

BATES TECHNICAL COLLEGE
COVID-19
RESPONSE REPORT



OVERVIEW

In late February, Bates Technical College mobilized the extended cabinet team to begin planning and executing the college's COVID-19 pandemic response. The college worked in collaboration with public health experts at the Tacoma-Pierce County Health Department, used guidance and adhered to direction from the Department of Health and Governor Jay Inslee.

The primary goal for the college's extended cabinet focused on the health, safety and well-being of students and employees. The group met daily for the first two months, then weekly, and then on an as-needed basis, to provide clear and transparent communication to the college community, and to make timely decisions amid the ever-changing pandemic environment. College President Dr. Lin Zhou provided ongoing communication in the form of daily updates to employees, students and the public. Weekly updates commenced in April and continued through Summer Quarter. A monthly President's Newsletter will be unveiled Fall Quarter, with the goal of including important pandemic updates while also communicating general college information.

All communications are housed on a COVID-19-dedicated set of webpages (see BatesTech.edu/Coronavirus). While the primary focus of our response has been on health and safety of our college community, we have also incorporated necessary mental health and financial assistance resources into the communication.

Remarkably, given the pandemic uncertainty and evolving environment, the

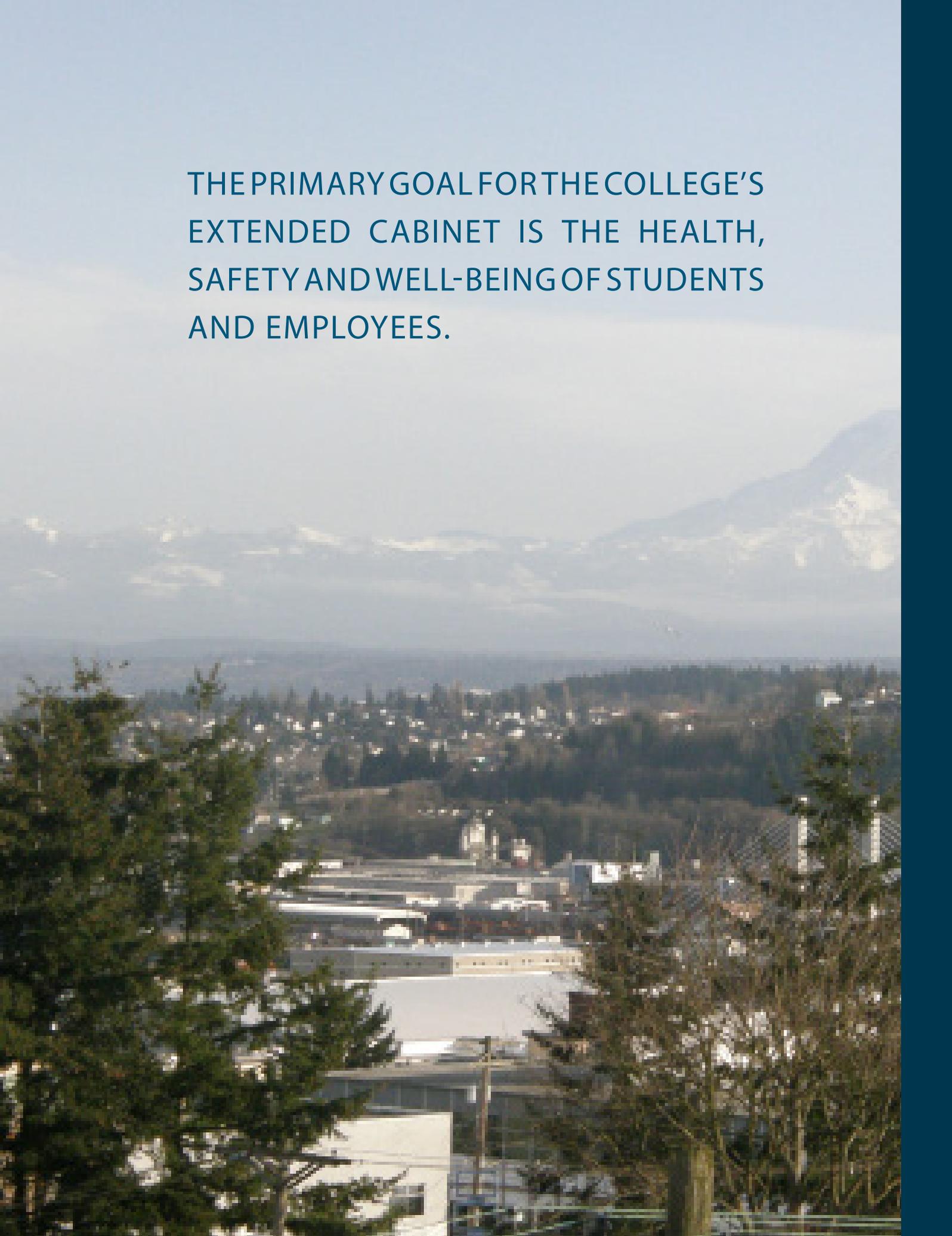
college never stopped providing high-quality virtual instruction and an array of remote student services, which ensured no delay to the successful start of Spring Quarter on March 30. To accomplish this, our faculty and staff immediately took action to adjust the way they deliver instruction and how they support our students, displaying remarkable commitment, zeal and dedication to the college mission to inspire student learning, challenging students to reach greater heights, and workforce preparation.

