

COVID-19 RESPONSE REPORT

July 2020

OVERVIEW

This is part two of the Tacoma Community College (TCC) Covid-19 Response Report published April 28, 2020. Since that time, the Extended Leadership Team (ELT), a group comprised of staff, faculty and administrators from all college departments, has met weekly to plan for summer and fall quarter, troubleshoot issues as they arise, respond to the changing needs of students, staff, and faculty, and respond to the changing guidance provided by a number of governmental agencies. Since the first report was published, TCC has held a Virtual Commencement, created an instruction plan for summer and fall quarter, activated the Governor's Safe Start work plan, and taken other actions to respond to the Covid-19 crisis. TCC also finalized its 2020-21 budget, which was a challenging process that resulted in 33 job losses, including 15 layoffs.

Communications plans, cleaning schedules, and other measures listed in Part One of the Covid-19 Response Report are ongoing; please refer to the report for details.

Our goals were, and continue to be, to:

- Protect the health and safety of students, staff and the community.
- Adhere to the guidance of public health experts and Gov. Jay Inslee.
- Provide ongoing communications to students, staff and the public.
- Support students and staff in the transition to online instruction and working remotely.
- Ensure equitable access to instruction, technology and other resources for student success.
- Plan for the future of TCC that ensures the safety of our community.

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EVENTS

VIRTUAL COMMENCEMENT

Because of the Covid-19 pandemic, TCC decided to hold the 2020 Commencement online. Due to spring quarter schedule changes, we moved the Commencement event to June 20 from June 13. While we knew that no virtual commencement could truly replicate the traditional in-person Commencement experience, the college staff and faculty came up with and implemented many ideas to make the experience special for students:

- Distributed Commencement boxes, including a printed program, a cap and tassel, a TCC Titan towel and other paraphernalia free to graduates, who had the option of having the boxes shipped home or coming to campus to pick them up. (photo available)
- Held two “Commencement in a Box” pick-up days. We set up a drive-through distribution site in Parking Lot M, between Building 19 and the soccer field. Staff and faculty, socially distanced and wearing masks, were on hand to cheer for students as they drove or walked by, and to give them their boxes, honor cords, TCC yard signs, cupcakes and lots of applause. (photo available)
- Set up a “Congratulations 2020 TCC Grads” yard sign in front of the Tacoma Community College sign on the corner of 12th and Mildred. This is a highly visible location, and because it is adjacent to the public sidewalk, it provided a place for some students to take a TCC-related graduation photo, although they were not allowed on campus. (photo available)
- Created a Faculty/Staff video. Many faculty and staff recorded congratulatory messages for the graduates, and a faculty member edited them together in a video that was placed on the Commencement web page and shared through social media.



EVENTS

VIRTUAL COMMENCEMENT

- Created a Kudoboard (a large online greeting card) and placed a link on the Commencement web page. Graduates, staff, faculty, and friends and family members wrote congratulatory messages on the board.
- Contracted with an outside vendor (MarchingOrder) to create the virtual commencement site. This included the opportunity for graduates to personalize their own slide with a photo and quote.
- Pre-recorded speeches from President Harrell, TCC faculty member Dr. Andrew Cho, and Associated Students of TCC (ASTCC) President Angelina Pogosian for the virtual commencement.
- Created a news story about the outstanding graduates of 2020, which was linked from the Commencement page.
- Publicized the Commencement “go-live” date and time, which was 2 p.m. June 20.





EVENTS

REACH HIGHER WEEK

- Held as a week-long online fundraiser, replacing the TCC Foundation's annual on-campus event that had to be postponed this year as a result of a power outage in February.
- Created a dedicated web page and updated it each day of Reach Higher Week.
- Pre-recorded five videos of faculty, administrators, and alumni, each posted on a different day of Reach Higher Week.
- Pre-recorded a video from Reach Higher Week sponsor State Farm and posted it to the web page as an introduction to Reach Higher Week.
- Launched a social media campaign linking to the page and to each video.
- Launched marketing efforts to support fundraiser, including KNKX ads and digital marketing.
- Included many donors who did not wait for Reach Higher Week, but gave early because the need for Student Emergency Grant funds was great.
- Raised \$160,365 to support student success, including early donors. This was nearly \$35,000 more than the previous year, which broke a record.

