

# STORMER SAFE + READY

## MATC's Plan for Safety and Learning During COVID-19

Spring 2021 Version 2.0 • Released January 15, 2021 - Effective January 17, 2021 unless otherwise noted



At Milwaukee Area Technical College, the health and safety of our students, faculty, staff and administrators is our top priority. MATC is listening to the needs of our students, employees and community in preparing for the months ahead.

**MILWAUKEE AREA Technical College**  
Transforming Lives, Industry & Community

Wisconsin Relay System 711

# **STORMER SAFE + READY**

## **Comprehensive Health & Safety Plan**

*January 2021*

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*This document is current as of January 17, 2021 and is subject to change based upon public health information available regarding the COVID-19 pandemic. This document currently provides the college's Health & Safety Plan for the MATC Downtown Milwaukee Campus, which includes the Education Center at Walker's Square and the Health Education Center, and MATC's Oak Creek, Mequon and West Allis campuses.*

# Executive Summary

## Introduction

Milwaukee Area Technical College's plan for the Spring 2021 semester begins with our commitment to the health, safety, and well-being of our students, faculty, staff, and community. Since the onset of the COVID-19 pandemic in early 2020, MATC has taken action to ensure comprehensive support to our community during these unprecedented times.

In preparing the Spring 2021 plan, which includes limited in-person instruction, we have comprehensively addressed academic and student services, operations, health and safety, ancillary services, human resources policies and procedures, parking, events, communication, information technology, finances, and legal considerations.

The plan specifies the procedures in place for in-person instruction, student support services, and health and safety operations at all MATC campuses throughout the district.

MATC is continuously monitoring this pandemic and will adjust this plan as necessary to respond to changing conditions.

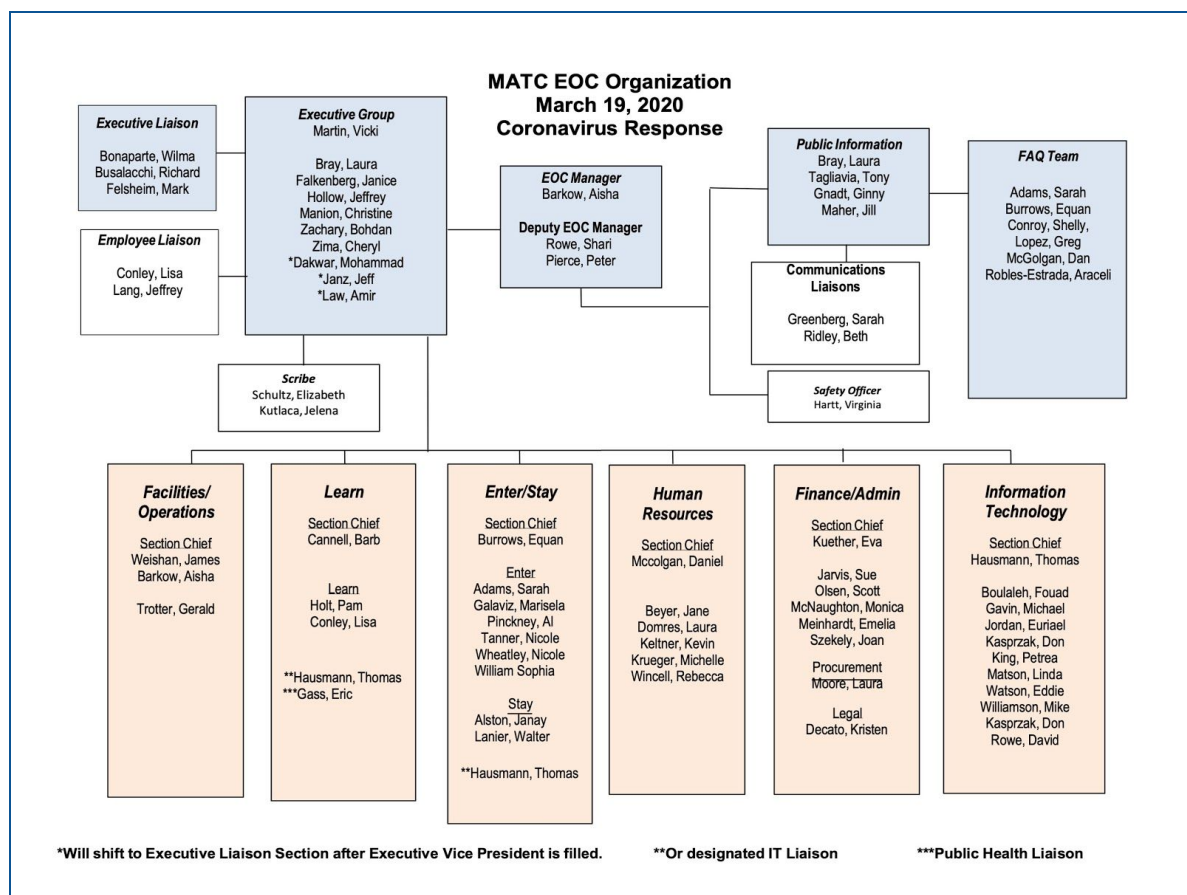
## MATC Overview

Wisconsin's largest technical college and one of the most diverse two-year institutions in the Midwest, MATC is a key driver of southeastern Wisconsin's economy and has provided innovative education in the region since 1912. More than 30,000 students per year attend the college's four campuses and community-based sites or learn online. MATC offers affordable and accessible education and training opportunities that empower and transform lives in the community. The college offers more than 170 academic programs, including transfer options leading to bachelor's degrees with more than 35 four-year colleges and universities. Overwhelmingly, MATC graduates build careers and businesses in southeastern Wisconsin. The college is accredited by the Higher Learning Commission.

## Emergency Operations Center (EOC)

At the onset of the COVID-19 pandemic, MATC convened an Emergency Operations Center (EOC) Response Team to create a risk mitigation plan. Our focus was to safely continue serving our students and community, particularly before, during, and after Wisconsin's Emergency Order #28, Safer at Home, was declared on March 24, 2020.

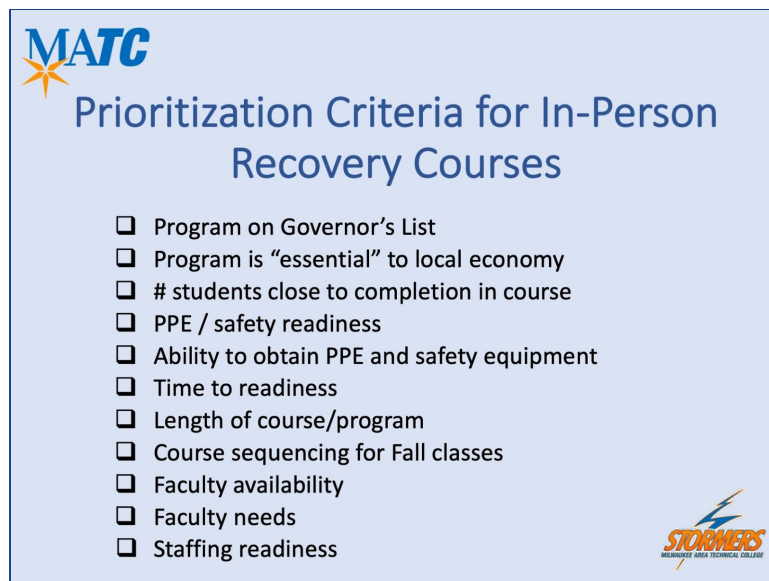
Mitigation efforts included shifting most Spring 2020 semester courses to online delivery while supporting our students, faculty, and staff as they moved to the virtual environment. The EOC Response Team structure and participants are visualized below:



After closing the campuses and then extending our scheduled Spring Break for an additional week in March, totaling a three-week instructional disruption, the majority of courses resumed online.

For those courses determined unable to move online due to their unique content, instruction, and/or learning outcomes (see criteria below), limited in-person instruction began on June 8 so that those students would have opportunities to complete their Spring courses. In order to maintain social distancing for these in-person courses on the campuses, most new summer courses were offered online only.

In conjunction with the EOC Response Team, the college deans established the following criteria for in-person courses offered at the Downtown Milwaukee and Oak Creek Campuses:



Because we successfully brought students from essential programs and courses back to campus to complete their courses over the summer, the criteria for determining what classes must be held in person and corresponding safety and health precautions were already in place for Fall 2020. Improvements in both processes and delivery continued throughout the Fall semester as staff and faculty planned for Spring 2021.

Standard health and safety precautions for all MATC campus locations now include the following:

- Masks must be worn at all times by employees, students, visitors, and contractors. This includes outdoor spaces when social distancing cannot be maintained.
- Building access is limited to designated, staffed entrances with screening points where temperatures are taken. The number of employees working on campus

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has been intentionally limited to essential operations and staff serving walk-in students directly.

- Full-service student support is available virtually via phone, email, videoconferencing, and text. The college website guides students to virtual services.
- All campus building occupancy limits have been assessed to ensure that building densities will not exceed more than 25% at any given time based on class sizes and staff scheduled on campus.
- Employees and students must complete a health form prior to entering any campus. Training is also required of students and employees.
- In-person classes must be taught using social distancing and protective equipment including a mask covering the nose and mouth.
- Cleaning protocols are enhanced and OSHA-compliant.
- Each classroom and office available for use has been inspected to ensure that appropriate distancing is possible. Plexiglass barriers are installed as needed.
- Hand sanitizer stations are located throughout public areas, classrooms, and offices.
- Cleaning wipes and antibacterial stations are available. Employees and students must use these to wipe down areas following use.
- Procedures are used for COVID-19 monitoring, including reports of positive tests and conducting contact investigations.
- A website dashboard shows the number of times MATC has activated its COVID-19 contact investigation protocol. Data are updated weekly based on self-reporting of students, employees, and contractors.
- All campuses remain closed to the public with the exception of existing, potential or incoming students who require in person services.
- Leadership continues to closely monitor guidance from local and state public health officials and the Centers for Disease Control and Prevention (CDC), as well as changes in community spread of the virus.
- Leadership uses key indicators tied to alert levels to continuously assess appropriateness of operational plans and guide decisions for phased reopening (see [Phased Reopening Key Indicators](#)).

Precautions are fully detailed in later sections of this planning document.

## Planning Framework

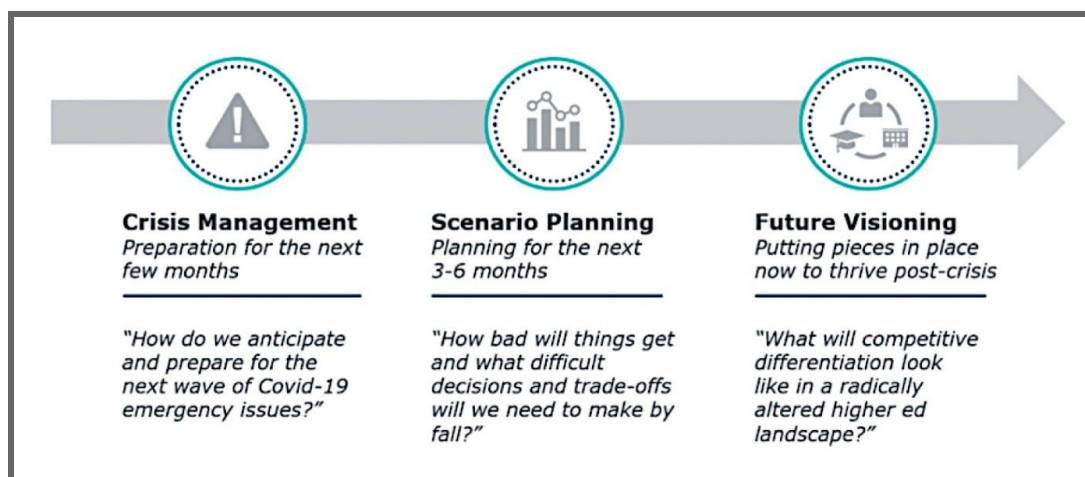
MATC is committed to monitoring the spread of COVID-19 and its impact on the community we serve and making adjustments to our plans based on the most current

information about COVID-19. This document reflects our plans as of January 4, 2021, and updated plans will be shared as required by changing conditions with public health.

