



**SMU
FALL 2020
OPERATIONS PLAN**

AUGUST 5, 2020

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Version Control

Version	Date	Author	Description
1.0	8/3/2020	L. Moffett	
1.1	8/11/2020	L. Moffett	Added Red-Blue Rotation Schedule – page 21; adjusted isolation capacity – pages 14, 16 and 18
1.2	8/12/2020	L. Moffett	Added clarification to Fall Operations Assessment Tool on page 7; revised Cleaning – page 8; added Signage – page 9; provided additional Contract Tracing and Case Management content – page 14
1.3	8/13/2020	L. Moffett	Updated quarantine activity – page 18; and figures 3, 5 and 6.
1.4	8/18/2020	L. Moffett	Added Outbreak section – page 16; revised Residence Hall Outbreak – page 22; deleted designated restroom times from Quarantine – page 21; added Student Events and revised Other Events – pages 9-10; updated Travel – page 29
1.5	8/20/2020	L. Moffett	Added content within Face Coverings – page 8; revised number of isolation rooms within Appendix 1 – page 33
1.6	8/21/2020	L. Moffett	Added content to Face Coverings – page 8 and Occupancy Limit – page 19

Introduction

On June 16, 2020, SMU announced its intention to provide face-to-face instruction and an on-campus experience for the 2020-2021 academic year. The University plans to deliver the outstanding personalized education that is its hallmark while ensuring the campus community's health and safety.

SMU's approach is guided by science and common-sense expectations which also adhere to [Texas](#) and [Dallas County](#) orders and minimum requirements:

- The University will take pragmatic, deliberate measures to prevent the spread of COVID-19, employing contact tracing and rapid responses to individual incidents of exposure.
- Each member of the campus population is requested to act responsibly to protect everyone's health and welfare - by practicing social distancing, wearing face coverings, remaining vigilant to changes in individual health and following temporary safety measures, all with a spirit of cooperation.
- SMU is prepared to adapt as necessary in response to changing circumstances.

Purpose and Scope

Purpose

This operations plan is the collective process by which SMU's employees and students will resume normal operations from the original, replacement, or work-from-home phases.

In the event of a pandemic or spread of infectious disease, non-essential personnel may be allowed to work remotely as able, while essential personnel who support necessary functions are required to work on campus. In-person classes will be moved online and research being performed on campus will be halted or delayed. As the threat and risk of exposure lessen, the University will begin phasing in certain campus operations to carefully transition back to a fully on-campus workforce.

Our commitment is first to protect the health and safety of students, faculty, staff and second to fulfill the University's educational, research and service missions. SMU will work with local and state public health officials as well as institutional stakeholders to achieve a safe and healthy return to normal operations. This plan's objectives are to outline a phased approach to return to SMU operations during incident recovery and define safety measures to the campus community.

To the greatest extent possible, SMU will follow federal, state and local public health guidelines and employ best practices from other institutions of higher education in its return to normal campus operations and services.

Scope

Infectious disease, such as COVID-19, is global in nature, of prolonged duration, and primarily affects people (SMU students and employees as well as individuals in the surrounding community) with secondary impacts on University activities, operations and services, as increasing numbers of students and employees become ill or modify their travel and behavior to avoid exposure to illness.

Infectious disease may persist in the SMU community for weeks to months and may occur in repeated waves of illness as new groups and individuals are infected. The human, social, legal, operational and economic impact of a pandemic will depend on several variables: the severity of illness; the speed of spread within the community; the availability of a vaccine or other medications/treatments; the effectiveness and timing of social distancing practices and other non-pharmaceutical interventions (NPIs) the timing of implementation of social distancing practices; and the number of students and employees who are ill at any given time during the pandemic.

The SMU Infectious Disease Plan focuses on pandemic planning, preparation, mitigation and response, but does not provide guidance on other critical aspects of all-hazard emergency management such as continuity of operations and recovery.