INSTRUCTIONAL PLANNING AND IMPLEMENTATION

SUMMER AND FALL 2020 LEARNING PLAN

- Created by a faculty task force led by Director of Bachelor of Applied Science Programs Char Gore. Their rationale for these recommendations were:
 - » The uncertainty of what phase Pierce County will be in the fall.
 - » The safety and health of faculty and staff (the average age is 47; for faculty, the average age is 50).
 - » The health and safety of students (the average age is 26).
 - » The importance of giving our students enough notice of the modality of classes so they could choose the modality that worked best for them.
 - » Concern for students/faculty/staff who would have childcare issues depending on the plan for the local public K-12 schools.
- Created summer and fall quarter instructional modalities plan in accordance with both Governor Inslee's Phased Reopening plan and the Washington Higher Education Reopening plan, which was drafted by the Boston Consulting Group and takes effect Aug. 1.
- Approved by the ELT.
- Coded instructional modalities into the class schedule in ctcLink before the start of summer quarter to prevent registration confusion.
- Consists of courses offered mostly online during fall quarter.
- Includes a number of new instructional modalities (see terms and definitions below).
- Includes some on-campus labs and clinicals.
- Includes options for synchronous instruction to give instructors the ability to structured meeting times, similar to a face-to-face classroom.
- Includes options for asynchronous instruction to give students with work and childcare commitments the ability to flex their learning time as needed.
- Includes limited face-to-face on campus support for eLearning, the Library, Workforce Training, and ESL.
- Includes a prioritized list of other departments that may be opened on a limited basis for face-to-face support as the need arises and as PPE becomes available.

Term	Definition	Class Time in Schedule?	Classroom in Schedule?
Synchronous	Students and their instructor will meet at the same time in the same place, either in-person or online	–	–
Asynchronous	Students and their instructor will work on their own time, online	–	–
Online	100% asynchronous instruction delivered online, via Canvas. This is the default.	No	No
Face-to-Face	100% synchronous on-campus ("traditional") instruction	Yes	Yes
Hybrid	40%-60% synchronous on-campus ("traditional") instruction, with the remainder of instruction delivered asynchronously, online, via Canvas	Yes	Yes
Mixed Online	40%-60% synchronous online instruction delivered via Zoom or an alternative, with the remainder of instruction delivered asynchronously, online, via Canvas	Yes	No
Timed Online	100% synchronous online instruction delivered via Zoom or an alternative, with assignments and other course material delivered via Canvas	Yes	No

INSTRUCTIONAL PLANNING AND IMPLEMENTATION

SAFE START PLAN AT TCC

- Developed as a required prerequisite for opening Nursing and Respiratory Therapy labs midway through spring quarter.
- Required for all faculty, staff, and students who come to campus.
- Includes online Covid-19 training and quiz that must be completed before coming to campus.
- Includes the provision that people who come onto campus regularly must also re-take the training and quiz once per week.
- Includes a pre-check screening with health questions, self-administered the night before coming to campus.
- Includes an in-person temperature check administered by Campus Public Safety in Building 14 on arrival.
- Includes an Arrival Screening, in which the campus visitor records the temperature reading given by Campus Public Safety.
- Includes a Departure Screening, in which the campus visitor lists every person he or she came into contact with while on campus.
- Deployed multiple signage across the campus to ensure social distancing and safe practices.
- Provides masks and other supplies for those who need it.



ON-CAMPUS LABS FOR SPRING AND SUMMER QUARTER

Starting midway through spring quarter when Pierce County reached Phase 1.5 of reopening, TCC was allowed to offer on-campus labs for students who needed them to graduate from critical programs including nursing and respiratory care. TCC had to follow stringent guidelines to re-open these labs, including:

- Ensuring frequent sanitation of work stations and equipment.
- Ensuring social distancing (6 feet of separation) between students, faculty and staff.
- Creating and enforcing the Health Screening process described above.
- Sourcing and providing adequate Personal Protective Equipment (PPE) for all visitors to campus, including masks, which must be worn at all times.
- Creating and posting signage for labs and workstations.

BLDG. 13
TCC
COVID-19 MEASURES

Please enter
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THANK YOU!


**TACOMA
COMMUNITY
COLLEGE**

INSTITUTIONAL SUPPORT

INSTITUTIONAL CARES FUNDING

- Collected information from areas impacted Covid-19 that may be eligible for reimbursement from the \$1.9 million in institutional funding TCC received from the Department of Education, including International Student Services, Continuing Education, Custodial and Facilities, and other departments.
- Applied as much as possible of the \$1.9 million in institutional funds to the Year 2020 budget.
- Adhered to required tracking and reporting protocols.
- Responded to changing guidelines from the Department of Education.

