

ACUP AWARDS 2021

CATEGORY: Adapting During COVID

TITLE: Staffing Adjustments During COVID

SUMMARY:

While campus operations were mainly remote in the spring of 2020 we knew we had to provide some services on campus. In order to lessen the chances of losing an entire area of our team we created work groups that consisted of staff from our print services, mail services, and student mail services team.

STEPS TAKEN:

- Centralized all faculty/staff & student mail and packages into the self-service lockers.
- Scheduled pickups for items too large for lockers.
- Created three-person work groups.
(one student mail, one campus mail, and one print team member)
- Rotated the work teams in each day.
- The staff at home worked on any tasks they were able to accomplish remotely as well as any virtual learning opportunities available. *We created a Google sheet to track remote tasks and virtual learning session titles for easy reporting.

END RESULTS:

- Students and Faculty/Staff were able to receive their mail in as contact-free an environment as possible.
- Our staff enjoyed working with their mixed work groups.
- Cross-training was greatly improved.
- Helped justify print team members at a time when print volume was very low.