While most Spring semester instruction will be online, the ability to have some in-person instruction is critical for student success as required by industry, employer, and accreditation standards. MATC is taking great care in our planning and execution to ensure safety for all students and employees.

During these unprecedented times, with no maps to lead us clearly toward the future, MATC leaders, faculty, and staff created a way forward together. We included in our response not only crisis management, but also scenario planning and future visioning to ensure that we are responding to the needs of our students, employees, and community (see [Scenario Planning Summary](#)).

As we planned for Spring, MATC also leveraged our partnership with EAB, a best practices firm that uses research, technology, and consulting to address challenges within the education industry. EAB's planning framework helped us address the challenges facing higher education proactively.



Source: EAB Strategy in the Face of Ambiguity  
[eab.com/insights/expert-insight/strategy/presidential-and-cabinet-briefing-strategy-in-the-face-of-ambiguity/](http://eab.com/insights/expert-insight/strategy/presidential-and-cabinet-briefing-strategy-in-the-face-of-ambiguity/)

As we moved from crisis management to scenario planning and beyond, we shifted our planning model from EOC Response Team to an [Integration Team](#) approach, which is inclusive of additional staff and faculty.

In April 2020, an Integration Team was adapted from a “nerve center model” developed as an efficient way to coordinate strategies by using cross-functional teams responding

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to a particular scenario, allowing for more agility to pivot between short- and long-term planning. Drawing upon [McKinsey & Company](#)'s experience with responding to unfamiliar crisis points, "the nerve center concentrates crucial leadership skills and organizational capabilities and gives leaders the best chance of getting ahead of events rather than reacting to them." The MATC Integration Team provided input and guidance on all of the areas outlined in the following plan. The Integration Team remains activated and meets regularly to provide rapid response to any new developments.

## Health & Safety Team

A Health & Safety Team, reporting to the Integration Team, focuses on protecting the health and safety of MATC students, faculty, and staff. The team consists of a cross-representation of personnel and meets regularly to review and recommend policies, procedures, and protocols required to reduce the impact of COVID-19 outbreak conditions both on campus and at locations offering off-site instruction. Such protocols may include, but are not limited to, exposure risks, sources of exposures, and strategies to mitigate risks. The team focuses on the need to implement engineering (e.g., air filters, ventilation rates, clear plastic sneeze guards), administrative (e.g., minimize exposure through working from home or alternating shifts; screening/training for faculty, staff, and students), and work practice controls (e.g., personal protective equipment and social distancing protocols). Lastly, the team reviews Alert Levels (part of the [Phased Reopening Key Indicators](#)) to determine appropriate control measures (e.g., additional safety and/or risk mitigation) and make recommendations to the Integration Team.

As the COVID-19 outbreak conditions change, the Health & Safety Team consults with the State of Wisconsin Department of Health Services, local health departments, Milwaukee County Health & Human Services, and CDC guidelines to guide its work.

The Health & Safety Team is led by MATC's Public Health Advisor. This role was created to lead communication and action related to COVID-19. The Public Health Advisor coordinates with local health authorities and assists college leadership with recommendations to respond to COVID-19 trends.



## Section 1 Building Preparedness & Operations

### Overview

For the Spring semester, less than 20% of MATC's classes will be taught fully in person. Only those employees needed to serve students or perform other essential on-campus functions will work on site. Other employees will continue to work remotely. Building occupancy will be limited throughout the semester to reduce close physical proximity, density, and in-person interactions. All MATC buildings will remain closed to the general public, except as outlined in a few special circumstances explained elsewhere in this document.

Throughout the Spring semester, building occupants will be limited to 1) students scheduled for in-person instruction, 2) employees assigned to on-campus duties through rotating schedules, 3) a limited number of campus visitors, such as individuals interested in enrolling in courses and seeking MATC services, and 4) contractors and vendors necessary to maintain campus operations.

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Campus entrances will be monitored by Occupancy Clerks to control access into the campus and to enforce entry and PPE protocols.

## General Operations

### Cleaning Protocols

The MATC Facilities Team follows CDC, State of Wisconsin, and OSHA regulatory compliance standards. Training has been provided by leading area experts on COVID-19, including procedures for disinfecting and sanitizing high-touch areas, safe chemical protocols, and Safety Data Sheet review. All Facilities staff have access to PPE and have received multiple in-person and online training sessions focusing on the following topics to ensure safe work practices during the pandemic: CDC cleaning and disinfecting protocols; proper use, care, and maintenance of PPE; respiratory protection and bloodborne pathogens; and COVID-19 returning-to-campus guidelines. All-staff videoconferences are held biweekly to present department updates and reminders, ensure continued monitoring of safety efforts, understand employee challenges, and discuss any operational issues or concerns relating to COVID-19.

The Operations Readiness Team assesses each area that will be activated by the college for appropriate occupancy limits, necessary PPE and cleaning supplies, and associated protocols based on a job safety analysis, traffic patterns, directional and queuing signage, furniture spacing and placement, and HVAC and engineering control measures. This assessment tour results in a standard cleaning and disinfecting protocol drafted specifically for each site.

### Standard Cleaning Routine

Facilities staff schedule cleaning around occupancy during business hours for offices and classroom use for student areas. Cleaning occurs when the spaces are closed to ensure that the area has been disinfected for the next day.

Facilities staff complete daily disinfecting and cleaning, including light switches, cabinets, phone and surfaces, desks, doorknobs, and chairs. A daily cleaning checklist must be signed and turned in to the Facilities Team manager and replaced with a new inspection sheet for the following day. This checklist contains all touchpoints. Checklists are prepared for all restrooms, offices, classrooms, locker rooms, and any special high-traffic areas in need of scheduled cleaning and disinfecting.

## High-Traffic Touchpoints

In order to reduce likelihood of community spread, we are undertaking the following enhanced cleaning and disinfection in any high-touch and high-traffic areas:

- Increasing frequency of cleaning and disinfection from once per day to a minimum of twice per day for restroom surfaces, elevator buttons, handrails, and common door pulls, handles, and knobs.
- Providing disinfectant spray bottle and hand cloth for use by occupants of classrooms, labs, instructional spaces, and most office suites.
- Fogging by electrostatic disinfectant sprayers for restrooms and elevators.
- Providing wall-mounted alcohol-based hand sanitizer in dispensers installed throughout campus.



## Suspected & Confirmed COVID-19 Positive Areas

Spaces in which individuals confirmed as COVID-19 positive spent time are assessed on a case-by-case basis. After notification of confirmed COVID-19 on MATC's campus, if it has been within seven days since the person with suspected or confirmed COVID-19 visited or used the facility, cleaning proceeds following the [Positive COVID Cleaning Protocol](#). Facilities staff will:

- Evacuate, cordon off, and post "authorized personnel only" signage in the area and, when possible, allow it to rest at least 48 hours.
- Initiate increased air handling.
- Confirm that the Health Department was notified of a COVID-19 person on campus.
- Identify areas that require restricted access during and immediately following enhanced cleaning.

- Ensure that Facilities Team members assigned to cleaning and disinfecting this area wear proper PPE, including disposable gloves, N95 mask, and safety glasses/goggles when there is a potential for splashing.
- Follow proper training including use of disinfecting equipment and chemical supplies.
- Thoroughly sanitize the entire room/area, starting with the cleaning process and ending with Evaclean Protexus Cordless Electrostatic Sprayer (see image on page 14).
- Turn off all air handlers to allow disinfectants to remain on the surfaces for the proper contact time.
- Wipe down all high-touch points and floors throughout the infected area.
- Disinfect using sprayer after loading one Purtab into the provided container that has been filled with tap water.
- Start at the furthest end of the room and work toward the door.
- Provide a deep cleaning and apply disinfectants to all high-touch points below 8 feet, and floor.
- Avoid all electrical equipment.
- Spray and let dry.
- Turn back on all air handlers.
- Notify Facilities Team lead when cleaning protocol has been completed.

If an outside contractor is needed to support disinfection of contaminated spaces, CAT5 contractors are required to submit Safety Data Sheet documentation along with confirmation of training for staff completing the disinfection.

## Social Distancing

MATC uses a variety of signage and directional markings in building interiors and exteriors to inform students, staff, and community on campus to maintain social distance. Specifically, signage provides reminders to maintain 6 feet for social distancing. Signage also provides guidance for one-direction walkways, areas to stand while waiting, and areas that are off-limits.

Plexiglass barriers have been installed in occupied areas where 6 feet of distance cannot be maintained and in areas where there is in-person student service activity such as Admissions, Counseling & Advising, Financial Aid, Food Service, Spirit Shop, and the shuttle van. We have a current inventory of Plexiglass shields available as additional needs arise. Examples of barriers and markings are shown on page 16.



## Masks & Other PPE

To protect the campus community during on-campus activity, masks must be worn at all times by employees, students, contractors, and campus visitors. This includes outdoor spaces when social distancing cannot be maintained per city ordinance. Masks are provided to all building occupants upon entering any MATC campus. Employees and students can choose to wear their own appropriate mask that complies with employee work rules or the MATC Student Code of Conduct. All MATC leaders and employees are responsible for monitoring compliance. Instructors are responsible for continued compliance in classrooms. Public Safety monitors compliance during routine patrols throughout the campus. Additionally, Public Safety and Facilities staff carry extra masks to provide to anyone not wearing a mask. Building occupants are encouraged to report non-compliance using the [Speak Up for Safety](#) online report form.

## Supply Status—Inventory

PPE for employee and student use is ordered, inventoried, and distributed at each campus location via primary and secondary vendors based on availability and timeliness of shipments. Google Forms are the primary means of submitting requests for PPE, and responses are monitored districtwide by the Critical Supply Work Team and Facilities Team administrative staff. Districtwide inventories are tracked via a shared spreadsheet.

PPE inventory includes the following items, all of which are available in a supply sufficient to last at least 90 days:

- Cloth masks
- Disposable 3-ply masks
- N95 masks
- KN95 masks
- Safety goggles
- Face shields
- Small gloves
- Medium gloves
- Large gloves
- Extra-large gloves
- Personal hand sanitizer
- 500-count disinfecting wipes

In addition to the current inventory of PPE and cleaning supplies, we continue to source from our suppliers to add to the inventories.

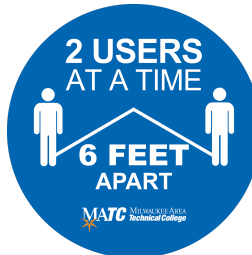
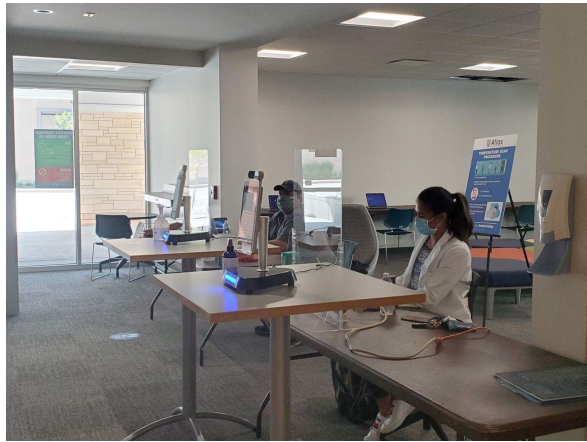


#### Sourcing—Ability to Order

The college has identified primary and secondary vendors who are available to provide the necessary PPE and cleaning supplies. All PPE and cleaning supplies are currently readily and consistently available. Our [PPE Inventory Process](#) provides current vendor details. We have secured three primary vendors and four secondary vendors for gloves, face masks, face shields, hand sanitizer, and disinfecting wipes. We have secured two primary vendors for Plexiglass dividers and sneeze guards.

