- Use of ***GIS & Access Controls*** to better manage hybrid deliveries & student space scheduling tools
- Utilize ***student ambassadors*** to model acceptable behaviors, and as educational agents
- Leverage ***relationships & enhanced reputation*** to bring about synergy & value

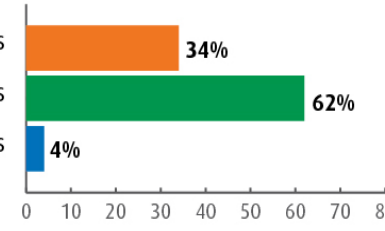


# Reopening Challenges and Lessons Learned

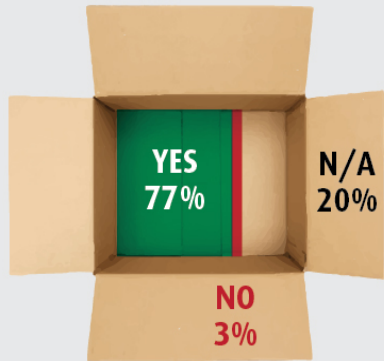
## Semester start



## Current status



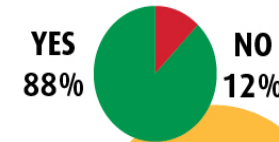
## Did move-in work?



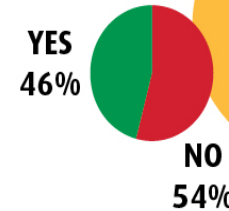
## Quarantine needed?



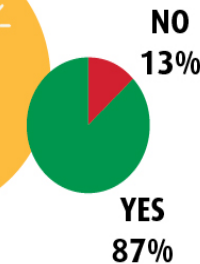
## Contact tracing?



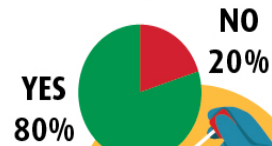
## Digital?



## Did it work?



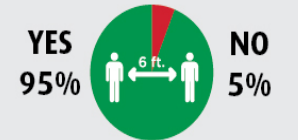
## Testing protocols?



## Did it work?



## Signage/wayfinding working?



## Food service/dining working?



## Social justice issues?



## Town-gown issues?





***“Nothing replicates the richness of the in-person environment (focus on convergence of ‘place’ and the student experience).”***



# THANK YOU!

**E. Lander Medlin**

**Executive Vice President**

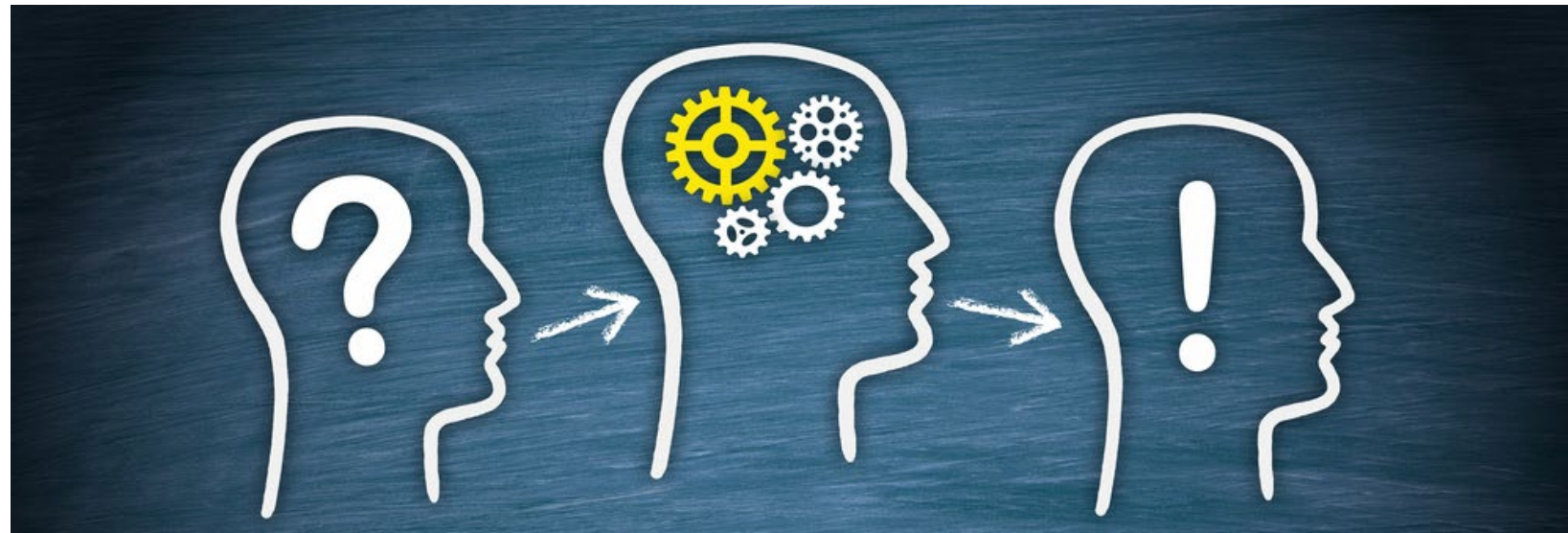
**APPA, “*Leadership in Educational Facilities*”**