SPRING QUARTER STAFF AND FACULTY CLIMATE SURVEY

- Sent out to all staff and faculty by the Office of Equity, Diversity and Inclusion, 249 total responses returned.
- Collected data about how staff were handling the mid-quarter switch to online learning, perceptions about how spring quarter was going, the personal and professional impacts of coronavirus, perceived mental health and wellbeing, biggest challenges, communication needs, and responses to open-ended questions.
- Pinpointed areas of difficulty for staff and faculty, which are being addressed, including additional online instruction training modules created by eLearning.

EMPLOYEE EMERGENCY FUND

- The TCC Foundation created an Employee Emergency Fund in April to provide grants of up to \$500 to individual employees facing financial hardship during Covid-19. Based on ongoing need, the TCC Foundation has decided to permanently establish the emergency fund as a regular fund of the TCC Foundation. So far, the TCC Foundation has distributed \$28,599 to TCC employees.

STUDENT SUPPORT

STUDENT CARES FUND DISTRIBUTION

- Distributed much of the \$1.9 million in student CARES funds TCC received from the Department of Education over spring and summer quarter.
- Set up a team led by Special Assistant to the President Joseph Colon and including staff from Cashiering, the Business Office, Financial Aid, IT, and Marketing.
- Created an online funds request form allowing students to request \$500 or \$1000 per quarter.
- Messaged students about CARES funds availability via email, canvas and social media.
- Created a process to quickly check eligibility, process payments, and disburse payments to students.
- Expanded eligibility criteria as soon as it was possible to do so. CARES eligibility criteria are set by the Department of Education, and eligibility guidelines changed over spring and summer quarter.
- Disbursed a total of \$944,926 to 1,093 students over spring quarter.
- Disbursed a total of \$344,330 to 587 applicants over summer quarter to date.
- Retained remainder of funds to be disbursed over fall quarter.

LAPTOP DISTRIBUTION

Distributed 395 laptops to students in the spring quarter.

EMERGENCY FUND DISTRIBUTION

- Distributed \$50,000 in emergency funds to students by a state grant.
- Distributed \$4,136 in emergency funds donated by the TCC Foundation.
- Received \$50,000 in emergency state funds to distribute to students for the 2020-21 year.

STUDENT SUPPORT

SPRING QUARTER STUDENT CLIMATE SURVEY

- Sent out to all enrolled students by the Office of Equity, Diversity and Inclusion, 420 total responses returned.
- Collected data about how students were handling the mid-quarter switch to online learning, perceptions about how spring quarter was going, whether students intended to return for summer and/or fall, (disaggregated by whether or not students felt spring quarter was going well), and responses to open-ended questions.
- Pinpointed areas of difficulty for students, which are being addressed.

FREE AND EXPANDED WI-FI SERVICES

- Expanded Wi-fi to Parking Lot C.
- Gave students who can no longer come to campus to use the computer lab internet access they can login to from their cars.
- Included the TCC Wi-Fi access point in Pierce County's map of wireless resources, so that members of the public can access it too.

ENROLLMENT UPDATES

SUMMER QUARTER ENROLLMENT

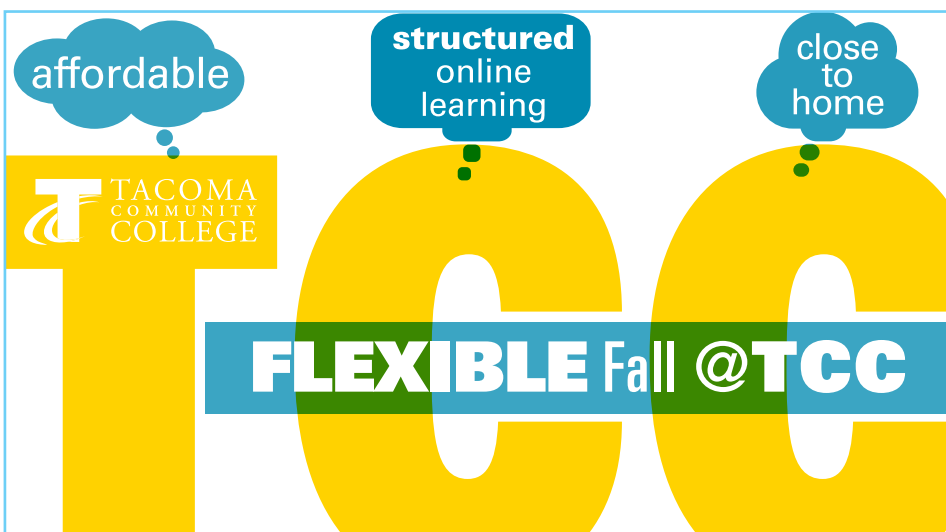
- Increased enrollment by 8 percent over last summer.
- Increased enrollment by 21 percent above the college's summer quarter budget targets.

