



# Wayne County Community College District

## Curtis L. Ivery District Office

801 W. Fort Street  
Detroit, MI 48226  
(313) 496-2510  
(313) 961-9439 fax

**Dr. Curtis L. Ivery**  
Chancellor  
civery1@wcccd.edu

### **CHANCELLOR’S UPDATE FOR THE BOARD OF TRUSTEES: WCCCD’S REOPENING AND COVID-19 RESPONSE STRATEGY**

WCCCD is entering a critical period in its response to the COVID-19 pandemic as the faculty and staff progress in reopening WCCCD and preparing for the fall semester. We have taken, and will continue to take, extraordinary measures to assure the physical and emotional safety of students, faculty and employees who work and study in WCCCD facilities as well as vendors and guests who enter our buildings. We have worked diligently to comply with Governor Gretchen Whitmer’s executive orders regarding safeguards to protect the health and safety of all who enter WCCCD’s buildings. We are moving forward with providing for the on-site and face-to-face interactions between students and our faculty and staff that are so essential to the success of our instructional programs and student support services. As well, on-site interactions between faculty and staff are vitally important to the success of District and campus operations.

As we carefully undertake a phased approach to providing essential face-to-face interactions and instruction, I am very appreciative of all of those who are leading this effort and those faculty and staff who are going the extra mile to reshape WCCCD’s programs and services in response to the unprecedented challenges we are facing.

#### **“New Day, New Way” Campaign**

The District’s “New Day, New Way” campaign is underway with a strong marketing strategy and customer service initiative. The campaign promotes the District’s services which include new online classes and programs and online student services such as advising, financial aid, and online bookstore services. The “New Day, New Way” radio ads, billboard displays and video on social media (with over 23 thousand views) are being well received.

WCCCD staff received training on the “New Day, New Way” customer service initiative to provide callers with answers to frequently asked questions during this unprecedented time. Most frequently asked questions relate to assistance with fall registration, advising, health science and other instructional programs, and technical assistance (such as PIN resets).

#### **WCCCD Website**

The WCCCD website continues to provide updates on the college’s response to the COVID-19 pandemic. The following pages were developed to ensure students, faculty, staff, and the community stay informed:

- WCCCD Response to the COVID-19 - <http://www.wcccd.edu/coronavirus.html>
  - This page also contains a section where all COVID-related communication is accessible for viewing
  - Information about the Student Success Hotline, Faculty Hotline and the Student Success for Financial Aid Hotline
- Student Support Services During COVID-19 - [http://www.wcccd.edu/students/SS\\_coronavirus.html](http://www.wcccd.edu/students/SS_coronavirus.html)
- Frequently Asked Questions - <http://www.wcccd.edu/Faqs.html>
- COVID-19 Frequently Asked Questions Regarding Financial Aid - [http://www.wcccd.edu/Faqs\\_FinancialAid.html](http://www.wcccd.edu/Faqs_FinancialAid.html)

### **Summary – Four Phase Reopening Plan**

WCCCD has developed a comprehensive plan for reopening the District’s programs, services, and functions which will be available for viewing on our website. In addition to providing information on workplace safety measures and institutional protocols, the website will provide details on WCCCD’s four operational approach phases. The guidelines that will determine the activation of each operational approach phase are provided by the Governor’s Executive Orders, Centers for Disease Control and Prevention (CDC), other state and national agencies, Wayne County Health Department, and internal campus readiness.

- **Phase 1** – Very High Alert – Stay at home orders are in place, institutions and non-essential businesses are closed and individuals are expected to practice self-isolation.
- **Phase 2** – High Alert – Many institutions are open, with significant prevention policies in place which may include limitations on meeting sizes (less than 10), enforced PPE use, and continued elevated precautions for high-risk individuals.
- **Phase 3** – Moderate Alert – Institutions are open and many protective measures are still actively in place.
- **Phase 4** – Low Alert – The new normal with institutions operating in high-density environments, and vaccines and/or highly effective treatments are approved and widely available.