Situation and Assumptions

Situation

1. The people of the State of Texas are susceptible to infectious diseases that may cause a pandemic. SMU has an average student enrollment of approximately 12,000 with more than 3,000 faculty and staff.
2. SMU's main campus is located in Dallas, Texas with a secondary learning environment in Taos, New Mexico. As result, SMU should follow each respective state and county order.
3. State, county and local jurisdictions have issued Safer-at-Home orders.
4. Infectious disease in Texas has been declared a disaster.
5. Immunity to infection with a pandemic strain may only occur after natural infection or immunization with an effective vaccine.
6. The campus setting provides numerous opportunities for close contact involving large groups of individuals, such as in classes and seminars, student housing, student union, activity centers, research laboratories, and large University events. As a result in March of 2020, events were canceled and classes were moved online. Only essential staff remained on campus; all other staff utilized telework capabilities. Research was limited to those approved through the Business Continuity/Request process. On-campus housing was limited to students with no suitable alternative housing. University-related international and domestic travel was suspended.
7. Infectious disease has affected economic stability and viability of the nation, state, North Texas region, and SMU.

8. The pandemic has affected United States embassies worldwide, which impacts the ability of international students and faculty to travel to or return to the United States.

Assumptions

1. A pandemic can last months to years with recurrent flares or waves of disease activity. Without an effective vaccine or treatment, future waves of new infections are likely, which may cause the University to return to measures designed to contain the outbreak and mitigate demand for hospital-based care.
2. A wave of pandemic illness may last for 6–8 weeks. More than one wave of the illness may occur. If outbreaks become more widespread at the state or local level, periodic stay-at-home action may be recommended to reduce case incidence.
3. Personal Protective Equipment (PPE) may be necessary/required throughout the duration of the reconstitution process.
4. Guidance will be provided by the CDC and/or state and local health authorities, which may change as the event progresses. SMU will adjust procedures as needed to meet federal, state, and local requirements.
5. Some individuals will be infected, but may not become ill. Infected individuals with minimal or no symptoms can still transmit the infection to others.
6. Public education can help prevent the spread of the illness and mitigate the potential of resurgence.
7. Premature lifting of restrictions risks a resurgence in infections while keeping restrictions in place may disrupt services longer than necessary.
8. Absenteeism may be higher than normal due to students/staff/faculty becoming ill, taking care of ill family members, or the inability to find child care during school closures.
9. Supervisors and faculty should consider special accommodations for personnel/students who are members of populations at higher risk of infection.
10. The University faculty and staff may have to work overtime to replace the productivity lost to absenteeism.

Operational Levels

SMU intends to utilize the four operational levels described below to indicate the severity of COVID-19 transmission and its implications for instructional operations. Additionally, state and local orders may supersede these operational levels. Likewise, SMU may experience a rapid outbreak of the virus, prompting a change in the operational level even as the state is relaxing restrictions due to a decrease in COVID-19 cases at the state level.

Very High Operational Level

Stay-at-home orders are in place, nonessential businesses are closed and individuals are expected to remain at home. Campus and building access is restricted and telework is the protocol for as many employees as possible in accordance with state/local requirements. Instruction is virtual, and in-person housing and programs are canceled.

High Operational Level

SMU may operate low-density environments with significant prevention policies in place which may include limitations on meeting sizes, enforced Personal Protective Equipment (PPE) use and continued elevated precautions for high-risk individuals. Instruction is primarily remote and in-person instruction is limited to practicum activities that are difficult to conduct remotely. Small groups (<10 including the instructor) may

convene with special permission. Significant prevention policies are in place which may include limitations on meeting sizes, enforced PPE use, screening, contact tracing and selective quarantining/self-isolation.

- Limited access to facilities
- Limited small-group instruction (<10) for graduate students, high-need students, and specialized programs
- Distancing within shared offices for faculty/staff/graduate students
- Strict social distancing of at least 6 feet, required face covering, and frequent hand-washing

Moderate Operational Level

SMU can operate moderate-density environments with many protective measures still actively in place. The underlying threat of outbreaks remains, but prevalence of the virus is lower and testing and contact tracing capabilities are robust, permitting some policies to be relaxed. Treatments for the disease may be available, lowering the risk of severe outcomes.

Instruction is a mixture of in-person and virtual instruction with online options for in-person classes (SMUFlex). Some students and faculty will not be able to return to campus, and accommodations should be put in place to enable continued academic progress.

- Easing of facility restrictions, rigorous cleaning and PPE protocols
- Low-density instruction (6-foot diameter per student)
- Limited specialized facility access (labs, studios, practice rooms)
- Shared offices with required distancing and other safety measures
- Strict social distancing, face covering, and frequent hand-washing

Low Operational Level

SMU can operate high-density environments. Once vaccines and/or highly-effective treatments are widely available, and coronavirus infection is lower, prevention practices can be gradually lifted. Even when treatments for the disease are available or immune protection is established, social interactions may remain changed for some time. Re-engineered processes and new technologies may persist, so long as they are functional.