#### Thermal Scanning

While thermal scanning cannot account for asymptomatic COVID-19 positive individuals, the college utilizes thermal scanning as part of a wider system of measures to prevent the spread of the virus. Students and employees are required to have their temperature scanned every time they enter a building on campus. Students and employees also complete a COVID-19 health affirmation and complete training. Both the health affirmation and training are offered online. Handheld or touchless temperature scanning devices are available at building entry points and trained Occupancy Clerks are positioned at each open entrance to monitor building access, as shown in the photos on page 19. When “Employee Only” access points are identified, thermal self-scanning and face coverings are required for all employees using the designated entrance.



## Signage & Directional Markings

A COVID-19 Signage Team has been formed to coordinate all signage related to mitigating risk of COVID-19. This team includes staff from Facilities, Public Safety, Marketing & Communications, and Print Services. The Signage Team is responsible for assessing the need for signage, determining content based on established standard operating procedures and recommendations from state and local health officials, creating signage, and installing signage. Content for signage includes safe hygiene and social distancing awareness, directional, and other informational content (see examples above and on page 20). Signs are displayed prominently throughout the campus, including entrances, restrooms, common spaces, classrooms, and offices. The Signage Team oversees regular monitoring and updates.

# STOP THE SPREAD OF COVID-19

## STAY HOME WHEN SICK



STAY HOME WHEN YOU ARE SICK. IF YOU TEST POSITIVE FOR COVID-19:  
STUDENTS CONTACT [STUDENTCOVIDRESPONSE@MATC.EDU](mailto:STUDENTCOVIDRESPONSE@MATC.EDU).  
EMPLOYEES CONTACT [ULRICHG@MATC.EDU](mailto:ULRICHG@MATC.EDU).

## HANDWASHING



WASH YOUR HANDS OFTEN WITH SOAP  
AND WATER FOR AT LEAST 20 SECONDS.  
USE HAND SANITIZER WHEN SOAP  
AND WATER ARE NOT AVAILABLE.

## MASK



FACE COVERINGS ARE REQUIRED  
AND MUST COVER MOUTH AND NOSE.

## SOCIAL DISTANCING



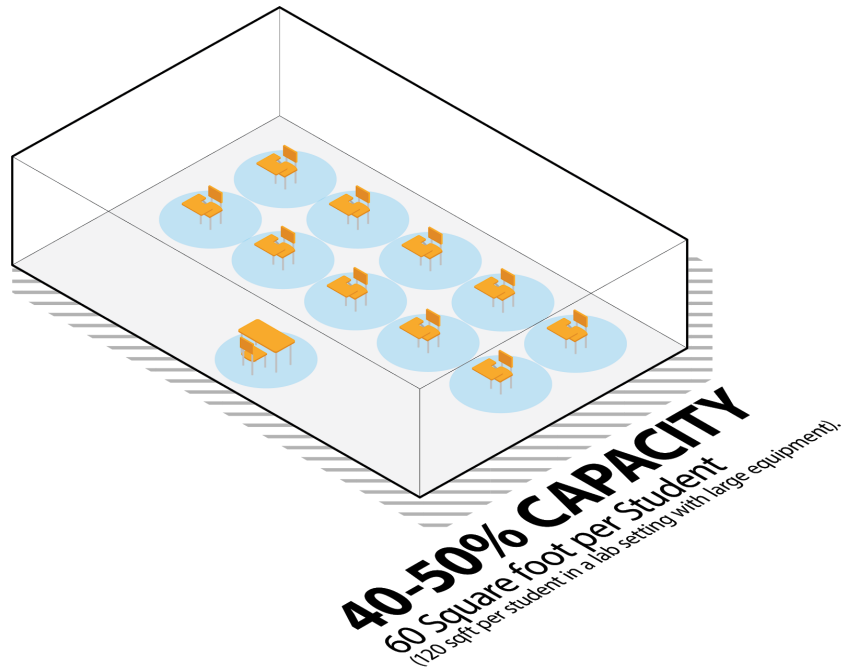
MAINTAIN 6 FEET BETWEEN  
YOU AND OTHER PEOPLE.

## CLEAN



USE PROVIDED SPRAY OR WIPES TO  
CLEAN AND DISINFECT FREQUENTLY  
TOUCHED OBJECTS AND SURFACES.





## Space Planning Reviews

The Facilities Risk Assessment team conducted site tours of all spaces to be occupied during the Spring semester. Space Planning Reviews include the following considerations:

- Job hazard and risk management for occupancy maximums
- Appropriate PPE and cleaning supplies for occupancy maximums
- Occupant traffic and space utilization for furniture, decals, and signage placement
- Engineering and HVAC controls for increased ventilation and ionization or increased MERV filtration rate
- Public Safety evaluation
- Student and academic needs

Following Space Planning Reviews, the Facilities Team performed necessary adjustments and signage installation, including:

- Rearranging room setups to allow for 60 square feet per student in classrooms and computer labs, and 120 square feet per student in specialized labs and shops
- Ensuring that room layouts maintain a minimum of 6 feet distancing per person
- Rearranging desks and tables in the same direction rather than facing each other
- Installing decals and other visual aids to establish one-way directional flow of traffic

## Environmental & Engineering Building Controls

### Indoor Air Quality

MATC's Risk Mitigation—Engineering Controls Team reviewed the current American Society of Heating, Refrigeration and Air-Conditioning Engineers (ASHRAE) recommendations on indoor air quality to mitigate the risks associated with the spread of COVID-19 in buildings. The team also considered measures that could be taken inside our air distribution system to mitigate virus spread within occupied spaces. These measures do not negate the need for PPE or other risk mitigation measures. The team recommended two primary mitigation measures:

1. Install MERV-13 filters to increase the percentage of Sars-Cov-2 sized particles that are removed from the air to approximately 40%.
2. Install ionizers in campus air-handling units to ionize the air and kill viruses. Depending on the particular virus, ionizers kill 73.4-99% of viruses in the air within 3.3 seconds to 35 minutes.

MATC is implementing indoor air quality improvements districtwide, focusing on heavy traffic areas such as common spaces and cafeterias. At the Downtown Milwaukee Campus, we installed Global Plasma Solutions bipolar ionization equipment in our main air-handling units that serve high-traffic areas, such as the Campus Cafe (see [Section 5](#), page 43). All other main air-handling units were outfitted with MERV-13 filters during the Fall semester. All air-handling units are run two hours before and after an area is occupied. Minimum damper positions have been increased so that additional outdoor air is provided to rooms as the outdoor conditions allow. (See [Recommendations on Indoor Air Quality](#) prepared by the Risk Mitigation—Engineering Controls Team.)

### Common Areas

Enhanced cleaning protocols are in place for sanitizing high-touch surfaces in all common areas.

### Corridors

Corridors have floor decal signage applied just outside of classrooms and other appropriate areas to assist building occupants in maintaining social distancing, including during queuing. Arrow signage is used to indicate flow of traffic. Corridor furniture is limited and spaced according to social distancing guidelines. Sanitation stations are spaced throughout all corridors. Corridors not in use are marked with an “off-limits” sandwich-board sign.

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## Drinking Fountains & Bottle Filling Stations

Drinking fountains (bubblers) are taped off as not in use. Lockout devices are installed to disable use of drinking fountains. Touchless bottle filling stations are available, and all are flushed and sanitized regularly.



## Restrooms

Signs are posted outside restrooms to indicate the maximum simultaneous occupancy. Social distance indicators are marked on the floor for those waiting in line. Restrooms have been assigned to individual classrooms and offices located nearby and are cleaned as scheduled by Facilities using a cleaning and disinfecting checklist.

## Elevators

Elevator occupancy is limited based on individual elevator size. Most elevators have been designated with a limited capacity of two. Signage indicating the limited capacity, as well as floor decals demonstrating proper social distancing guidelines, is installed in all elevators.

## Informal Gathering Spaces (Pocket Lounges)

Chairs are spaced, marked, removed, or restricted to maintain 6 feet of physical distancing. Surfaces are cleaned regularly throughout the day by Facilities staff.

## Common Break Areas

Chairs are spaced, marked, removed, or restricted to maintain 6 feet of physical distancing. Surfaces are cleaned regularly throughout the day by Facilities staff.

## Vending Areas

Cashless card readers are installed on vending machines. Push buttons, receiving doors, and surfaces are wiped down regularly. Floors are cleaned and trash emptied nightly by Facilities staff. Dispensers for disinfectant wipes are also available at vending machines.

## Lactation Rooms

Lactation rooms remain available and are supplied with disinfecting wipes. Surfaces are cleaned daily by Facilities staff.

## Stairs

Stairs are the preferred means of travel between floors due to limited elevator occupancy. Building occupants are required to also maintain social distancing protocols within stairwells and are advised not to congregate.

## Classrooms, Labs & Instructional Shops

As noted previously, all classrooms, labs, and instructional shops are configured following a site walk-through with faculty and Facilities staff. Occupancy guidelines include 60 square feet per occupant for general classrooms, and 120 square feet per occupant for labs and shops. After room capacities are determined, signage for social distancing is created and installed in coordination with the COVID-19 Signage Team. Signage may include floor markings, tape, directional flow arrows, and queuing locations. Classrooms with more space and flexible furniture configurations are preferred for in-person instruction. Seating unavailable for use due to occupancy limits is cordoned off or removed.

Facilities staff develop a staggered classroom entrance and egress process for instructors to share with their students. Early arrival and congregation before class is actively discouraged. When two classroom access points are available, one is designated as entry and the other as exit. Instructors monitor and guide students to maintain social distancing.

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PPE and disinfecting supplies are available in each classroom for both instructors and students. Directions and areas of responsibility are designated in department and program standard operating procedures. Supplies may include hand sanitizer, masks, disinfecting spray, and wipes. Plexiglass shielding needs are determined in consultation with Facilities and installed on a case-by-case basis.

Due to the unique configuration and equipment installations of many laboratories and shops, departments are required to develop a safety plan that addresses how each class in a teaching laboratory or shop will safely address each of the following:

- Maintaining social distancing of 6 feet between students and instructors
- Maintaining traffic flow in the room to accommodate social distancing of 6 feet
- Providing at least one option for washing or sanitizing hands
- Cleaning and sanitizing the space regularly
- Managing flow of traffic while entering and exiting
- Modifying the configuration if social distancing cannot be maintained

Classrooms, labs, and shops are cleaned according to schedules developed during risk assessment tours. Facilities staff monitor inventory of cleaning and disinfection supplies, and trash removal throughout the day.

## **Student Service Areas**

In addition to instruction, limited student services and support offices will be open on site at each campus during the Spring semester. Many of these student-facing service sites, such as Admissions, Academic Support Centers, Cashier, Counseling & Advising, Financial Aid, and Library, include reception desks, check-in counters, individual student workstations, or places for performance of specific transactions or tasks. These spaces also frequently include areas where students may queue while waiting for the next available staff member or while waiting for an appointment.

