

HLC Learning Lab Spring 2021 ACC COVID-19 Safety Plan (Re-opening Plan)

INTRODUCTION:

The ACC Highland learning lab will plan to re-open during the Spring 2021 semester with a target date of April 5, 2021. The re-opening of the learning lab space will allow ACC students to receive limited in-person tutoring, adding additional tutoring support.

The hours of operations for the learning lab will fall within the Highland campus Accelerators operational hours. The learning lab will plan to operate between 9 am – 6 pm Monday – Thursday and 9-12 pm on Friday. The learning lab will offer in-person tutoring services and computer access for both staff and students during these hours.

The learning lab will operate by appointment only. All appointments for students will be scheduled for 1-hour blocks. The 1-hour meetings will allow students to address any questions they may have, work with a tutor, and ask follow-up questions during the 1-hour timeframe.

Once the tutoring session is complete, the student will have to leave the learning lab as there will be no independent study stations available. Once the student has left the ACCelerator, the campus cleaning support staff will have the opportunity to clean/sanitize the station and any equipment used before the next appointment.

EMERGENCIES – CALL 911 FOR ALL EMERGENCIES:

Please follow established and in place procedures for emergency response and fire alarm evacuations. Everyone should safely and calmly exit the building through the nearest safe exit during fire alarms and proceed to the closest assembly point. Everyone should maintain social distancing at the assembly points and use facial coverings.

EMERGENCY PHONE NUMBERS:

Call 911 for all Emergencies (ACC Police)

ACC Police Dispatch (Non-Emergencies): 512-223-1231

ACC HLC Police Office: 512-223-7303

ACC Highland Campus – Campus Manager: Linda Morrison: 512-223-7300

ACC Safety & Environmental Management Contacts: Chris Beckermann: 832-683-8769, Raven Landry 512-333-2593

HLC Learning Lab Contacts – HLC Learning Lab Manager – Felix Barajas – 512-223-7438

SUPPORT TEAMS:

The Highland learning lab staff will continue to work with the support teams already in place and continue to follow the guidelines already set forth. The learning lab staff will work with ACCelerator operations and campus management for any future or immediate needs.

HLC Learning Lab Contacts:

<u>Name</u>	<u>Department</u>	<u>Title</u>
<u>Monique Johnson-Jones</u>	<u>Learning Support Services</u>	<u>Executive Director, Learning Support Services</u>
<u>Felix Barajas</u>	<u>Learning Lab</u>	<u>Learning Lab Manager</u>
<u>Alana Torrez</u>	<u>Learning Lab</u>	<u>Student Services Assistant</u>

GENERAL RULES

The Learning Lab staff will follow all Campus and ACCelerator policies/rules already in place.

Rules:

1. **Health Screening** - Each student and staff member must complete the daily pre-screening process before entering the campus and the ACCelerator/Learning Lab space.
2. **Equipment & Supplies:**
Students must bring their own headphones, calculator, and other learning supplies.
Cleaning supplies will be available for staff to disinfect the assigned work area before and after every shift, in addition to after every student visit.
Signage regarding rules and social distancing will be posted throughout the learning lab space and at each active learning pod.
3. **Food** - No food items are allowed. Prefilled sealable water bottles will be allowed.
4. **Masks** - Masks must be worn at all times; this includes sitting in the pod/station areas for the duration of the tutor reservation. All students and staff will be required to wear masks correctly (the mask must cover the nose and mouth).
5. **Cleaning**- Learning lab staff and campus and campus support cleaning staff will clean and disinfect the learning lab areas at the beginning and end of each shift in addition to before and after each tutoring session.
6. **No group studying**- No group studying will be permitted, only approved tutoring appointments.
7. **No children or guests**- No children or guests will be allowed in the learning lab space.
8. **Trash** - Trash receptacles will be stationed at the current locations and managed by campus support staff.

Social Distancing Requirements:

A face mask will be required at all times while in the Accelerator/Learning Lab. Social distancing policies will be in place. Students and staff must keep a 6ft distance from others at all times.