- Classrooms near full capacity
- Shared office spaces
- Dining and residential activities with some modifications

Operational Level Triggers

A number of factors will be considered in determining when to move from one operational level to another. Directional triggers will be evaluated to determine operational changes within the University, as exhibited in Appendix 1 – Operational Level Assessment Tool.

Directional triggers to raise the operational level

- Significant increases in COVID-19 transmission on campus, occurring at a greater rate than the local community.
- Insufficient availability of COVID-19 testing by the institution or local/state public health authorities, due to logistics, supply chain or other factors.
- Insufficient capacity for the Dr. Bob Smith Health Center to provide ambulatory healthcare to SMU students, and/or within the local/state healthcare facilities.

- Insufficient space to manage the number of in-residence students requiring rooms for quarantine or self-isolation.
- Local/state/federal mandates.

Directional triggers to lower the operational level

- Significant decreases in COVID-19 transmission on campus.
- Significant decreases in COVID-19 transmission within the institution's local community, if it had been higher than transmission on campus.
- Sufficient capacity for the Dr. Bob Smith Health Center to provide ambulatory healthcare to SMU students, and/or within the local/state healthcare facilities.
- Local/state/federal mandates.

The Fall Operations Assessment Tool will provide University leadership with the information necessary to evaluate the appropriate level of operations of the University. There is no one item alone that would drive the decisions related to University operations.

Triggers within the Fall Operations Assessment Tool will inform University administration of considerations concerning University operations as exhibited within Activities by Fall Operational Level, Appendix 2. [Figure 1 Document Association](#) provides a visual of how these tools tie into this overall operations plan.

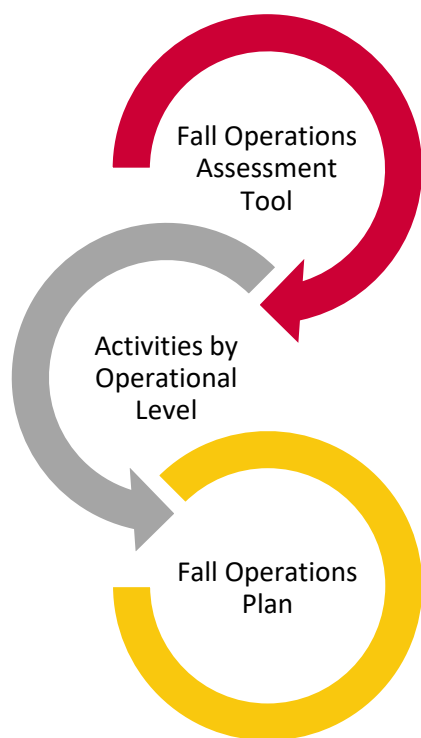


FIGURE 1 DOCUMENT ASSOCIATION

Health Safety Measures

SMU has developed a comprehensive plan to enhance the safety of everyone on campus and minimize the spread of COVID-19.

Face Coverings

Face coverings are required to be worn over the mouth and nose in all public indoor spaces. This requirement – in accordance with the latest local ordinance – includes classrooms; building entrances and exits; lobbies and lounges; as well as in hallways, stairwells, restrooms and elevators. Face coverings are not required outdoors when adequate physical distancing is possible; in private spaces such as inside an office or partitioned cubicle for employees; or inside an individual residence hall room for students.

Face shields do not offer the equivalent protection of face coverings over the mouth and nose. However, due to the vocal aspects of classroom instruction, a face shield is an acceptable substitute for faculty members to wear while teaching as long as the instructor also adheres to the other required safety standards. SMU has added plexiglass barriers to podiums, provided face shields and coverings, and distanced desks and lecterns to accommodate faculty in conducting their instructional duties. Faculty can also wear a face mask instead or in addition to a face shield, for added protection.

Students are required to wear face coverings in classrooms. If additional accommodations such as a face shield are needed, students should work with [SMU's Disability Accommodations & Success Strategies](#) for available options.

Understanding multi ply face masks provide the best protection, SMU strongly encourages the use of multi ply masks instead of other types of face coverings. Faculty can require students in the classroom to wear face masks versus other types of face coverings.