Occupancy is defined by the size of the space with a focus on de-densification. Appropriate signage, including floor decals and tape, indicates the queuing locations, guides traffic flow, and encourages social distancing. Plexiglass shields are installed at reception desks, check-in counters, or locations where transactions or business tasks must be performed in person. Waiting area and workstation furniture is spaced apart, or in some cases removed, to promote appropriate social distancing.

Hand sanitizer is provided throughout student service areas. Sanitizing wipes are available for staff to wipe down hard surfaces between each person served, and for

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students to clean stations before and after use. Catalogs, printed matter, and personal items have been removed to avoid the need to sanitize these items. When possible, student service area doors are kept open to minimize the need to touch knobs and handles. Additionally, these areas are disinfected using fogging as needed to ensure safety.

## **Administration & Other Office Space**

As described in [Section 6](#) Human Resources Policies & Procedures (see page 48), staffing will be limited during the Spring semester. Employees whose jobs require some on-campus work continue to work remotely for much of their work schedule, with rotational work hours when on campus to allow for social distancing in offices. Our standard recommendation is 60 square feet per employee in offices and common spaces on campus. Any internal meetings are held virtually using Google Meet or Zoom.

Facilities staff provide basic cleaning and sanitation supplies to each office area in use. Office staff are responsible for regularly cleaning their own work area within private offices. Facilities staff focus cleaning and disinfecting work on high-touch surfaces and other focused cleaning. Hand sanitizer is provided to all departments based on needs identified in risk assessments.

### **Staff Offices**

In office areas that use cubicles or small workstations, staff are spaced at least 6 feet apart. Facilities staff perform assessments of these offices to determine if furniture can be reset to have staff sharing a cubicle wall facing away from each other. Plexiglass shields are installed as needed. Use of standing desks within a cubicle environment is discouraged. Traffic to and from cubicles, workstations, and small offices is defined to maintain social distance.

Private offices are used for one person only, with no in-person meetings. Supervisors determine open or closed doors at the department level. Traffic to and from private offices is defined to maintain social distance.

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## Reception Areas

Following the Space Planning Review, reception areas may be modified to ensure health and safety. Floor decals will be used to indicate queuing locations, traffic flow direction, and to maintain social distance. Furniture in waiting areas will be spaced to promote appropriate social distancing. Excess furniture will be removed. Signage regarding social distancing will be displayed. Hand sanitizer will be provided in reception areas. Staff will wipe down hard surfaces between each person served. Catalogs, printed matter, and personal items will be removed to avoid the need to sanitize these items.

## Section 2 COVID-19 Monitoring, Notifications & Testing

### Overview

A cross-functional team from Human Resources, Operations, Student Services, Communications, Health, and Legal is systematically reviewing the following areas related to students and employees: case identification and reporting, contact investigations, case management, symptom monitoring tools and practices, cleaning and disinfection, and operations planning for possible class and/or campus closures. The team reviews guidelines from a wide variety of resources, including the CDC, and local and state public health agencies. It also reviews evolving evidence of effectiveness and considers logistical, legal, and financial implications of options for COVID-19 monitoring, notifications, and testing. MATC continues to work closely with health officials in Milwaukee, Oak Creek, Mequon, and West Allis to be responsive to any confirmed COVID-19 cases involving students and employees.

A reporting protocol is in place for students and employees who have tested positive for COVID-19. A Human Resources (HR) Team is in place to follow up on reports related to employees. A Student COVID Response Team is in place to follow up on reports related to students. Reports enable MATC to minimize the spread of COVID-19 by informing those who may have been exposed to the virus to quarantine and to sanitize impacted campus areas. Employees or students who receive an active COVID-19 test must remain off campus while awaiting results. Those with negative test results are permitted to return to campus. Reporting protocols are regularly communicated to all employees and students via regular emails and the college website.

Our contact investigation efforts include:

- Maintaining class attendance records and building access control records
- Centralized reporting for both employees and students
- Notification of local health authorities and key MATC stakeholders (Operations and Public Safety)
- Notification of students or employees who share a work area or class space with the reporting individual
- Close contact investigation and notification

If MATC has multiple reports of COVID-19 positive cases in the same course or within the same office location during a two-week period, students and staff in the affected areas will move to a virtual format for two weeks following confirmation of the case. The COVID Response Team will ensure communication and follow up.

In Spring 2021, MATC will also offer COVID-19 testing at the Downtown Campus and Oak Creek Campus. Details are provided on page 31 (see [Testing](#)).

## Contact Investigation

If an individual has been on campus and has tested positive for COVID-19 or has had exposure to someone who tested positive, the person completes the MATC [secure contact form](#).

To support contact investigations, a team of MATC employees took the [Johns Hopkins University's Contact Tracing Training](#) available via Coursera. This team uses MATC's established [Contact Investigation Procedures](#) to follow up appropriately when a COVID-19 positive case is reported. Students and employees can use a secure contact form to report a positive COVID-19 test result, symptoms of COVID-19, or exposure to a person who has tested positive for COVID-19. Procedures include separate protocols for employees and students. Trained staff continuously monitor Human Resources emails and Student COVID-19 Response Team emails to answer questions, initiate contact investigations, and share notifications as required.

### Employee Protocol

1. Employees must report positive test results to Human Resources by emailing [employeecovid@matc.edu](mailto:employeecovid@matc.edu). Response time from HR is no more than 24 hours.
2. The HR Team will notify Operations and Public Safety which areas the person with the positive test result was in for additional cleaning protocols, and HR will notify the COVID Monitoring Team to begin a contact investigation.
3. The COVID Monitoring Team will notify the appropriate local health authority.
4. A member of the COVID Monitoring Team will work with the Office of General Counsel to distribute notification to students or employees in the same work or class space as the COVID-positive employee. A templated communication is used.
5. An HR Team member will contact the employee who tested positive. They will instruct the employee to check with his/her supervisor about the possibility to

work remotely and inform the employee of any paid leave available. They will also determine who (if anyone) the employee had close contact with on campus in the 48 hours before they developed their first symptom or received a positive test result if they had no symptoms. Close contact is defined by the CDC as less than 6 feet for 15 minutes or longer. The individual will also be asked what rooms/areas of campus they were in and on what date.

6. The HR Team will create a list of individuals who need to be contacted. Employees on this list will be contacted by the HR Team and students on this list will be contacted by the Student COVID Response Team.
7. When communicating with the close contact employees, the team member will be mindful of privacy and confidentiality, including withholding the name of the reporting individual. Communication will be general and indicate that an employee with whom they came in contact has recently tested positive for COVID-19. Any employees who came in close contact with the employee will be sent home for the CDC-recommended period, with the ability to work remotely, if appropriate, to reduce the risk of spreading the virus. If an employee is unable to work remotely, they will be given information on paid leave available. Employees will also be encouraged to contact their healthcare provider and pursue testing at a local site.
8. Employees who have tested positive for COVID-19 can discontinue the isolation period based on their local public health department's instruction.
9. Employee health information obtained in the course of the contact investigation is confidential, consistent with federal and state privacy laws.

## Student Protocol

1. Students must report positive test results to the Student COVID Response Team via email to [studentcovidresponse@matc.edu](mailto:studentcovidresponse@matc.edu). The Student COVID Response Team checks this email account frequently and assigns cases to individual team members for resolution. Response time from this team is no more than 24 hours.
2. The Student COVID Response Team member will notify Operations and Public Safety what areas the person with the positive test result was in for additional cleaning protocols, and will notify the COVID Monitoring Team to begin a contact investigation.
3. The COVID Monitoring team will notify the appropriate local health authority.

4. The COVID Monitoring Team member will work with the Office of General Counsel to distribute notification to students or employees in the same work or class space as the COVID-positive student. A templated communication is used.
5. A Student COVID Response Team member will contact the student who tested positive. They will also determine who (if anyone) the student had close contact with on campus in the 48 hours before they developed their first symptom or received a positive test result if they had no symptoms. Close contact is defined by the CDC as less than 6 feet for 15 minutes or longer. The individual will also be asked what rooms/areas of campus they were in and on what date.
6. The Student COVID Response Team member will create a list of individuals who need to be contacted. Employees on this list will be contacted by the HR Team, and students on this list will be contacted by the Student COVID Response Team.
7. When communicating with the close contact employees and students, the team member will be mindful of privacy and confidentiality. Communication will be general and indicate that a student with whom they came in contact has recently tested positive for COVID-19. Anyone who came in close contact with the individual will be sent home for the CDC-recommended period, with the ability to complete coursework remotely, to reduce the risk of spreading the virus. Students will also be encouraged to contact their healthcare provider or pursue testing at a local site.
8. Students who have tested positive for COVID-19 can discontinue quarantine based on their healthcare provider's instructions.
9. Student health information obtained in the course of the contact investigation is maintained in the same manner as all other personal health information, consistent with federal and state privacy laws.

## Testing

For the Spring term, employees and students working or attending class on campus can complete a COVID-19 test at the Oak Creek or Downtown Milwaukee campuses. Individuals experiencing COVID-19 symptoms cannot be tested at the MATC testing sites. COVID-19 testing not only provides a diagnosis, it allows for earlier detection, timelier quarantine, and more responsive contact tracing.

MATC has partnered with an external vendor to offer molecular (PCR) diagnostic testing, which can show if a person has an active coronavirus infection. Individuals testing positive are notified and advised on steps to quarantine or isolate from others.

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Students and employees participating in on-campus testing with our vendor must:

- Complete a consent form.
- Pre-register for a testing time and date.
- Agree to participate in the MATC [COVID-19 reporting protocols](#).

## Vaccination

MATC is committed to working with local health authorities to support vaccination efforts. The goal is for everyone to be able to easily get a COVID-19 vaccine as soon as large quantities are available. However, MATC recognizes that not everyone will be able to get vaccinated right away. This plan will be updated to reflect on-campus vaccination opportunities when available. Employees and staff will continue handwashing, wearing a mask, and social distancing to protect themselves.

## Section 3 Academic & Student Services

### Limited On-Campus Academic Course Offerings

Our Spring academic calendar remains unchanged (January 19 to May 21, 2021 with Spring Break scheduled April 2 to April 10, 2021). The college is offering courses in sixteen-week, twelve-week, nine-week, eight-week, and four-week formats at all four campuses in the district as well as at two education centers. Very limited Winter term in-person courses were offered January 4 to 14, 2021. Based on changing health conditions and public health recommendations and requirements, course type, location, dates, and/or times may be adjusted. Students enrolled in courses are notified if and when changes are made.

Spring classes are scheduled in multiple modalities to balance student needs and safety protocols. Selection of courses to be offered in person was based on learning outcomes, course logistics, and external accreditation requirements following criteria established by the college in March 2020 (see [criteria description](#) in the Executive Summary on page 8). Class and lab safety measures meet and exceed Centers for Disease Control (CDC) standards. We are installing additional safeguards, sanitation stations, and signs to ensure proper social distancing.

- **Approximately 20% of all Spring course sections will be taught fully in person.** These courses are tied to career-specific hands-on skills, often involving specialized labs or shops, that provide training for essential workers in fields such as police, fire, emergency response, healthcare, and manufacturing. All classroom capacities have been adjusted to allow for safe physical distancing as outlined in this report. Safety measures meet or exceed CDC standards.
- **Approximately 10% of all Spring course sections will be hybrid or blended,** a combination of in-person and online instruction. Courses designated as hybrid meet online for 50% or more of the schedule. Courses designated as blended meet online for less than 50% of the schedule.
- **Approximately 60% of all Spring course sections will be online,** using a combination of asynchronous and virtual (synchronous, real-time) schedules, supported by interactive technology and stronger communication tools. In online courses, students learn on their own schedule and adhere to due dates listed in the course syllabus. Virtual courses include specific meeting times for real-time interaction with instructors and classmates.