# **ADDENDUM: APPA SURVEY RESULTS - “REOPENING CHALLENGES & LESSONS LEARNED”**

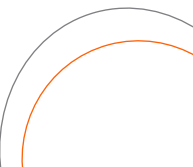
*From the most recent Membership Reopening Plans Survey ...*



**KEY CHALLENGES & LESSONS LEARNED**



# Move-In Procedures



# Move-In Process

- Staggered, scheduled times over multiple days
- Ensuring adherence to established protocols
- Frequent and clear communications
- Managing expectations
- Flexibility and adaptability to changing decisions



## Testing Protocols/Procedures

Courtesy of Indiana University

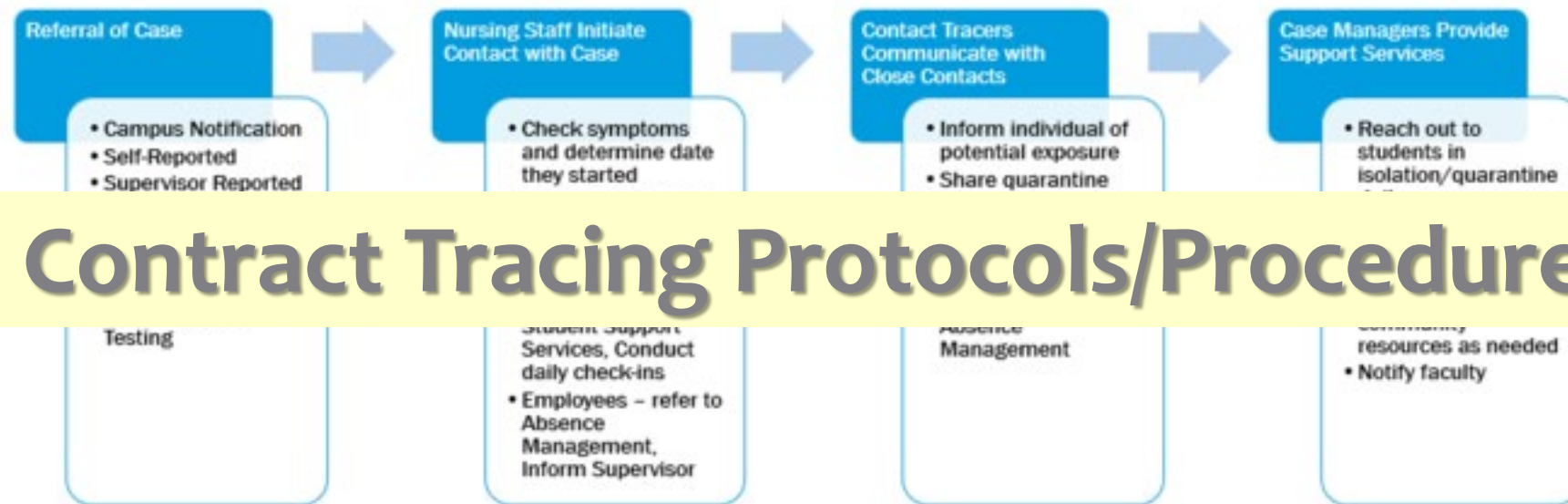
# Testing Protocols/Procedures

- Testing turnaround delays
- Ensuring compliance with testing requirements
- Changing rules and requirements around testing
- Communication of positive test results and associated repercussions
- Challenges with external testing “partners”

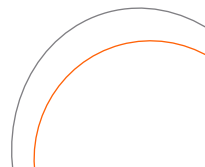




## Contact Tracing Process



# Contract Tracing Protocols/Procedures



# Contact Tracing Protocols/Procedures

- Staffing shortages and labor-intensive process
- Students lack of responsiveness
- Positive experience with external partnerships
- Downstream impact of testing results delays
- Flexibility and adaptability; communicate early and often