Physical Distancing

The SMU community is requested to practice social distancing. The University has made changes to make physical distancing easier for our entire community. These changes include:

- Additional signage and adjusted seating arrangements in all classrooms, residence halls, and other campus buildings
- Virtual learning opportunities
- Virtual consultations with campus resources such as SMU Libraries
- Appointment-only consultations with Altshuler Learning Enhancement Center (A-LEC) and University Advising Center (UAC)
- Extended time for move-in to campus housing
- Adjusted seating in campus dining facilities
- Reduced occupancy in some campus buildings/rooms
- Group size limitation for campus events

Cleaning

SMU has enhanced cleaning protocols designed to keep University students, faculty and staff healthy while on campus. Enhancements include a 94% increase in hand sanitizer availability from the pre-COVID-19 level, a 10% surge in custodial staff hiring to accommodate additional cleaning requirements, and an increased emphasis on disinfecting high-touch areas such as light switches and door-knobs. Additional measures, including the use of

hospital-grade disinfectants and electrostatic spraying when buildings are unoccupied (such as nights or weekends) are also being employed. These enhanced measures are outlined in the [Communication Plan and Custodial Response Guide](#).

CDC guidelines currently state to wait 24 hours before cleaning. If 24 hours is not feasible, wait as long as possible. While [ABM corporate guidelines](#) indicate a 24 to 48 hour waiting period before cleaning spaces, custodial services on the SMU campus have specially trained teams outfitted with additional PPE, allowing for a rapid response while still maintaining the safety of custodial staff.

More information from the CDC about cleaning surfaces is available [here](#).

For a full list of disinfectants for use against SARS-CoV-2, click [here](#).

Air Quality Enhancements

SMU Office of Facilities Planning and Management is upgrading air filters in air handler units across campus as a strategy to improve air quality in all University buildings. All air filters will be updated from the current MERV 10 level to the highest rated filtration level effective for SMU's air handler system – MERV 13. For more information on SMU's Air Quality Improvement Strategy click [here](#).

Drinking Fountains

In an effort to reduce the risk of Legionnaires' Disease and other water-related diseases that can develop in water systems after an extended period of disuse, all water fountains have been removed from service; however, bottle fillers are available for use. Water stations are typically located on each floor in the core of buildings near the restroom bank.

Sanitation Stations

Hand sanitizer stations and disinfecting wipes have been placed throughout campus at a 94% increase capacity over 2019.

Signage

Signage has also be placed across campus reminding our campus community to maintain distance from one another, wear a face covering and wash hands frequently.

Adjusted Academic Semester

The University will end in-person classes before Thanksgiving and make additional adjustments to the academic semester including:

- Suspension of the September 7 Labor Day Holiday
- Suspension of Fall Break, slated to take place October 12-13
- Class instruction will shift to virtual and online-only for the few remaining class days following Thanksgiving

Events

Student Events

The [2020-2021 Guidelines for Student Events](#) govern event planning for student groups of all types during the 2020-2021 academic year given the COVID-19 pandemic. Student groups recognized by or affiliated with SMU (either formally or informally) must follow these guidelines to ensure the health and safety of all participants.

These guidelines govern any activity, event, meeting, gathering, practice, ceremony, etc. planned by a SMU student or student group (formal or informal). This includes both on-campus and off-campus activities.

Events that intend to invite or anticipate having guests who are external to the SMU community must receive additional approval by completing the [form online](#). Even with event approval, these guidelines must be followed during event planning.

All events planned by student organizations are subject to the following expectations:

- Follow all [CDC](#), [State of Texas](#), and [Dallas County](#) guidelines.
- Practice social distancing - at least 6 feet between participants, even outdoors.
- All attendees will be required to wear face coverings.
- Offer a virtual option.
- Record event attendance through Connect either directly or through uploading a participation list after the event.
- Outdoor events are preferable to indoor. However, regardless of event format, these guidelines must be followed.

Additionally, Student Affairs has developed four guidance levels to prescribe more specific expectations, dependent on the current campus climate related to COVID-19. The status levels include: Green (lowest amount of restrictions), Yellow, Orange (medium amount of restrictions), and Red (most restrictions - in-person events not allowed). See the tabs below for detailed information about the restrictions at each level.

Event coordinators should plan for the current restriction level and one level more restrictive in case the level changes prior to the event date. All groups will be held responsible for meeting the event guideline status level expectations according to the guideline status on the date of the event - so plan ahead in case last minute changes are needed.