Access to the learning lab will be by appointment only, and all appointments will be made through the current tutoring platform Freshdesk. All appointments must be made in advance through the online tutoring request system. HLC monitors (Front Desk Staff) will confirm all requested appointments and assign seating/pods for the student before they check-in to the ACCelerator.

All tutoring sessions will be 30 minutes up to 1hr sessions for all in-person tutoring appointments.

Limited area of access- all tutors/instructional associates who agree to in-person tutoring will be assigned a pod in the learning lab and will use that pod for the workday to ensure minimal cross-contamination.

The tutors/instructional associates will also be responsible for cleaning/disinfecting technology at their pod before and after every tutoring session. Technology wipes for cleaning all technology cleaning such as a monitor, keyboard, mouse, etc., will be provided.

Once a tutoring session has occurred, the tutors will use the ACCelerator's "red cup" system for pod cleaning/sanitizing. Once a tutoring session has completed, or immediate cleaning is required, the tutor will place a red cup on the pod light tray indicating cleaning is required. Campus cleaning support staff monitoring the ACCelerator's cleaning needs will recognize the red up and provide immediate cleaning/sanitizing of the pod.

The learning lab will move from zone 6 to zone 4 of the ACCelerator to help keep the active space of the ACCelerator minimized. The current maximum occupancy for the HLC learning lab in zone 4 will be 12 people, six tutors, and up to six students at a time. The maximum occupancy will allow tutors and students to maintain the recommended 6ft social distancing rules.

Seating will be restricted to 1 tutor and one student sitting on the opposite side of any table with plexiglass separating the workspace.

All other chairs in the pod will be removed, and any technology not in use will be placed face down to prevent use.

Learning lab staff will assign all seating before student check-in. The learning lab staff will also communicate all scheduled appointments to both the HLC ACCelerator teams and the HLC Campus management team at the Highland campus.

Each pod/station space shall include signage on social distancing, in addition to learning lab rules.

Restricted technology access- no and/or limited printing, scanning, smartboards will be available for use.

No equipment checkout- (Headphones, laptops, etc.)

Entrance/Exit- All staff and student entrance points will be through the main HLC ACCelerator entrance, and the exit will be through the current Accelerator's exit near zone 1 (Map Below).

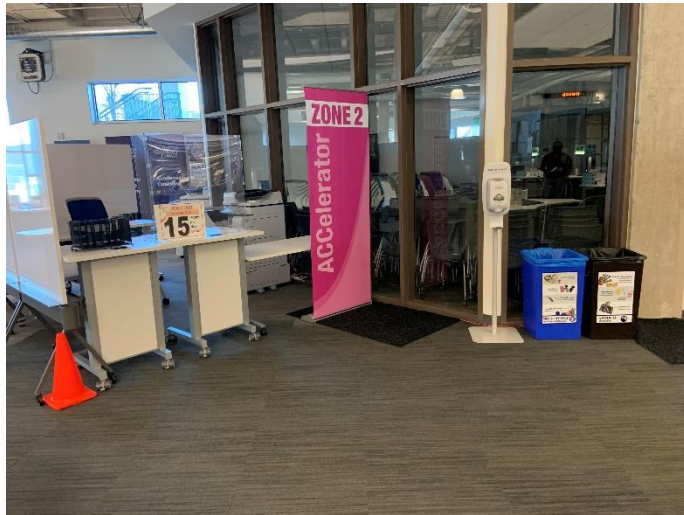
Printing Stations:

ACC's ACCelerator/Learning Lab at Highland Campus will be offering limited printing services after Spring Break. Other COVID related restrictions such as capacity limits, appointment requirements, and other COVID protocols outlined in this safety plan will be kept and maintained as needed. A designated, "restricted" area is set up in the back of zone two outside of an un-used enclosed computer area. The set-up of this area does not interfere with entry and exit needs as well as access to fire and life safety equipment. Computers in this area will not be utilized, and it is strictly used for printing operations to maintain COVID requirements. Students will be informed of printer operations and protocols upon arrival/check-in for their appointment.