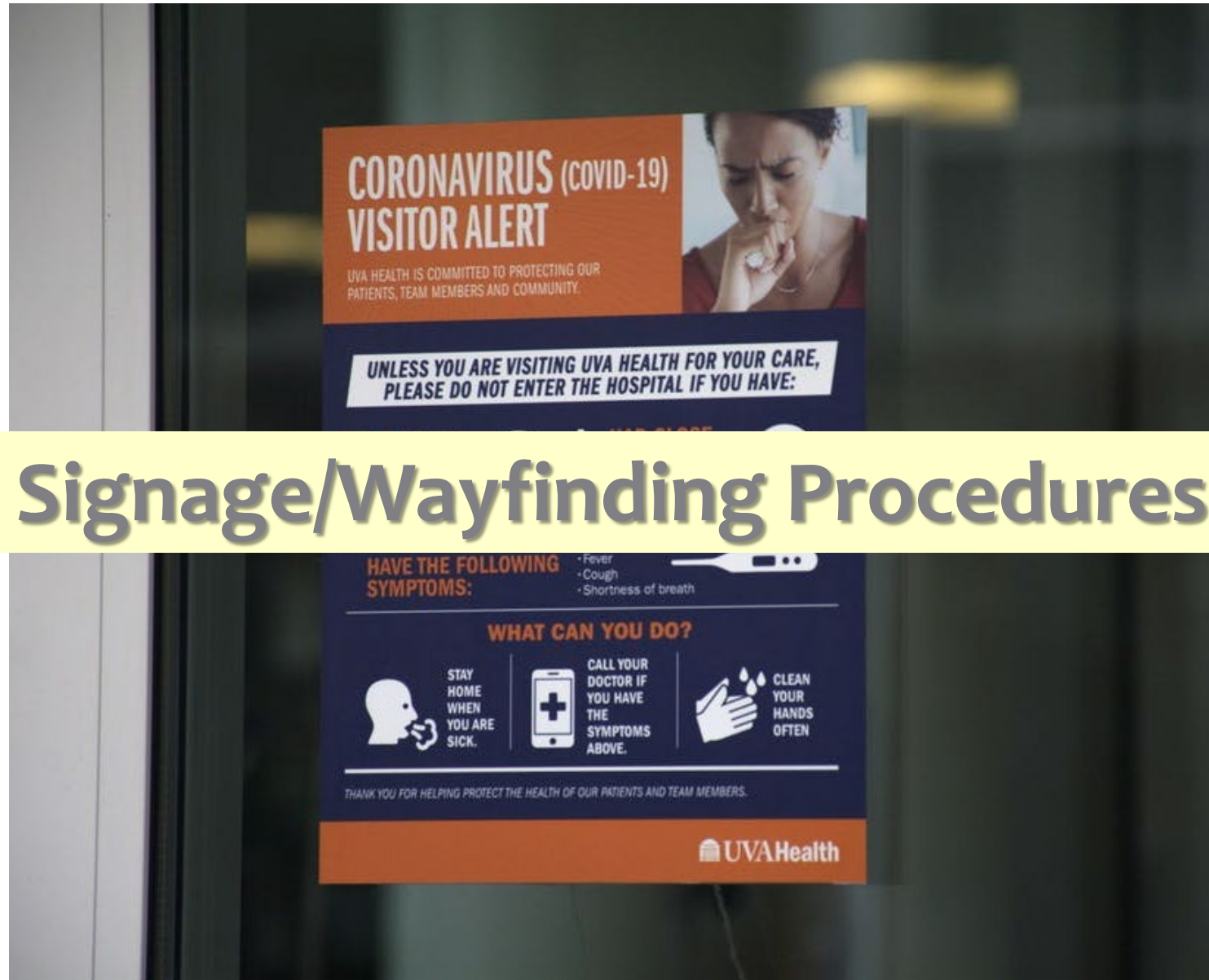


# Quarantine Process

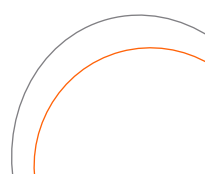
Courtesy of University of Arizona

# Quarantine Process

- Ensuring students adherence to protocols
- Communications critical yet challenging
- Managing turnover of these spaces (staffing, disinfecting, etc.)
- Logistical transport (meals and transport)
- Balancing HIPA rules and regulations



# Signage/Wayfinding Procedures



# Signage/ Wayfinding Process

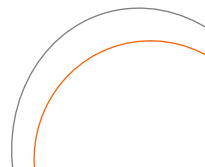
- Too many signs (visual clutter)
- Early start critical to success
- Too many signage “creators” (different departments)
- Ensuring compliance
- Consistency in messaging; uniformity with branding





# Dining/Food Service Procedures

Courtesy of University of Illinois



# Dining/ Food Service Process

- Ancillary impact of increased trash in waste stream
- Take-out, delivery, apps, reduced options are the new norm
- Physical distancing concerns from long take-out lines and limited seating
- Revenue shortfalls from limited options
- Physical distancing outdoor seating options presented new & unique challenges





# Social Justice Issues

Courtesy of University of California, San Diego



# Social Justice Issues

- Peaceful Protests
- Frequent communication by leadership positive
- Active listening and dialogue by leadership
- Physical distancing concerns by community