Other Events

At this time, these requirements exclude off campus events, athletic games, official campus tours and student events. Student events are defined as: any activity, event, meeting, gathering, practice, ceremony, etc. planned by a SMU student or student organization.

All events will follow operational guidelines based on a four-tiered Operational Level System (Very High, High, Moderate, Low) depending on the current level identified by the University. All events must submit an [online request form](#) for an event exception to be reviewed by the Events Committee. Additionally, event planners and attendees must adhere to all state and local guidelines for any approved events. More information can be found at the [Texas Department of State Health Services](#).

Please note, given the extenuating circumstances of the pandemic, the situation is extremely fluid and requirements are subject to change at any time including cancellation of events. It is recommended no financial commitments be made. The exception request process is in place until the operational level is lowered for campus.

On campus, in person events/meetings consisting only of employees, board members, contractors/vendors and/or prospective students and their immediate family members can occur without an exception as long as the most current county and state guidelines can be followed within the meeting space. There must be a way for attendees to participate remotely via Zoom, conference call, etc.

In person events/meetings hosted by a division/department, faculty/staff group or University administration that includes members of the outside community must submit an exception request at least ten business days from the date of the event.

In person events/meetings held on campus by a non-campus entity (any group that is not a division/department, faculty/staff group or University administration) must submit an exception request by an appropriate University representative at least ten business days from the date of the event.

Attendance must be taken for each event held in person. The roster must include name, phone number and email for everyone in attendance. The attendance roster must be provided, upon request to the Emergency Operations Committee (EOC).

Exceptions must be sent to the Events Committee no later than 10 business days prior to the event for consideration. If alcohol is being requested, 14 business days is required. A recommendation to approve/disapprove will be made by the Committee. If further discussion is required, the exception request will go to the EOC for determination. If review is required by the President's Executive Council (PEC), they will make the final determination.

Return to Campus

All members of the SMU community are required to complete COVID-19 return-to-campus training and conduct a daily self-screening to ensure they are symptom-free.

To promote a safe return, the SMU Community Action Network (SMU CAN) has developed a community "pledge to protect" which is approved by the PEC. All faculty, staff and students are requested to review and sign the [pledge](#) to confirm their understanding and commitment to the personal responsibilities of the campus community during these challenging times.

Faculty and Staff

All employees returning to work are required to complete the "COVID-19 Return-to-Work Training" before returning to campus. The required training can be accessed on [Canvas](#) and covers the following topics:

- COVID-19 Basics
- Social Distancing and Face Coverings
- Cleaning and Disinfection
- Proper Hand Hygiene
- Respiratory Etiquette
- Medical Self-Screening and Reporting
- Human Resources Elements
- Meeting and Meal Etiquette

As outlined in the training, employees are also required to complete the [daily self-screening for employees](#). If symptoms within the self-screening are present, the employee must stay at home, report to their supervisor, and complete the [SMU Health Reporting Form](#).

Flexible work arrangements have been developed for employees who are at high risk or have challenges in providing child care when schools are closed or operating only online because of the decisions of local authorities during the pandemic. Employees should work with their manager and VP/dean regarding a

telecommuting agreement. The latest leave options for employees who are parents of children whose schools are remaining closed are available [here](#).

Students

All students, even those who are not attending class in person, are required to complete the “Returning to Campus: COVID-19 Student Training” course. This course, available in Canvas, includes information on the following topics:

- COVID-19 Basics
- Proper Prevention
- Testing
- If Someone Gets Sick
- What to Expect On Campus
- What to Expect Off Campus
- Pledge to Protect SMU

Students are also expected to complete a [daily self-screening](#). If the student responds yes to any of the questions, they are to stay home and contact the Dr. Bob Smith Health Center at 214-768-2141 if symptoms continue or worsen.

Students at high risk for complication from COVID-19 may request a local exemption for fall, allowing them to live at home rather than on-campus. Students may also request a fully remote course option.

Students preparing to travel to SMU from outside the country are not required to self-quarantine at this time. [Visit the SMU International Student and Scholar Services office for more information on the latest guidelines.](#)

SARS-CoV-2 Viral Testing

SARS-CoV-2 testing and protocols can help reduce the risk of COVID-19 transmission.