A restricted printing area and operations have been set up as follows:

1. The area is enclosed with movable white boards with enough space for an operator to move as needed and monitor the printer. Entry and exit are easily assessable in the event of an emergency;
2. The "restricted" area will be operated by one library employee who monitors the printing operations as needed;
3. Printer operator will wear gloves to handle the paper and a facial mask;
4. Printer operator is separated from users by a customer service plexiglass shield at the printing job collection point as well as having the movable white boards dedicated to enclosing the area;
5. As items are being printed, printing jobs will be sorted and separated by the employee operator, and placed in a multiple file separator slots to be collected by the owner, or;
6. Owners will provide identifying information to the printer monitor and items will be distributed accordingly;
7. To prevent printer users from collecting the wrong material and/or touching another person's printing(s), cover sheets with owner information will be visible at the collection point;
8. The collection point will have floor markings to assist with social distancing requirements in the event a cue forms at the printing collection point
9. Bathrooms are available for handwashing, and a hand sanitation station is at the collection point;

When collecting printing jobs, students will be asked to wait if possible if the collection point is otherwise occupied to prevent a cue from forming to keeping the walk-ways clear, limiting room activity



Tutoring Appointment System:

Access to use learning lab space will be by appointment only and managed through the current software platform the learning lab is utilizing. Current software platforms in use are Freshdesk and Accudemia.

A request submitted by the student does not guarantee an appointment as staff will need to confirm if a tutor is available for the subject requested. If the tutoring request for in-person tutoring cannot be arranged, staff will work with the student on other options. Options can include setting the appointment for another day or time or setting up an online tutor session.

If the appointment is made and confirmed, the student and tutor will get a confirmation email detailing the appointment and any other necessary details. For all tutoring sessions scheduled, the students will be given 1 hour to work with a tutor in the learning lab space.

Example of Student current reservation process:

Step 1: Student will visit the ACC online tutor request form found at:

[Online tutoring request form: https://instruction.austincc.edu/students/online-tutoring-request/](https://instruction.austincc.edu/students/online-tutoring-request/)

Step 2:

The student will complete the online tutoring request form:

Navigating Student Success at ACC

Online Tutoring Request

Online Tutoring Request

Online support is available for enrolled Austin Community College (ACC) students.

Our Online Learning Lab (OLL) Tutors are dedicated professionals who create supportive and enriched online environments to assist you when you need them.

Fill out the form below to schedule an appointment.

First Name *

john

Last Name *

doe

Select Campus *

Highland Campus

ACC eID *

f8888888

Enter your official ACC eID e.g., x1234567

ACC Email Address *

john.doe@g.austincc.edu

Please provide your official ACC email address ending with @g.austincc.edu. You may not use your personal email address. If you need help with your ACC student email account, contact the Help Desk at helpdesk@austincc.edu

STEP 3:

The online tutoring request form will show the requested subject and date requested in Freshdesk, allowing a monitor to address the tutoring request and confirm availability.

Freshdesk online tutor request example:

The screenshot displays a Freshdesk ticket interface. At the top, it shows 'All tickets 18733' and navigation options like 'Explore your plan', 'New', 'Search', and 'Show activities'. The main content area is divided into three columns:

- Left Column (Ticket Details):** Shows a new ticket titled "[Highland Campus] New College Algebra Tutoring Request from john doe". It includes the sender's name (John Doe), email (john.doe@g.austincc.edu), and various fields filled out in the form, such as "Select Campus: Highland Campus", "ACC eID: f8888888", "Select Subject: College Algebra", "Instructor's Name: Professor Jane Doe", "Preferred Session Time: Monday 12pm, Tuesday 1pm, Wednesday 2pm", and "Assignment Instructions: Would like to review chapter 4 concepts before exam."
- Middle Column (Properties):** Shows the ticket's status as "Open", priority as "Low", and type as "New".
- Right Column (Contact Details):** Shows the contact information for John Doe, including his email address and a timeline of the ticket's history.