- **Less than 10% of Spring course sections will be held off campus** for apprenticeships, internships, clinicals, and practicums. Our Health & Safety Team reviews the health protocols for off-campus locations to ensure they are following CDC and local health department guidelines. (For more details, see [Section 4](#) Off-Campus Instruction on pages 40-41.)

The **Downtown Milwaukee Campus** (700 W. State Street) will be open Monday through Thursday 6:30 a.m. to 8 p.m., and Friday 6:30 a.m. to 4:30 p.m., offering 253 in-person courses for essential programs. Saturday hours will be determined if needed.

The **Health Education Center—HEC** (1311 N. Sixth Street, Milwaukee) will be open Monday through Friday 6:30 a.m. to 5:30 p.m., offering 15 in-person courses for essential programs.

The **Walker’s Square Education Center** (816 W. National Avenue, Milwaukee) will be open Monday and Wednesday 6:30 a.m. to 6 p.m., Tuesday and Thursday 6:30 a.m. to 7:30 p.m., and Friday 6:30 a.m. to 12:30 p.m., offering 29 in-person courses for essential programs.

The **Mequon Campus** (5555 W. Highland Road, Mequon) will be open Monday through Thursday, 7:30 a.m. to 6:30 p.m., and Friday 7:30 a.m. to 4 p.m., offering 78 in-person courses for essential programs. Saturday hours will be determined if needed.

The **Oak Creek Campus** (6665 S. Howell Avenue, Oak Creek) will be open Monday through Thursday 6:30 a.m. to 7 p.m., and Friday 6:30 a.m. to 5:30 p.m., offering 332 in-person courses for essential programs. Saturday hours will be determined if needed.

The **West Allis Campus** (1200 S. 71st Street, West Allis) will be open Monday through Thursday 6:30 a.m. to 7:30 p.m., and Friday 6:30 a.m. to 4 p.m., offering 36 in-person courses for essential programs. Saturday hours will be determined if needed.

Hours listed are the times when campus doors are expected to be open and may be subject to change. Hours for student-facing services are available at [www.matc.edu/spring](http://www.matc.edu/spring).

## De-densification Plans

The reconfiguration of classrooms, labs, and instructional spaces to meet social distancing requirements is described in [Section 1](#) Building Preparedness and Operations (page 12).

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In addition to following established occupancy guidelines, start times of classes in close proximity to one another have been staggered to limit the flow of entering and departing students.

To ensure safe levels of building occupant traffic, several risk mitigation strategies have been reviewed. Taking building occupancy code levels and using a 25% ratio, Facilities staff identified an estimated number of permissible occupants. These 25% occupancy ratios were then matched against projected student enrollments for Spring 2021 in-person instruction for each building. Additional occupant counts were added to include faculty, support staff, and auxiliary occupant traffic to determine an estimated occupant count for those areas identified in the table. From these calculations, we are well within a 25% range of code compliance building occupancy.

Online faculty will conduct all office hours online using Google Meet or Blackboard Collaborate. In-person faculty will conduct office hours in their classrooms or labs in order to mitigate movement throughout the buildings. These office hours will be supplemented by online appointments via Google Meet or Blackboard Collaborate. All meetings involving MATC faculty, Advisory Committees, and community partners will also be conducted using Google Meet or Zoom.

### Contingency Plans for In-Person Classes

All in-person classes are being asked to modify hands-on instructional content to the extent possible to de-densify and limit possible exposure. Faculty scheduled to teach in person received resources, guidance, and access to individual coaching so that continuity plans are in place in case of a multi-week interruption. Our goal with in-person classes is to incorporate blended/hybrid learning options in the event of moving to a [High Alert level](#) based on [City of Milwaukee Health Department COVID-19 Statistics](#) along with figures from [Milwaukee County](#) and the [Washington Ozaukee Health Department](#). If the college needs to pivot to fully online instruction either before or after the start of scheduled classes, the contingency plans are in place to minimize disruption and maximize students' ability to safely and successfully complete their classes.

In the event of interruption of on-campus classes and services, instructors delivering in-person courses will use their individual, course, and program appropriate contingency plan to support course completion. Because of the variability of the programs and the nature of the in-person learning experiences, these strategies include, but are not limited to: compressing course calendars; substituting credit for prior learning and

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experience (CPLE) to demonstrate course competencies and outcomes; extending the deadlines for students to withdraw; and extending the time frame for course completion.

## **More Virtual Services & Limited On-Campus Student Support**

Student services and support offices such as Admissions, Financial Aid, Library and Academic Support Centers, Counseling, Multicultural and Bilingual Education Offices, Student Accounts, Accommodations, and the Student Employment, Career & Transfer Center are operating virtually. We encourage students to use virtual services whenever possible so we can limit the spread of COVID-19, and prioritize the health and safety of MATC students and employees.

Options for students to receive services virtually will continue to be available throughout the Spring semester, including options to schedule appointments during posted virtual office hours. Students may navigate to virtual services via a central [Get Help Now](#) web page.

If students are unable to use virtual services, limited staff will be on campuses to connect students virtually with the services. Limited in-person testing services will be made available to online classes to meet state compliance or accreditation standards. All on-campus staffed areas will follow the health and safety procedures and the Operations protocols described in [Section 1](#) Building Preparedness and Operations (see page 11).

Most Downtown Milwaukee and Oak Creek Campus offices will provide services from 8 a.m. to 6 p.m., Monday through Thursday and 8 a.m. to 4 p.m. on Friday. Most Mequon and West Allis Campus offices will be open 8 a.m. to 4 p.m. Monday through Friday.

## **Student Health & Safety Training**

At MATC, our top priority continues to be the health and safety of our students and employees. All employees and students entering our campuses and sites must follow safety protocols, including any posted signs or instructions provided by staff.

- Entrance into MATC buildings is limited, and students will go through a health screening process, including thermal scanning.
- All students entering campus buildings are required to electronically attest to the MATC [Assumption of Risk and Health Acknowledgement](#). By electronically signing this health acknowledgment form, the student agrees to adhere to our

health and safety protocols. Students at all campuses and sites are required to comply with safety protocols, including wearing a mask and maintaining social distance. Masks are provided or students can choose to wear their own appropriate mask that complies with the MATC Student Code of Conduct. Refusal will be considered a violation of the Student Code of Conduct and will result in referral to our Judicial Affairs Officer.

## Athletics

Spring sports will begin as scheduled per the National Junior College Athletics Association (NJCAA) and in compliance with local health authority orders. MATC men's and women's soccer and women's volleyball are canceled for the 2020-21 school year with our goal to bring back these programs in 2021-22. MATC men's and women's basketball, baseball, softball, and men's tennis will compete in Spring 2021 subject to the protocols described below.

MATC will follow NJCAA standards to promote health and safety at workouts for Spring sports and all students and staff participating in Athletics will adhere to the following health and safety protocols:

- No spectators.
- Team rosters have limitations per individual sport.
- Temperature checks are required of all individuals associated with the match, as they enter the facility.
- Screening is required of all individuals associated with the match, as they enter the facility. The NJCAA COVID-19 Daily Screening Questionnaire will be used.
- MATC athletes and athletic staff will receive COVID-19 tests as deemed appropriate by local health authorities, and/or MATC, based upon local and college safety indicators.
- Masks covering the nose and mouth are required of all individuals associated with the match at all times. Players will be allowed to take their mask off during competition only.
- Players and coaches must follow social distancing guidelines at all times, except when on the court during play.
- Teams should arrive in uniform. Locker rooms will not be available for teams. However, bathrooms must be made available.
- Teams are required to bring their own water. Water jugs will not be provided.
- Liquid hand sanitizer must be made available for both teams.
- No pre- or post-game handshakes.

For student-athlete workouts, the following protocols will be used:

#### Pre-Workout/Contest Screening

- All coaches and students will be screened for signs/symptoms of COVID-19 prior to a workout. Screening includes a temperature check (must be below 100.3 degrees Fahrenheit or they will not be allowed to practice or play).
- Responses to screening questions for each person will be recorded and stored so that there is a record of everyone present in case a student develops COVID-19. MATC Athletics will use a monitoring form and log.
- Any person with positive symptoms reported will not be allowed to take part in workouts and must contact his or her primary care provider or other appropriate healthcare professional.
- Vulnerable individuals will not oversee or participate in any workouts.

#### Limitations on Gatherings

- No more than eight people, including the staff supervisor, are allowed in the downtown campus Fitness Center during athletic team supervised workouts.
- If locker rooms or meeting rooms are used, there must be a minimum distance of 6 feet between each individual at all times.
- Workouts will be conducted in “pods” of students with the same four to six students always working out together. Smaller pods will be utilized for weight training to ensure limited exposure if someone develops an infection.
- There must be a minimum distance of 6 feet between each individual at all times. If this is not possible indoors, then the maximum number of individuals in the room must be decreased until proper social distancing can occur.
- Appropriate social distancing is to be maintained on sidelines and benches during practices and matches/games. MATC Athletics will use tape as a guide for students and coaches.

#### Facilities Cleaning

- Cleaning schedules will be created and implemented for all MATC Athletics facilities to mitigate any communicable diseases.
- Prior to an individual or groups of individuals entering a facility, hard surfaces within that facility will be wiped down and sanitized (chairs, furniture in meeting rooms, locker rooms, weight room equipment, bathrooms, etc.).
- Individuals will wash their hands for a minimum of 20 seconds with warm water and soap before touching any surfaces or participating in workouts.
- Hand sanitizer will be plentiful and available at all times to individuals.

- Weight equipment must be wiped down thoroughly before and after an individual's use.
- Appropriate clothing and shoes must be worn at all times in the weight room to minimize sweat transmission onto equipment and surfaces.
- Any equipment such as weight benches, athletic pads, etc., having holes with exposed foam must be covered.
- Students are encouraged to shower and wash their workout clothing immediately upon returning home. If students are not going home immediately after practice, they are encouraged to change clothes before going anywhere else on campus.

#### Physical Activity and Athletic Equipment

- Students will not share athletic towels, clothing, or shoes.
- Students must wear their own appropriate workout clothing (no shared clothing).
- Individual clothing and towels should be washed and cleaned after every workout.
- All athletic equipment, including balls, must be cleaned intermittently during practices and contests.
- Hand sanitizer will be available at all contests and practices.
- Athletic equipment such as bats, batting helmets, and catcher's gear will be cleaned between each use. Individuals will use their own personal equipment, when possible, and students will not share equipment.
- A squat rack is permitted. Spotters, if needed, will stand at each end of the bar.

#### Hydration

- All students must bring their own water bottle. Water bottles must not be shared.
- Hydration stations (water cooler, water fountains, etc.) may be utilized but must be cleaned after every practice/contest.

Students participating in MATC Athletics may work out as described above, but fitness facilities will not be open to the college community or general public.

## **Sponsored Student Travel & Activities**

All sponsored travel and in-person extracurricular activities for students, excluding Athletics as described above, are canceled. The college offers virtual engagement activities through the Office of Student Life (see <https://matc.campuslabs.com/engage/>).

MATC will not offer Study Abroad in Spring 2021.

## Section 4 Off-Campus Instruction

### Overview

In order to be responsive to community workforce needs, MATC traditionally offers an extensive array of educational and training services at local businesses, community-based organizations, and high schools throughout the MATC District.