Testing Symptomatic Individuals and Asymptomatic Individuals with Known Exposure

SMU will employ viral testing when an individual has COVID-19 symptoms in order to determine if they have contracted SARS-CoV-2, which is the scientific name for this new virus. Testing options for students and employees detailed below. The University options and process for testing for students and employees is detailed in [Figure 2 Testing Process](#).

A declaration of a localized outbreak may allow for additional resources to be deployed, including a requirement for localized testing for a residence hall or University office.

Students

Supplies and staffing have been adjusted to significantly increase testing capacity at the Dr. Bob Smith Health Center. Through a combination of in-house and lab-based diagnostic testing, the Health Center is capable of meeting a high volume of testing. For viral testing, the Health Center uses a molecular test that detects genetic material of the virus using a lab technique called polymerase chain reaction (PCR). This method is considered the most accurate test for COVID-19. Specimens are collected at the Health Center and sent to the Health Center’s reference lab (Quest), which typically provides results in 24 – 48 hours.

The Health Center also has added technology that does the entire testing analysis on-site in the clinic, eliminating the need to be sent to a commercial lab. The results are available in less than an hour. This option allows students experiencing symptoms of COVID-19 to be tested and receive the results the same day. As a backup, the Health Center has several local commercial labs available to assist if more testing is required.

COVID-19 testing for students is conducted in an outdoor tent adjacent to the Dr. Bob Smith Health Center for optimal fresh air and ventilation, and to maintain maximum separation from patients who are inside the Health Center for non-COVID-19 related care. Only one patient at a time is permitted inside the testing space for a single administration of the COVID-19 swab test. The nurse/provider collecting the specimen is in full Personal Protective Equipment (PPE). After each patient, the nurse/provider cleans and disinfects all surfaces and instruments and changes gloves. All disposables and waste are placed in biohazard trash bags/container and disposed of according to Health Center protocols for biohazard waste.

A classroom with a separate entrance to the Health Center has been converted into a self-contained clinic dedicated to students experiencing upper respiratory illnesses (i.e. COVID-19, flu, strep) who need to be examined. In the event of inclement weather, testing specimens are collected in this self-contained clinic.

Students presenting for testing come directly to the designated testing area (north side) and do not enter the Health Center to avoid unnecessary exposure to others. Students are required to wear masks and maintain physical distancing (6 feet) while waiting their turn for testing.

When a student is tested for COVID-19 through the Dr. Bob Smith Health Center and is exhibiting symptoms, they will be advised to quarantine at their home address (if feasible) or in their residence hall room until the results of their test are confirmed.

Faculty and Staff

Faculty and staff, as well as their dependents, have a number of options for testing as well:

- Personal primary care physician
- Urgent Care facility (on SMU BCBSTX Network)
- Urgent Care for Kids and Families – SMU offers a special negotiated arrangement for employees and their dependents to be tested for coronavirus at 10 Metroplex locations. This option is available to ALL faculty and staff regardless of their insurance coverage. The test administered is the COVID-19 rapid test. It is manufactured by Quidel, the first manufacturer to receive Emergency Use Authorization (EUA) from the U.S. Food and Drug Administration (FDA).
- Urgent Care for Kids and Families – SMU is also partnering with this Urgent Care to offer on-site testing at a designated SMU location. This option is available to ALL faculty and staff regardless of their insurance coverage. If employee and dependents are covered under the SMU Health Plan, all costs associated with testing and treatment are 100% waived, with no out-of-pocket expense.
- To schedule a test through Urgent Care for Kids and Families, go online for an initial screening via telemedicine at virtualcarefamilies.com/smu. Based on the screening, an appointment for testing can be scheduled at one of the [Urgent Care for Kids clinic locations](#). Upon arrival, a provider will complete the test at the employee's vehicle.
- Telemedicine appointments may be scheduled every day from 8 a.m. to midnight. The testing service is available weekdays from noon or 3 p.m. (depending upon the location) to 9 p.m. and on weekends from 9 a.m. to 5 p.m.

- Employees who test positive should complete the [SMU Health Reporting Form](#) and remain at home. If a dependent tests positive, employees should contact their supervisor for additional instructions.