Step 4:

The Highland learning lab monitors will receive the online tutoring request and reach out to the tutor for confirmation and availability. Once availability is confirmed, the monitor will email both the student and the tutor on the appointment. The monitor will also email the student indicating what pod to meet the tutor and provide a reminder on Lab/Accelerator policies. The email will also remind students to bring the necessary materials to the in-person session.

Step 5:

The monitor will enter the session details in Accudemia to record the details of the appointment and also complete a google sheet to share with the HLC ACCelerator team and HLC campus management team to confirm the student appointment providing the campus teams with student information and details of all appointments.

Providing transparent details will allow all essential campus teams to know how many students are expected in the lab and allow them to make the necessary preparations.

Tutors will receive appointment details via email and will help assist ACCelerator staff by meeting the student close to the East ACC Highland entrance and direct students to the ACCelerator check-in desk.

Step 6: Once the appointment has taken place, the tutor will confirm the appointment with the Highland learning lab monitor, confirming the appointment in Accudemia for data and tracking purposes.

ACCUDEMIA ENTRY EXAMPLE:

The screenshot shows the 'Manage Center' interface. At the top, there are buttons for '+ New Log', 'Cast Screen', a settings gear icon, and a funnel icon. Below these are status indicators for 'Students 0+1' and 'Advisors/Tutors 0', along with a 'Refresh' button. The 'Waiting' section shows 'No students waiting.' The 'Signed-In' section shows a list of students. One student, 'John Doe', is listed with a checkbox, ID '8888888', and a note: '*TEST*HLC in person tutor request for Algebra. Tutor: David Hacke...'. To the right, there is a timestamp 'a minute ago', the status 'Unspecified', and a user profile for 'David Hackenbrach' with a 'Hackenbrach' label and several icons. The 'Recently Signed-Out' section shows 'No recent students.'

STAFFING:

Staff- Tutors and Instructional associates will be the main staff in the learning lab working with students both directly and online. Tutors staffed during the re-opening will consist of those who can tutor high-demand subjects. According to current data from our currently used Freshdesk ticketing system show the highest requested subjects for the spring 2021 semester are: English, Math, Biology, and Chemistry.

The HLC learning lab will look to have 2 English tutors, 2 Math tutors, 1 Biology and 1 Chemistry tutor available for in-person tutoring.

Due to the limited number of pods available due to social distancing, the learning lab will look to staff tutors who can assist in these high-demand subjects.

During times when tutors are not working with a student by appointment, they will continue to work at their workspace/pod and continue to tutor online.