MATC is prioritizing instruction at off-campus locations tied to essential jobs in manufacturing, healthcare, and other fields. MATC will also limit our off-campus instruction to those institutions and companies that have an oversight structure in place to ensure health and safety for our students and faculty. For example, MATC is limiting off-campus instruction to local businesses and apprenticeships that are subject to OSHA guidelines, K-12 dual enrollment programs that are required to follow DPI and health department regulations, and healthcare facilities that have strict oversight from state and local health officials and other regulating agencies.

### General COVID-19 Process & Procedures for Off-Site Instruction

MATC's approval for any off-campus instruction requires the following:

- Signed Addendum Memorandum of Understanding (MOU) that ensures appropriate health and safety protections as prescribed by the CDC and OSHA
- Agreement to notify MATC of any positive COVID-19 case reported at the partner site within 24 hours using the Positive Exposure Reporting Form
- Partner's COVID-19 Standard Operating Procedure for review by MATC's Health & Safety Team
- Student Acknowledgment and Assumption of Risk

MATC has created an online request form and workflow to track and approve requests for off-campus instruction.

### Apprenticeship, Internship, Clinical & Practicum Classes

Less than 10% of Spring 2021 course sections will be held off campus for apprenticeships, internships, clinicals, and practicums required for academic program completion.

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**Apprenticeships** are sponsored by industry committees, and learning experiences are hosted by local employers. Apprenticeships cannot be hosted in a virtual setting. During the Spring semester, MATC anticipates offering 55 apprenticeships sections for electricians, plumbers, sprinkler fitters, telecommunications technicians, and welders.

**Internships** are required for many of MATC's programs throughout the college to help students gain work experience and find a path to employment upon graduation. In the Spring semester, we are offering 6 internship sections for students studying Baking Production, Culinary Arts, Information Technology, Interior Design, and Office Technology. MATC is encouraging virtual internships, where appropriate. For internships that must be held in person, the instructor will conduct two site visits during the 16-week semester.

**Clinicals** are required for many of MATC's accredited Healthcare Pathway programs. During the Spring semester, MATC is offering 135 sections of clinicals for students studying Central Service Technician, Dental Assistant, Medical Assistant, Medical Laboratory Technician, Nursing Assistant, Pharmacy Technician, Physical Therapist Assistant, Practical Nursing, Radiography, Registered Nursing, Respiratory Therapist, and Surgical Technology. The Healthcare Pathway executes clinical contracts with all clinical partners, and both students and faculty are required to comply with all health and safety regulations, policies, and protocols of the clinical site.

**Practicums** are required for students studying Automated Building Systems, Automotive, Construction, Criminal Justice, Emergency Medical Technician, Fire Protection Technician, and Human Services. During the Spring semester, MATC is offering 15 practicum sections. For these sections, a contract is established outlining the responsibilities of the students, faculty, and facility in compliance with health and safety protocols.

## Workforce Solutions Classes

MATC's Workforce Solutions department provides professional development and customized training for local employers seeking to engage and upskill their employees. Most training is delivered onsite at a business location by MATC instructors using space provided by a sponsoring employer. During the Spring semester, MATC has been contracted to offer training for the following businesses: Midwest Energy Research Consortium/M-WERC, and SnapOn Tools, Franklin Business Park Consortium, and Steele Solutions, as well as pending partnerships with other businesses within the

Menomonee Valley and Havenwoods. MATC will provide virtual instruction when possible, and will follow [General COVID-19 Process and Procedures for Off-Site Instruction](#) when in-person training is necessary.

## Dual Enrollment Classes

MATC provides high school students with the opportunity to begin earning college credit while still in high school via dual enrollment.

For the Spring semester, MATC will not offer any off-campus dual enrollment courses in the City of Milwaukee. All sections will be either online, virtual, or in-person at the Downtown Milwaukee Campus. Dual enrollment students taking in-person classes will be required to adhere to all health and safety protocols established by MATC to minimize risk of exposure to COVID-19.

For the 20 suburban school districts in MATC's service area, the college will offer a small number of off-campus dual enrollment courses through in-person delivery and a significant number will be online or virtual. In each instance of off-campus in-person instruction, the college's Health & Safety Committee review process is being followed including the retrieval of and review of the school district's COVID-19 response plan. School district COVID-19 response plans are based on CDC, DHS, and DPI recommendations and are typically vetted with local health departments. Students taking in-person classes and faculty teaching them will be required to adhere to all health and safety protocols established by both MATC and the applicable school district to minimize risk of exposure to COVID-19.

## Classes at Community-Based Organizations

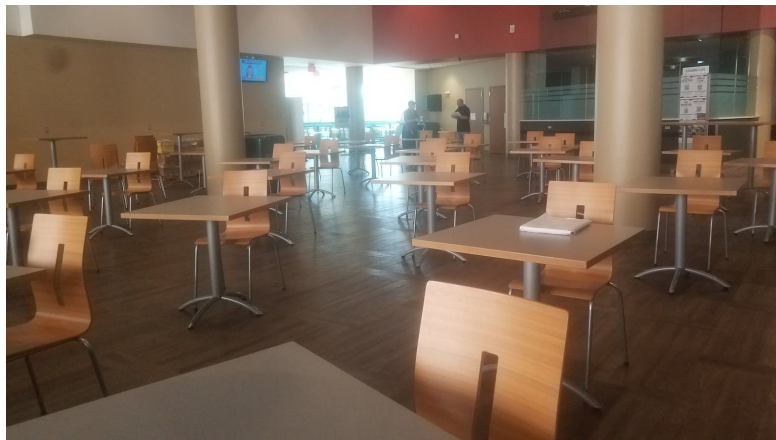
Community-based organizations (CBO) partner with MATC at the CBO site to offer educational services, such as basic skills education, digital literacy, English as a Second Language (ESL), math, reading, and GED preparation. At these locations, MATC provides instructors and equips classrooms with computers and other equipment.

During the Spring semester, MATC will offer educational services virtually to CBO sites. MATC will provide Information Technology (IT) support to CBO sites through the MATC HelpDesk. On rare occasions, MATC's IT staff may be deployed to the CBO site for service calls that cannot be addressed remotely. In these cases, the MATC IT staff must adhere to the MATC employee health and safety protocols for use of proper PPE, social distancing, and other mitigation measures.

## Section 5 Ancillary Services

### Food Service

Food service for students and employees will continue in a reduced capacity during the Spring semester, including Grab-N-Go packaged food option, and will be available Monday through Friday at the Downtown and Oak Creek, and Mequon Campuses. All Campus Cafe and Stormer Cafe sites have taken precautions to mitigate risk of COVID-19.



### Campus Cafe Operations

- Floor plan has been modified and signage installed to guide entry and exit to maintain social distancing guidelines. Directional signage includes posters and floor decals.
- Food Service staff direct customers to dedicated order/pay and pick-up stations to allow staff to monitor occupancy and maintain social distancing.
- Downtown Milwaukee and Oak Creek campuses offer online ordering.
- All campus dining locations offer a fast, casual menu.
- Plexiglass barriers separate customers and staff. Workstations are spaced at least 6 feet apart.
- Self-serve and buffet-style services are not available.
- Bottled beverages are available. Food Service staff pours self-service beverages.
- Limited seating has been implemented to accommodate social distancing protocols.
- Tables are spaced at least 6 feet apart with only one chair per table.

- Campus Meal Plans are available for purchase online for students with financial aid funds. In-person cash or credit card payments can be made at any Food Service cashier.

## Vending Machine Operations

- Vending machines are available to purchase snacks and beverages. Cashless card readers are installed on the vending machines.
- Social distancing guides (floor decals and signage) are in place for students and employees using vending machines.
- A schedule for vending machine sanitation follows high-touch cleaning protocols and is completed by both Facilities and Food Service staff.
- Push buttons, receiving doors, and surfaces are wiped down. Floors are cleaned and trash emptied nightly by Facilities staff.
- Dispensers for disinfectant wipes are also available at vending machines.

## Catering

Catering services are available in a reduced capacity, adhering to current recommended gathering sizes. Limited menus will include pre-packaged, boxed, and individually wrapped items. Self-serve and buffet-style menu items have been eliminated. Other changes implemented by catering services relate to controlling crowd flow, reducing person-to-person contact, requiring PPE and hand sanitizer stations.

They include:

- All staff wear appropriate PPE.
- All beverages are single-serve, pre-packaged bottles and cans.
- Food is transferred from service staff to guest using a “Safe Zone.”
  - Safe Zone is an open and accessible section of the table, clearly defined with tape or other visible marker, in which a plate or beverage is placed down by the service worker and then picked up by the guest to reduce person-to-person contact.
- Hand sanitizer dispenser stations are available to guests; a minimum of one sanitizer dispenser per 25 people is recommended.
- Utensils are packaged in disposable packets or in properly produced rolls.
- Entrances and exits are marked to facilitate smooth crowd flow.
- Sick or symptomatic employees are sent home.



## Food Service Employee Training and Responsibilities

- All full-time Culinary Assistants have successfully completed the National Restaurant Association ServSafe Food Handler course prior to returning to campus.
- All Food Service leadership and Culinary Specialists have completed the National Restaurant Association ServSafe Manager Certification course prior to returning to campus.
- All Food Service staff have completed the National Restaurant Association ServSafe Reopening Guidance: COVID-19 Precautions.
- Food Service employees have received training and are responsible for proper protocols of hand washing/sanitizing and using PPE, including masks and gloves.
- In addition to standard food safety sanitation practices, Food Service staff follow an enhanced schedule of cleaning and sanitizing high-touch surfaces, including equipment, door handles, credit card readers, register touch-screens and keyboards, telephones, hand sinks, soap dispensers, and towel dispensers.
- Signage, including posters and floor decals, identifies queuing locations, social distancing guidelines, and hygiene protocols.
- Plexiglass barriers are installed to separate staff and customers.

## Child Care Center

The MATC Children's Centers at all four campuses will be open in the Spring following risk assessment and space planning reviews conducted by Facilities and Children's Center staff, as well as consideration of state and local guidance.

Hours at regional campuses may be limited based on demand for services. Children's Center occupancy will be limited to below 75%, as established by the most recent Milwaukee and Oak Creek health department regulations.



Significant health and safety protocols and standard operating procedures have been developed to guide operation of the Children's Center, including specific guidance for:

- Social distancing protocols according to classroom size and age appropriateness
- Requiring all individuals age 3 and above to wear a face covering (if exemption is required, MATC will work with the appropriate local public health department for guidance)
- Entering and exiting the facility, including access restrictions
- Receiving and picking up children
- Staff hygiene and health protocols
- Facility cleaning and disinfecting procedures, schedules and areas of responsibility for classrooms, furniture, restrooms, personal items, clothing and bedding, toys, and playground equipment
- Child meal plans and personal property protocols
- Monitoring of children's health including thermal screening upon arrival and midway through the day
- Thermal screening of parents during child drop-off

In addition, all families will be required to agree to an amended Sick Child Policy specific to COVID-19 protocols.

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## Bookstores & Spirit Shop

The Downtown Milwaukee Campus Bookstore is closed to customers. Textbook orders must be placed online at [bookstore.matc.edu](http://bookstore.matc.edu). Books will be shipped to students. In-person pickup is not available. Online purchasing options will expand to include other course materials, including supplies. Fees for shipping will be waived.

The Spirit Shop, a small retail space located near the Campus Cafe at the Downtown Milwaukee Campus S Building, offers limited hours for walk-up service. Textbooks are not available, but supplies, uniforms, course kits, and other items will be in stock. The Spirit Shop will operate with modified floor plans and will limit occupancy to employees only. No customers are allowed into the retail area. Instead, customers request items at a walk-up window, and store employees retrieve the requested items.