Before Washington state entered the phased-in approach to returning to work and college, President Zhou identified a taskforce to facilitate and implement the required elements of the Governor's plan. Led by the college's director of safety and security, within days, the taskforce built, from the ground up, a comprehensive plan, put the plan in place, and helped the college successfully open essential and limited labs, as identified by the Governor, to the college community during the appropriate phase

What follows is an action summary detailing specific COVID-19 actions and responses Bates Technical College took.



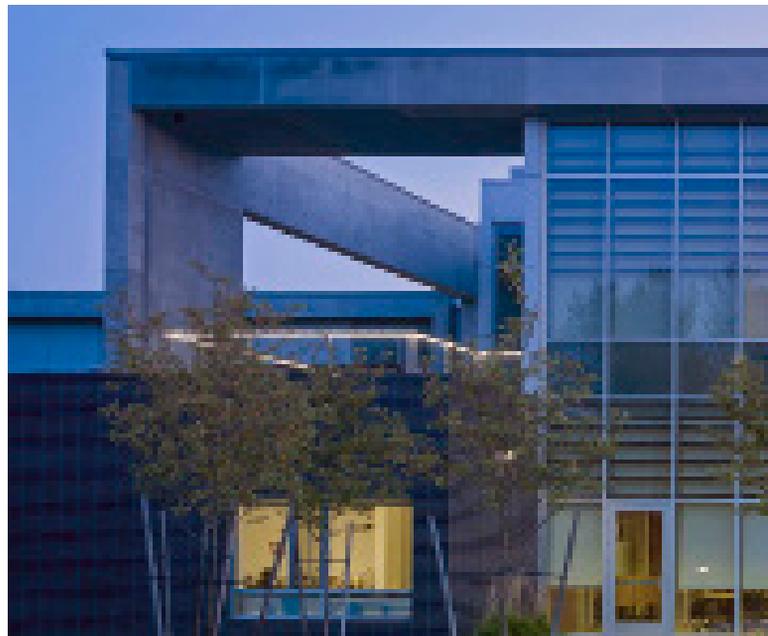
THE PRIMARY GOAL FOR THE COLLEGE'S
EXTENDED CABINET IS THE HEALTH,
SAFETY AND WELL-BEING OF STUDENTS
AND EMPLOYEES.



RESPONSE SUMMARY

Health and safety of college and community

- Increased cleaning and sanitizing of high-touch and frequently occupied areas of the college's three campuses.
- Implemented physical distancing practices and face-covering requirements.
- Posted clear signage and distance markers on our three campuses where foot traffic was anticipated. These visible markers ensure employees and students know the college is taking steps to ensure their health and safety.
- Installed clear plastic guards on countertops flagged as locations where members of the college community may frequent.
- Created protocols for employees to work from home. Obtained technology resources to aid in this effort.
- Implemented remote learning action plans for Spring Quarter, including faculty-specific introduction to Canvas courses.
- Successfully started Spring Quarter using remote instruction strategies with no delay, which will continue through Summer and Fall Quarters.
- Closed community healthcare clinics and food services for the safety of the community, students and faculty.
- Restricted Early Learning Center at the Downtown Campus only to families of first responders and children whose parents are designated essential workers by the Governor's office. Closed other child care locations.
- Created and implemented easy-to-use contact tracing process and procedures as the college entered a phased-in approach to opening.
- Donated much-needed PPE supplies to Pierce County Medical Services, courtesy of the college's Practical Nurse and Dental Assisting programs.