VIRTUAL OPEN HOUSE EVENTS

- Led by the Outreach department as monthly online sessions.
- Hosted for people haven't decided whether to attend college in the fall, and for registered students who have questions about how fall quarter will work.

FLEXIBLE FALL MARKETING CAMPAIGN

- Stresses the benefits of attending community college this year: stay home, stay healthy while saving money.
- Employs mostly digital methods to reach target audiences.
- Includes a postcard mailing to local households.
- Uses geofencing to customize messaging by audience.
- Targets graduating high school seniors.
- Targets adults returning for career training, including alumni and other working professionals who could benefit from earning a Bachelor of Applied Science Degree.
- Targets adults who need to complete a high school degree.
- Targets Running Start students.
- Targets adults age 25-35 who want to earn a degree or retrain for a different career.



BUDGET CHALLENGES

- Finalized the 2020-21 fiscal year budget in mid-June.
- Anticipated a significant decline in state-funded support due to Covid-19.
- Recognized early in the budget process, before Covid-19, that expenses (the college's biggest expense is employee salaries and benefits) far exceeded revenues due to declining enrollment and other revenue declines.
- Included in the 2020-21 budget the state's directive to identify 15 percent in savings; also included expected cuts to the Workforce Education Investment.
- Balanced our 2020-21 budget by cutting supply expenses, 18 vacant positions and 15 positions; and used reserves to zero out the budget gap.
- Understand that the Legislature has not made final decisions about the budget.
- Positioned ourselves to make adjustments, as needed, and to retain our financial health.

FACING EXTERNAL SITUATIONS

PROTEST AT TCC

- Implemented the college's safety plan for a Black Lives Matter protest scheduled on June 5 at the TCC Transit Center.
- Posted signage, roped off areas, provided extra security and shared communication about the event to the community. Protest was peaceful event.

DECLARATION OF SUPPORT FOR LAWSUIT AGAINST TRUMP ADMINISTRATION

- Worked with TCC's assistant attorney general team and staff to write a 13-page declaration to support the state's lawsuit against the Immigration and Custom Enforcement's rule to revoke visas of foreign students who take classes entirely online in the fall.
- Bowed under pressure, the Trump Administration rescinded policy after multiple states and colleges and universities filed lawsuits to block this rule, including the State of Washington.
- Filed to support the state's lawsuit, TCC, along with two other community colleges, the State Board of Community and Technical Colleges, and several universities filed declarations.

Stay safe and on-track with your goals at TCC, the community's college.

We are online, with flexible and organized learning programs to help you:

- Transfer to a university within Washington or to schools all over the country
- Increase your earning power with one of our 30+ professional-technical certificate programs
- Earn high school diploma + college credits at any stage of your life

TCC offers plenty of ways to help you pay for college and live your life.

Plus, TCC tuition costs one-third less than the average state university tuition.

Our committed staff and faculty are here to help build your future.



Enroll now for fall. Visit [tacomacc.edu](https://www.tacomacc.edu)

Angelina Pogosian
2020 TCC Graduate

RESULTS

TCC is set to begin fall quarter and can be confident that our plan for fall quarter instruction is conservative enough to remain viable even if coronavirus cases continue to spike and Pierce County is returned to Phase 1 or 1.5 of Governor Inslee's reopening plan. In line with the Higher Education Reopening Plan prepared by the Boston Consulting Group, the college's plan is also flexible enough to re-open necessary in-person services for students on a prioritized basis as soon as it becomes possible to do so. We have implemented means to enhance the online learning experience for both faculty and students, and feel confident that most students will be able to succeed in the online environment this fall, while those who require additional help will be able to access that help on campus.

NEXT STEPS

The TCC team continues to address ongoing challenges and changing situations successfully. The ELT continues to meet on a weekly basis. Monitoring data, the Higher Education Reopening Plan, and updates from across campus, we are fine-tuning plans for fall and beginning to plan for winter quarter.



- **Stay at least six feet away from other people**
- **Mask up - it's required**
- **Don't gather in groups**

STAY HOME IF YOU FEEL SICK ... AND WASH YOUR HANDS.

Your actions can help:

- Slow the spread of Coronavirus (COVID-19).
- Protect the most vulnerable members of our society.
- Keep our health care systems from becoming overwhelmed.



TCC