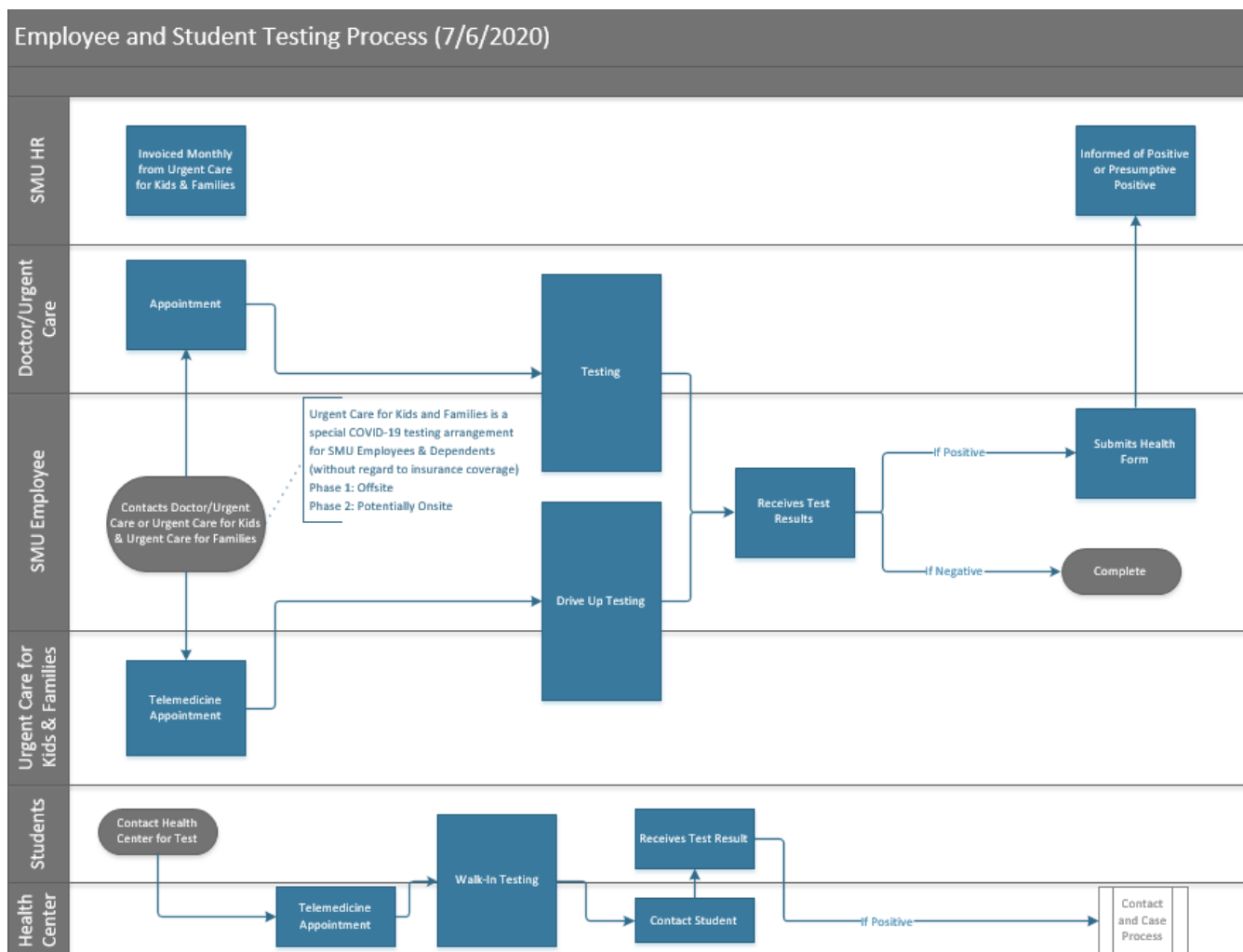


FIGURE 2 TESTING PROCESS

Testing Asymptomatic Individuals With No Known Exposure

Based on current guidance from CDC, it is unknown if entry testing in institutes of higher education (IHEs) provides any additional reduction in person-to-person transmission of the virus beyond what would be expected with implementation of other infection preventive measures (e.g., social distancing, cloth face coverings, hand-washing, enhanced cleaning and disinfection). Therefore, SMU will not perform testing of all returning students, faculty and staff.

Contact Tracing and Case Management

All individuals testing positive for COVID-19 are contacted and confidentially interviewed to identify people who came into close contact with the infected individual. University employees from Human Resources, Student Affairs, Athletics and Campus Services are trained on contract tracing by Johns Hopkins University and follow county, state and federal guidelines. [Figure 3 Case Management and Contact Tracing Process](#) provides a visual of this process.