### **Student and Employee Health and Safety**

The COVID-19 Response Team, supported by staff of the Michigan Institute for Public Safety Education, is guiding WCCCD’s efforts to assure the physical and emotional safety of students, faculty, staff, vendors, and guests who enter WCCCD facilities. MIPSE monitors and updates

responses as compliance requirements (Governor's executive orders, MIOSHA, OSHA, and CDC, etc.) change. Dimensions of this comprehensive health and safety initiative include:

- Building entrance control (entry monitoring stations, COVID-19 screening, required entry hand washing, emergency egress and flow, and other controls).
- Required masks in classrooms and throughout buildings.
- Employee COVID-19 training.
- Reconfiguration of classrooms, offices, conference rooms, and other spaces to assure social distancing.
- Provision to employees of masks, gloves, face shields, soap, and cleaning/disinfectant solutions.
- Periodic deep cleaning of hard services, restrooms, and other common use areas.
- Support to Human Resources and other divisions in assuring employee understanding of and compliance with COVID-19 guidelines.

### **Instructional Programs: Status of 2020 Summer Semester**

WCCCD's Division of Educational Affairs has been focusing on student access and success by offering courses in support of the college and career pathways of our students. This assures a continuum of education and empowers students to persist and complete a college credential. Summer semester courses were offered in an online modality which allowed for maximum course capacity in a distance learning environment. A finite number of specific face-to-face courses were offered primarily in the Health Sciences Division to promote student retention and completion.

### **Instructional Programs: 2020 Fall Semester Plans**

Fall semester course offerings provide opportunities for students to choose face-to-face and/or distance learning modalities. Keeping in mind the unstable COVID-19 climate, the Educational Affairs Division has made provisions for class sizes that accommodate social distance guidelines, reviewed the availability and capacity of faculty to provide instruction, and worked with the Center for Learning Technology to increase the skills of nearly 250 faculty members in using the District's online virtual delivery model.

### **Student Support Services: Adapting to COVID-19 Challenges**

To respond to the challenges of the COVID-19 pandemic, the Student Services Division has dramatically enhanced its online student support services to complement those services that require on-site and face-to-face interactions. 24/7 online services include admissions, registration, advising, financial aid, new student orientation, services to veterans, and career planning and placement. The Division is currently updating the student success toolkit to

include COVID-19-specific support services. Faculty will be trained on the use of this resource guide, and the toolkit will be a part of course syllabi given to all students. Recognizing that COVID-19 has worsened the financial circumstances of many students, WCCCD offers both an “amnesty” program so that students with outstanding balances can register for classes and a “debt forgiveness program” for qualified students. Students may also qualify for the federal CARES (Coronavirus Aid Relief and Economic Security) program.

### **COVID-19 Special Unit in Human Resources**

The Human Resources Division has created the “COVID-19 Special Unit” to address all personnel matters related to WCCCD’s COVID-19 response. This special unit guides and supports faculty and staff in areas such as COVID-19 training, compliance with health and safety protocols, monitoring and documentation of COVID-19 developments and issues, and COVID-19 incident tracking and reporting. WCCCD’s Employee Assistance program is also available to employees who are experiencing anxiety, mental health problems, and other hardships related to the impact of COVID-19.

### **COVID-19-Related Accomplishments and Recognitions**

- WCCCD and CVS have partnered to provide COVID-19 testing at the Curtis L. Ivery Downtown Campus. The testing is available Monday – Friday from 10:00 a.m. – 3:00 p.m. at no cost with results in as little as 20 minutes.
- In the last three weeks, WCCCD’s Michigan Institute for Public Safety Education has delivered 2,200 face masks, 99 boxes of gloves and 97 personal face shields for employee use District-wide.
- During the Spring Semester, students in the college’s Fashion Design Industry Sewing (FAD 101) course, who had never sewn before enrolling in the course, managed to complete the semester using the Alternative Instruction Model. Faculty member Ms. Angela Slate utilized various resources (such as phone, email, videoconferencing, etc.) and creative sewing techniques that led students to make PPE for themselves, their families, and their communities. Some of the students even sold their masks and generated income. The students learned valuable sewing skills and had the opportunity to gain entrepreneurial experience as well.