The following additional precautions are being used at the Spirit Shop:

- All staff and customers are required to use masks.
- Plexiglass barriers are installed to separate staff and customers.
- Staff workstations are spaced 6 feet apart, and staff practice appropriate social distancing at all times.
- Signage, including posters and floor decals, identify queuing locations, social distancing guidelines, and hygiene protocols.
- The space is cleaned once a day using recommended sanitizing protocols. Shop staff sanitize high-touch surfaces throughout the day.

The Bookstores on the regional campuses will operate under the same conditions and precautions as the Spirit Shop throughout the Spring semester.

## Section 6 Human Resources Policies & Procedures

### Staffing Limits—Rotations

All employees who are able to continue to work remotely will do so throughout the Spring semester. Staffing at all MATC campuses and sites will be limited to numbers needed to effectively support students attending in-person classes. Employees whose jobs require some on-campus work will continue to work remotely for much of their work schedule, with rotational work hours when on campus to allow for social distancing in offices. Our standard recommendation is 60 sq. ft. per employee in offices and common spaces. Limits are subject to a review by Operations to ensure compliance with space and safety guidelines for students and employees. Any exceptions to these limits require approval from the appropriate vice president.

Department leaders will create schedules to limit the number of staff present in a work area at any time. The goal of the rotational schedule is to mitigate risk and prevent exposure. Rotational schedules will also support effective contact investigations in cases of positive exposure. Each department leader will prepare a written schedule and Operational Readiness Form for submission to Operations via email, [milwaukee-campus-operations@matc.edu](mailto:milwaukee-campus-operations@matc.edu).

The limited number of employees working on campus will be required to social distance and wear masks covering the nose and mouth in common areas. Work areas will be a minimum of 6-feet apart. Employees working from home will follow the provisions of the Temporary Work from Home Agreement.

After receiving an Operational Readiness Form from a department leader, the Risk Mitigation and Operations Readiness team conducts a walk-through assessment of the department's work area and makes a decision on approval. The results of the assessment tour also determine any additional risk-mitigation tools to deploy. Possible mitigation measures for work areas may include:

- Social distancing signage
- Directional markings or floor decals
- Plexiglass barriers
- Scheduled cleaning and disinfecting, including employee responsibility for sanitation

- Evaluation for additional PPE

## Employee Training

Before returning to work on campus, all employees must complete required training and a health screening questionnaire.

The required [COVID-19: How to Be Safe and Resilient](#) course was developed by the Global Resilience Institute at Northeastern University (NEU), and is accessed through a public weblink. This course covers general knowledge and skills of how to practice personal and communal health. Topics include general personal hygiene, navigating and disinfecting work spaces, using PPE, and exercising personal responsibility in the community.

The required *Check Your Understanding: How to Be Safe & Resilient* training certification was created by MATC Human Resources to reinforce learning from the NEU course. Employees participate in an assessment that tracks their knowledge and completion of the training course. *Check Your Understanding* is assigned through MATC's SumTotal web-based Learning Management System.

The required MATC Health Screening Questionnaire is used by employees to acknowledge expectations for returning to campus. Employees report exposure or symptoms related to COVID-19. The Health Screening Questionnaire is assigned through MATC's SumTotal.

Participation in training and completion of all requirements is closely monitored using the following steps:

1. Human Resources assigns required training in SumTotal and sends communication to assigned employees, including the training due date, parking information, and building access details. Daily SumTotal notification emails begin three days before the due date for any employee who has not completed the required training.
2. Human Resources records completion of required training twice per week. Human Resources runs reports from SumTotal that tracks completion of the required training and responses from the MATC Health Screening Questionnaire. Reporting is done on the first and third day of the business week. Training completion is recorded in the Re-entry Training Assignments document, which is available to department leaders.

3. Human Resources reports employees with incomplete required training and/or flagged results for the MATC Health Screening Questionnaire. An employee will be flagged for the following reasons:
  - a. Responding “no” to questionnaire item “I acknowledge and understand the following expectations for me as an MATC employee pertaining to health and safety.”
  - b. Reporting “new loss of taste or smell” within the last 14 days.
  - c. Reporting experience of two or more symptoms within the last 14 days.
  - d. Responding “yes” to questionnaire item “any close contact with an individual who has any symptoms; has tested positive or is being treated as if they have COVID-19.”
4. Human Resources notifies supervisors of employees who have not completed training or who have been flagged. If an employee does not complete the required training by the due date, Human Resources sends an email to the employee and supervisor three business days before the employee is scheduled to return. The expectations are outlined that the employee is not permitted to return to campus until they have completed required training. Supervisors are charged with enforcing protocol as outlined in our [MATC COVID-19 Procedures & Protocols \(Employees\)](#).
5. Supervisors reach out to employees to communicate expectations and college procedures. Human Resources is notified if an employee is flagged in the Health Screening Questionnaire, and Human Resources then arranges a consultation with the employee. The supervisor is copied on this communication.
6. Human Resources provides clearance for employees to return to campus, and they communicate clearance directly to supervisors and employees. HR Partners offer additional support and recommendations if an employee or supervisor refuses to comply with college protocol.

## COVID-19 Related Information for Employees

Employees who have a higher risk due to an underlying health condition, health condition of a family member, or child care issues may contact Human Resources at [benefits@matc.edu](mailto:benefits@matc.edu) or 414-297-8884 to request work-from-home-only duties.

Those who feel sick are asked to stay home, contact their supervisor, and seek medical care. Employees who have had direct or indirect contact with COVID-19 will follow the guidance provided in the [MATC Safety Guidelines and Protocols](#).

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Contact investigation teams have been created and trained to follow up on any notifications of positive test results using [an established protocol](#). The COVID Monitoring Team works with the Office of General Counsel to distribute notification to students or employees in the same work or class space as the COVID-positive student or employee.

## COVID-19 Related Information for Faculty

Human Resources has adopted guidelines for faculty outlining the process to follow if a student reports testing positive for COVID-19. Faculty are required to notify the COVID Monitoring Team via email at [studentcovidresponse@matc.edu](mailto:studentcovidresponse@matc.edu). The COVID Monitoring Team then contacts the student immediately and initiates a contact investigation if appropriate. When notifying the COVID Monitoring Team of a positive case, faculty are asked to provide the following information:

- Student name
- Student identification number
- Department course section and course number for all classes enrolled
- Date student last attended class
- All room numbers of classes student attended

Staff names and phone numbers are provided as back-up for the COVID Monitoring Team.

## COVID-19 Related Information for Supervisors

Human Resources has adopted guidelines for supervisors outlining the process to follow if an employee they supervise reports testing positive for COVID-19, has visible symptoms or expresses concerns about returning to campus (see [Supervisor Protocols](#)).

If an employee reports testing positive for COVID-19, supervisors are required to send the employee home and notify Human Resources at [employeecovid@matc.edu](mailto:employeecovid@matc.edu) for direction.

Employees who test positive may not return to work until 14 days after symptoms have abated. Employees who had close contact with an individual who tested positive for COVID-19 will also be required to self-quarantine for 14 days.

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If an employee has a fever of 100.4 degrees or higher, appears to be showing acute respiratory symptoms (e.g., cough, shortness of breath) upon arrival to work, or becomes sick during the day, supervisors will separate the employee from other workers and students, send the employee home, notify Human Resources, and request cleaning. Once at their residence, the employee is expected to isolate per city, county and state guidelines.

Supervisors are allowed to question employees to clarify potential symptoms. Supervisors may also inquire about close contact with others on campus while symptomatic. Supervisors will not reveal the identity of an individual who has been exhibiting symptoms or has been diagnosed to anyone except Human Resources and a public health official with authority to request and receive this information.

If an employee expresses concerns about returning to campus for work, supervisors will consider offering the opportunity to work remotely. Employees with pre-existing conditions who may be affected by COVID-19 may be entitled to reasonable accommodations, and supervisors may refer them to Human Resources—Benefits.

# Section 7 Parking & Transportation

## Parking Structures

### Student Parking

Students who need to park vehicles near campus may purchase a permit valid for the Spring semester from the MATC Cashier's walk-up window. A glass barrier is installed at the Cashier's window, and employees working in this location will be supplied with PPE. The Spring semester permit cost has been discounted to \$12.50.

Permitted parking is available for students at the following locations serving the Downtown Milwaukee Campus and HEC building:

- 8th and State Parking Structure
- Highland Avenue Parking Structure (formerly known as Bradley Center Parking Structure)
- Brewery Parking Structure
- HEC Parking Lot

In addition, permitted parking is available for students in the student parking lots at the Mequon, West Allis and Oak Creek campuses; and in the rear lot of the Aviation Center.

Students with a valid permit for the Spring semester will not be charged to enter or leave the parking structures listed so that in-person transactions are minimized. Parking structure entrances and exits are equipped with touchless and key card access sensors with no in-person transaction required.

### Employee Parking

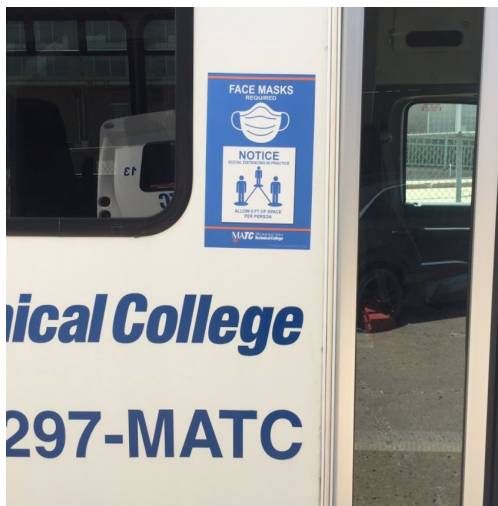
All MATC parking lots require permitted parking. No cash transactions occur in MATC parking lots or structures, and no staff are assigned to work at these locations.

Employee parking permit requests are handled electronically and through U.S. Postal Service mail. Employees submit parking preferences through a Google form. After processing, permits are mailed to employees to limit in-person contact.

## Shuttle Service

MATC's Downtown Milwaukee Campus shuttle service is available during scheduled class times, but may be limited based on need and resource availability. The following safety and hygiene requirements have been implemented on the shuttles:

- Plexiglass barrier to separate driver and passengers
- Passenger counts are reduced by 50%
- Available seats are marked to identify social distancing spacing requirements
- Vehicle seats and high-touch surfaces are cleaned and disinfected after each route by Facilities staff
- A full cleaning and disinfection of vehicles is performed at the beginning and end of each shift by Facilities staff
- Masks are required of all vehicle occupants
- A cleaning supply kit and a supply of masks are available in the vehicle and distributed as needed by the driver
- Signage has been installed in the shuttle to remind passengers of health and safety requirements



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## Public Transportation & U-PASS

MATC will monitor the latest bus information from the Milwaukee County Transit System (MCTS) for any needed adjustments. MCTS requires masks and limits riders to 15 per vehicle.

Students enrolled in six or more credits are eligible for a U-PASS to access all MCTS routes. Students pick up a U-PASS in person at any on-campus ID station, or inside the Student Life office at the Downtown Milwaukee Campus S Building Atrium. Students may also request a U-PASS online by emailing [studentlife@matc.edu](mailto:studentlife@matc.edu).

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## Section 8 Events

### General Events

Any gathering of 10 or more individuals outside of a scheduled class is considered a college event. All internal event requests must be submitted to Marketing & Communications at [matc.sharedwork.com/requests](https://matc.sharedwork.com/requests). Any events requested for Spring 2021 will be reviewed by the college's Health & Safety Team. MATC does not intend to host external or rental events at its campuses this Spring.