Instruction support

- Provided mechanisms to support faculty transitioning to the college's secure teaching platform, Canvas. All college programs offered lecture and non-hands-on modules using Canvas videos, chats and virtual classrooms.
- Identified and implemented technology resources for faculty. The Library distributed webcams, microphones, action cameras, and peripherals to staff. These were purchased by a combination of funds from the CARES Act, IT, ASG, and the Online Learning Center.
- Online Learning Center provided faculty bootcamp sessions in a broad range of topics, including using Canvas, creating videos and compliance.
- Deployed Amazon Workspace for programs with special software.
- Held virtual Town Halls and Leadership Listening Sessions specifically related to returning to campuses.



Communication efforts

- Created a set of COVID-19 webpages within the college's BatesTech.edu site with information and resources for students and employees. A call-out bar with a link to the main COVID-19 webpage is included on the header of the website for convenient access.
- The webpages feature Frequently Asked Questions, expectations for future quarters, resources for mental health, financial, Internet and Wi-Fi locations and services, and technology access for students, staff contact information, including office and department working hours, and, as the college enters various phases, a page with lab hours, dates and times.
- COVID-19 webpages included daily, and then weekly, updates from Dr. Zhou, outlining key information and details for both student and employee communities, operational changes, additional adjustments moving forward into Spring, Summer and Fall Quarters.
- Each daily and weekly update included a segment titled Peer Appreciation, where employees and students contribute kudos and appreciation to those who have made a positive impact at the college.
- Hosted Town Halls for college community, engaging more than 100 people.
- Continued to hold Leadership Listening Sessions for employees and students, including sessions focused on budget impact and outlook.
- Created branded signage for use around campuses focusing on COVID-19 safety and health measures, college operations, encouragement and more.
- Created social media posts focusing on updates, COVID-19 measures taken to prepare for opening campuses to limited labs, emergency scholarship funding, federal programs, laptop loaner program, positive stories, etc.
- Responded to news entity inquiries with information about emergency funding and laptop donations.
- Promoted participation in historic virtual commencement ceremony and celebrated the class of 2020, using social media posts, Facebook event creation, text messaging and emails.

Student success

- Foundation distributed more than \$15,000 emergency funding to students in need. Funds were used for homelessness prevention (rent, utilities, transportation), access to technology, child care, and more.
- Library distributed more than 250 student laptops to enable online learning, funded by the Foundation and Associated Student Government.
- Promoted Wi-Fi access from campus parking lots for students who lack Internet from home.
- Individually-packaged food pantry items available to hungry students.
- Provided access to books and tools by

appointment and online.

- Information Sessions and New Student Orientations offered in a virtual setting.
- Nourish Food Bank mobile food pantry available until late Spring Quarter.
- Distributed more than \$50,000 in federal CARES Act funds to qualified students.
- Secured \$500,000 in Pierce County CARES Act funds for student aid.
- Secured \$10,000 in student emergency aid and \$20,000 for student laptops from Pierce County Connected.
- Reached out to donor base, with a nearly 70 percent increase in donations to scholarship funds.
- OCA - Asian Pacific American Advocates donated nearly 100 laptops to Asian and Pacific Islander students.

Results

As Bates Technical College navigates these uncertain times, the entire college community has come together to swiftly pivot and change the way we serve our students as a response to this crisis.

These quickly-implemented changes resulted in a successful move to virtual instruction and college services, with no delay to the start of Spring Quarter; allowing safe limited learning and other student services on campus; and swiftly offering technology resources and student aid.



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BatesTech.edu/bates-and-the-coronavirus

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