- Student and faculty COVID-19 concerns heard and addressed



# Stepping up to care for our community.



## Town Gown Issues

The University's most urgent concerns center on student safety and support, sustaining the darkened arts and cultural centers, and supporting the health of our patients and health care providers during this pandemic.

# Town Gown Issues

- Communities concerns for campus as hot spots
- Large social gatherings off-campus
- Town Hall meetings helpful
- Frequent communications, managing expectations, and being transparent improved situation(s)
- Community providing assistance and support



# Reopening Guidance for Campus Facilities

Visit us today at <https://www.appa.org/reopening-guidance/>  
for the latest outlined by institutional types.

# APPA Resources on COVID-19 & Beyond



**Website link:** <https://www.appa.org/covid-19-resources-and-guidelines/>

**APPA COVID-19 Resource:** <https://www.appa.org/covid-19-raqs/>

**Online Community:** Log into your myAPPA account [www.appa.org](http://www.appa.org)

**Direct Email for Questions:** [Communications@appa.org](mailto:Communications@appa.org)

**Twitter:** @APPA\_facilities

**Hashtag:** #APPATownHall #AResponseToCOVID19

**Facebook:** APPA (Leadership in Educational Facilities)

**NFPA:** <https://www.appa.org/covid-19-nfpa-recommended-standards/>