In addition, any individual requesting use of MATC's indoor or outdoor public assembly areas must reserve the area 24 hours in advance so the college can determine whether to approve the use due to COVID-19 and other health and safety considerations, availability of adequate security, and space density with scheduled classes and other education-related services (i.e., Admissions, Advising, and Financial Aid).

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## Section 9 Communications & Campus Messaging

### Central Repository of Information: [matc.edu/spring](https://matc.edu/spring)

Milwaukee Area Technical College has created a central repository of information related to Spring semester plans at [matc.edu/spring](https://matc.edu/spring). Information about courses, virtual and in-person services, access to campuses, safety protocols, and financial planning is available to students, employees, and the community. This site is managed by the MATC Department of Marketing & Communications. Information is updated based upon actions and decisions originating at the President's Cabinet and the college's cross-functional Integration Team.

### Email Campaigns for Employees & Students

MATC Marketing & Communications publishes *The Week Ahead* email newsletters for all employees and all students each week. The all-employee message is distributed at 10:30 a.m. each Monday, and the all-student message is sent at 4 p.m. each Monday. This tool provides regular and routine updates for Spring plans with details available at [matc.edu/spring](https://matc.edu/spring). Access to contribute information is available across all functions of the college, and information is then edited and proofread by Marketing & Communications staff. Marketing & Communications also manages a template built with an approval workflow for any stand-alone email messages that need to be sent, including those from the Office of the President. Stand-alone email messages are used to provide significant updates that are required to be shared outside of the normal Monday delivery schedule of *The Week Ahead*.

### Social Media

Social media is a component of the college's multichannel communications efforts including messaging related to Spring plans and COVID-19. The college will announce its Spring plans and significant updates via the college's social media channels, including Facebook, Instagram, LinkedIn, and Twitter. These updates will guide viewers to [matc.edu/spring](https://matc.edu/spring) for additional details.

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## Media Communications

The college will announce its Spring plans via a news release to the college's typical contacts. All incoming media inquiries are managed by the Public Relations Coordinator. Inquiries related to COVID-19 and Spring planning are escalated to the Director, Marketing and Communications along with the Vice President, College Advancement and External Communications, and the college's Vice President and General Counsel.

## Emergency Communications—Rave Alert

MATC sends emergency messages when any unplanned closure is announced, or when students or employees are set to return to campus for the first time. For these messages, the college uses Rave Alert, a service that allows messages to be sent by email, automated voice message, and SMS. The college sends Rave Alert messages to all contact numbers provided by employees and students. In addition, employees and students can opt in for push notifications via the Rave Guardian mobile app. Recipients for Rave Alert can include all employees, all students or segments, contractors and others who sign up, and segments of any group. Either Marketing & Communications or Public Safety can initiate Rave Alert messages.

## COVID-19 Positive-Test Communications

A reporting protocol is in place for students and employees who have tested positive for COVID-19, as described in [Section 2](#) COVID-19 Monitoring & Notifications (page 28). This includes a process and protocol for communicating with those who were in proximity to individuals who have been on campus and test positive for COVID-19. Additional communication is sent to those who had close contact. These communications adhere to applicable privacy laws, including the Family Educational Rights and Privacy Act (FERPA). In the event MATC has multiple reports of COVID-positive cases at one campus, or in one building, during a one- or two-week period of time, MATC will work with the local health authority to determine appropriate actions, including communications needed to MATC's employees, students, and stakeholders.

For more details on communications related to positive tests, please see [Section 2](#) COVID-19 Monitoring & Notifications (page 28).

## Section 10 IT for Students & Employees

### Student IT Needs for Academics

In order to significantly reduce the number of students, faculty, and staff on campus by expanding our online courses and services, access to virtual instructional resources, staff support, computing, and the internet are a priority.

#### Chromebook Distribution

MATC has a limited supply of Chromebooks in April available for students in need. Students who do not have access to a computing device in their home can complete a simple, online application form. Following a short validation process, the MATC Bookstore mails Chromebooks to students so they may continue their studies online.

#### Wireless Internet Access

MATC also deployed outdoor wireless internet access points to enable accessibility for students and employees who can travel to our campus locations for wireless connectivity. The outdoor internet access points at the Downtown Milwaukee Campus are located in the H Building parking lot and the surface parking lot adjacent to the S Building.

#### Instructional Computer Labs—Remote Access

MATC enabled students to remotely access specialized instructional software tools from their homes. Remote access to college computer labs via virtual desktops for both students and instructors is now available to facilitate the use of curriculum-specific course software. The same software used for in-person instruction is accessible to any computer 24/7.

#### Library Computer & Wi-Fi Hotspot Circulation

In the Spring semester, MATC Libraries will loan laptops and Wi-Fi “hotspots.” Special funding supports reserved circulation of over 200 laptop computers and 250 cellular Wi-Fi devices out of the Libraries for employees and students.

## Educational Technology Available for Spring

With most students taking Spring semester classes online, MATC has invested in additional educational technology to support online learning as well as other methods of instruction:

- LabStats Remote allows students to remotely access software in campus computer labs.
- Techsmith Knowmia (previously named Relay) helps instructors and students create screen captures, lecture captures, and videos using a computer or smartphone and a QR code. This tool has a very high rate of accuracy for providing closed captioning for video content, which supports accessibility for students with learning differences or disabilities.
- Remind allows instructors and staff to send email, text messages, and phone calls to students (individually and in groups) while keeping the student's contact information confidential. Remind interfaces with MATC's Blackboard Learning Management System (LMS) so that communication may become part of the course content.
- Blackboard Collaborate Ultra, a web videoconferencing tool integrated with the LMS, allows instructors to teach synchronously and/or record instruction for students to view at a later time.
- Planned software upgrades in campus computer labs will continue at pace throughout the semester.
- Faculty continue to modify and create video-based learning that aligns with ADA compliance through the use of educational technologies.

## Mobile App for Student Services

MATC has deployed an enhanced array of web-based and mobile-friendly services to students as part of our COVID-19 response:

- A Student Planning web tool allows one-click registration, access to advising information, search for courses, unofficial transcripts requests, and the ability to schedule program completion.
- Another web tool provides a financial aid checklist, ability to upload documents for verification, award letters, award history, new loan requests, and other services.
- Students are now able to set up payment plans and conduct other financial transactions online or via the mobile app.

- Students may use Blackboard Assist to easily navigate to resources and services alongside their courses.

## Remote Employee IT Resources

As part of the college's overall de-densification plan, MATC deployed a variety of information technologies, expanded current resources, and accelerated deployment of new technologies in order to support most employees working from home.

### Videoconferencing

To support employees working from home while maintaining strict security measures, MATC quickly pivoted to using Google Meet videoconferencing for nearly all meetings, with occasional use of Zoom videoconferencing based on particular needs.

### Telecommunications

MATC deployed the Cisco Jabber "softphone" app, which enables employees to take voice calls using their home computers, iPads, or cellphones. This capability enables MATC to expand the number of personnel taking queued calls when call volume increases during peak times. The result is improved services to our students based on call volume and need while maintaining health and safety.

### Instant Messaging & Email Expansion

MATC expanded availability of instant messaging and email addresses for student-facing offices. While individual students and employees were regularly using email and instant messaging via cloud-native G Suite (Gmail) prior to COVID-19, the college quickly established additional email and instant messaging capacity for the IT helpdesk, registration, counseling, student accounts, and other areas. Our students are able to remain in contact with key offices, reducing the need for in-person services.

### Virtual Desktop for Remote Access

College employees require reliable and secure access to a student information system that is typically accessible only on campus. To address the need for remote access, the college expanded access to secure virtual desktops. Employees working from home, even on personal computers, may securely access college resources virtually anywhere by logging into virtual desktops with the needed student information and software applications.

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## Redeploying Existing Equipment

Eligible MATC employees took highly specialized workstations home in order to run software licensed only for state-owned equipment. For example, high-end instructional tools, statistical packages, and architectural software require powerful workstations. After an internal survey revealed some employees did not have access to quality computers, MATC reallocated over 150 laptops and a limited number of Wi-Fi hotspots for temporary home use by employees.

## Employee Self-Service Tools & Mobile App

MATC accelerated deployment of web- and mobile-friendly self-service tools for employee time card submission, approvals, and leave balances queries. Additional services are forthcoming.

## Training & Professional Development

MATC's Center for Teaching Excellence continues to provide enhanced training and professional development to support effective teaching and learning using different pedagogical strategies and modalities.

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## Section 11 Financial Planning

Finance, Student Services, and Operations teams created a cross-functional work group to ensure that COVID-19 relief funding is used to best support: 1) virtual and online learning, 2) physical risk mitigation efforts for a limited return of essential programs and services on campus, and 3) student assistance for COVID-19-related expenses.

The MATC Finance Department continues to work with the Integration Team to provide details surrounding the impact of different Spring semester scenarios for enrollment, auxiliary operations, state appropriations or budget cuts, fees, and COVID-19 related expenses. These scenarios and Integration Team decisions are informing current and future plans.

# Section 12 Legal

## Accommodations

### Masks & Face Coverings

Masks and face coverings for the nose and mouth are required for all students and employees while on campus. An accommodation may be granted for individuals with a medical condition. Written documentation from a medical provider stating they are not able to wear a mask due to a medical condition is required. Individuals granted an accommodation from wearing a disposable or cloth mask must wear a non-restrictive alternative, such as a face shield with a drape on the bottom edge, as long as their condition permits it. If further accommodation is required due to the specific medical condition, MATC Student Accommodation Services or Human Resources will work with the individual to identify an appropriate accommodation.

### Employee Accommodations & Leave

As described in [Section 6](#), Human Resources Policies and Procedures, Staffing Limits—Rotations, MATC has reduced staffing levels in an effort to de-densify spaces and limit the number of individuals on campus.

Employees are expected to be available to come to campus based upon operational need. MATC has communicated steps for employees to request an accommodation under the ADA or leave under the FMLA or Families First Coronavirus Relief Act (FFRCA) for those employees who believe they fall within an identified area of concern. Human Resources and the employee's supervisor may work together to address extenuating circumstances expressed by an employee on a case-by-case basis, and may offer a personal leave of absence, as appropriate.

## Privacy

MATC protects the privacy rights of its students and employees, and adheres to the law regarding the protection of employee and student health-related information. Neither students nor employees will be informed as to the medical condition or COVID-19 status of an employee or student.

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MATC continues to develop and improve contact investigation protocols in the absence of federal, state, or local guidance for contact investigations at institutions of higher education as noted in [Section 2](#) COVID-19 Monitoring & Notifications (see page 28).

Currently, all COVID-19 related health questions from employees are directed to Human Resources to maintain confidentiality and comply with privacy laws.

All COVID-19 related health questions from students are directed to [studentcovidresponse@matc.edu](mailto:studentcovidresponse@matc.edu), a secure email monitored by five MATC employees trained in contact investigations with adherence to federal privacy laws and Family Educational Rights and Privacy Act (FERPA). MATC continues to develop a unified procedure to document information related to contact investigations.

## **Equal Opportunity, Harassment & Non-Discrimination**

MATC is committed to equal employment opportunity and providing a workplace that is free from discrimination and harassment. MATC's student and employee policies prohibit discrimination or harassment based upon any protected characteristic, including age, disability status, national origin, and race. These policies also contain processes for reporting discrimination based upon these and other characteristics. The college will investigate allegations of discrimination, harassment, or retaliation related to the stigma of the pandemic, [as highlighted by the CDC](#), and in the implementation of COVID-19- related policies or procedures.