

POST-COVID OPPORTUNITY SCAN

Opportunities for Improvement

1. **Workload**
 - a) Allow for 1-2 days a week for those who work more than a certain distance from campus
 - b) If an individual works remotely greater than 2 days then shared office space/cubicle should be considered
 - c) Specific guidance is needed regarding providing office furniture and equipment
 - d) Guidance for managers to develop performance criteria and clear expectations for staff who are telecommuting, and training resources for staff to understand expectations
2. **Meetings** - provide training on proper protocols and/or etiquette guidelines for meetings
3. **Communication**
 - a) Better effective and consistent communication across campus and divisions
 - b) Regular and timely leadership updates on key issues that impact staff in order to get ahead of the misinformation
 - c) Explore ways to keep staff without access to computers to stay inform
4. **Engagement** - explore ways to make up for the loss of human interaction and improve better engagement for those who are “zoomed out”

Long Term Considerations

Campus Wide Space Reorganization Initiative – explore how to reimagine campus space usage in post COVID

1. **Learning Commons**
 - Increase dedicated learning spaces for students complete with connectivity and compute resources
 - During COVID, students did report difficulty in joining online classes due to home challenges (siblings, parents, connectivity)
 - Consider
 - Spaces to have loaner fleet of laptops
 - Desks to be completely connected (charging stations, Wi-Fi access)
 - May include enclosed spaces for group / focus study, complete with digital screens able to do conferencing (4 – 6 people)
 - Re-invest in Oakland Campus to provide this type of service (or improve on them)
 - Propagate to Concord campus as well
 - Consider
 - Campus Learning Commons in the Library
 - Spaces designed in the CORE building
 - Learning spaces in VBT building

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Facilities and cultural change to convert campus (partially or whole) to a “hoteling office” or flexible workspaces, with employee telecommuting options

During COVID, most departments proved that working from home did not constitute a drop in productivity

- Promote more open spaces for work that is not assigned to employee and allow for flexible hybrid work styles that blend telecommuting with on-prem

Office layout in ITS space in LI building

Can make campus “denser” without added real estate investments

Can be done to make room for more student learning spaces

Allows for flexibility in schedule that would attract talent and skilled workers from a wider geography to a modern-day work environment

Standardize to a laptop-based workforce, with connectivity on desks for a traditional workstation space

The ability to “bring home” compute resources for work proved critical in the swift adoption of work from home practices during COVID

- All faculty / staff will have a laptop in lieu of desktops, with docking station and monitors @ desks
- Virtualize applications to provide uniform standards for platform
- Enable software-based phones for flexibility
- Provide loaner fleet of mobile hotspots as an option

Office layout in ITS space in LI building

Allows for the best flexibility among personnel to always have applications and compute resources access