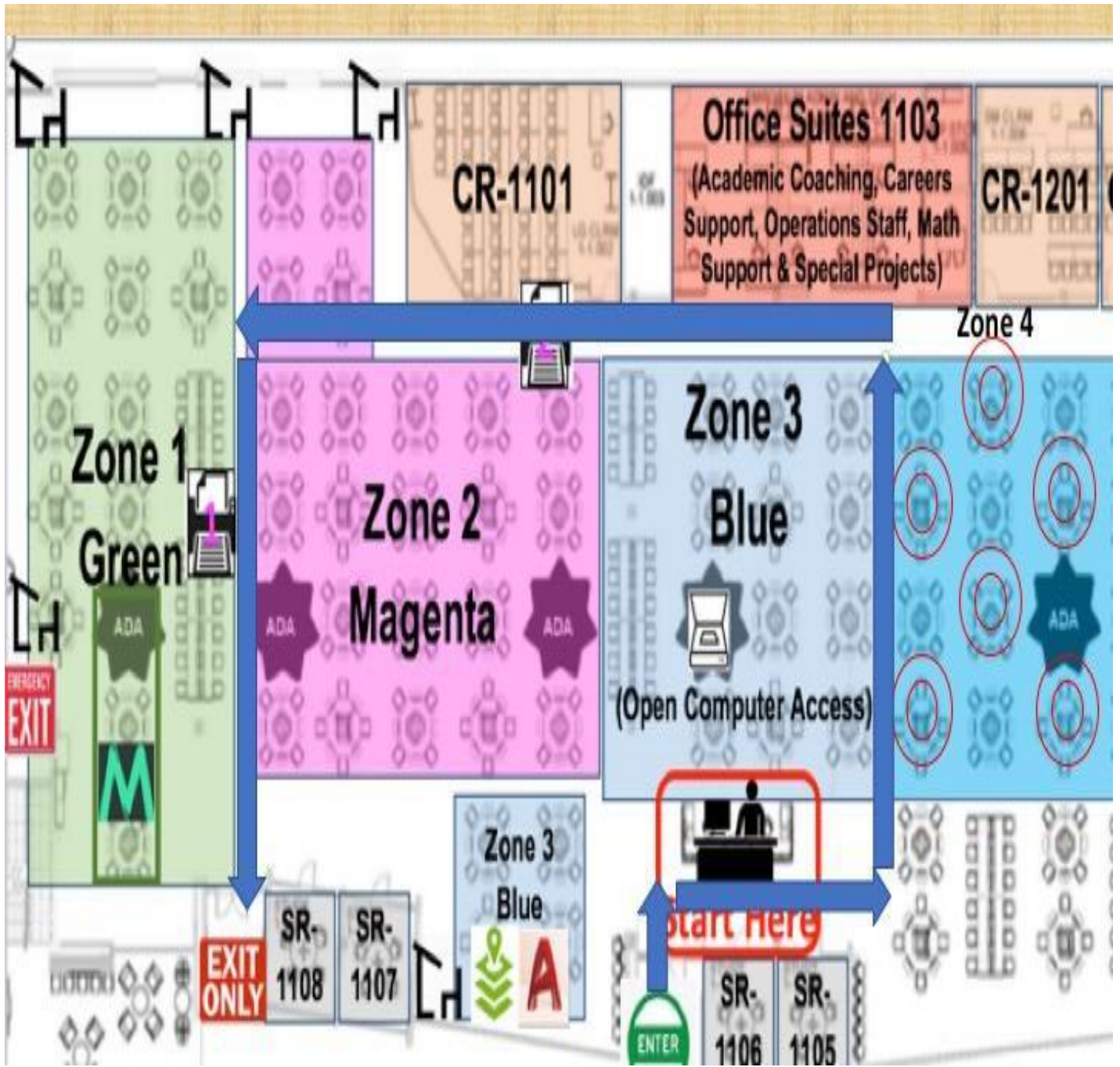
SPECIFIC SITE LOCATION INFORMATION:

Social Distancing Floorplan:

Highland Learning Lab Reopening:

Maximum Occupancy: 12

Students and tutors will enter through the main ACCelerator entrance and follow the blue arrows for traffic control. The red circles in zone 4 will be tutoring pods assigned to tutors adhering to the 6ft social distance guidelines.



SUPPORT TEAM:

<u>Name</u>	<u>Department</u>	<u>Title</u>	<u>Email Address</u>	<u>Contact #</u>
Dr. Monique Johnson-Jones	Learning Support Services	ED, Learning Support Services	monique.johnson-jones@austincc.edu	512-223-7486
Felix Barajas	Learning Lab	Learning Lab Manager	felix.barajas@austincc.edu	512-223-7438
Alana Torrez	Learning Lab	Student Services Assistant	alana.torrez@austincc.edu	512-223-7365
Dr. Willie Martinez	Student Engagement	AVP Student Engagement	gmartin1@austincc.edu	512-223-7009
Dr. Shasta Buchanan	Student Affairs	Vice President	shasta.buchanan@austincc.edu	512.-223-7053

APPROVAL:

Michael Garcia

4-2-21

Michael Garcia, Executive Director, Regulatory Affairs Date
Safety & Environmental Management