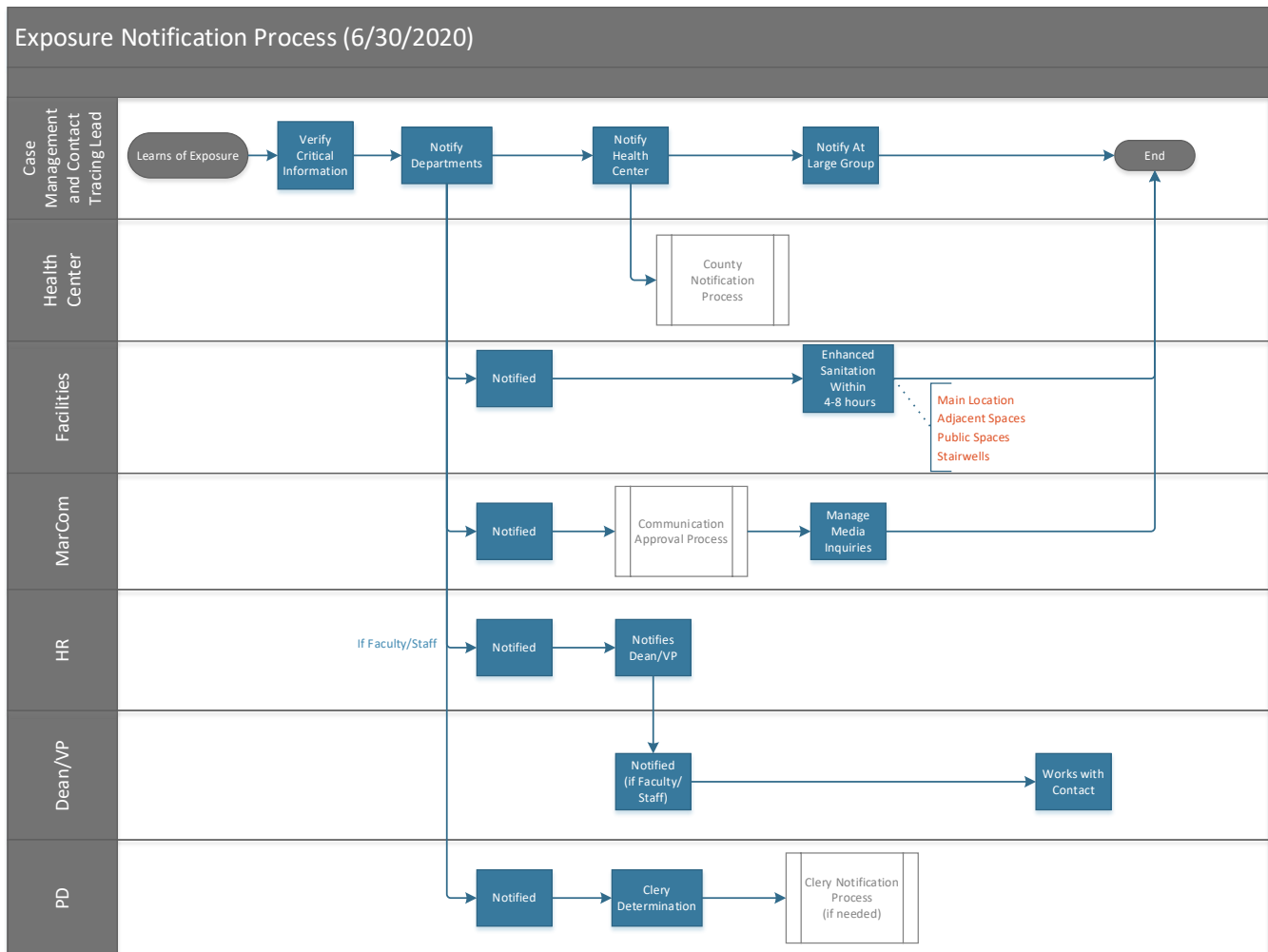


FIGURE 4 EXPOSURE NOTIFICATION PROCESS

Outbreak

A COVID-19 outbreak indicates a potentially extensive transmission within a setting or organization that can overwhelm local resources. An outbreak investigation indicates overlap between epidemiological, case, and contact investigations, with a surge needed for additional assistance from public health and outside resources.

The Centers for Disease Control (CDC) defines an outbreak as “the occurrence of more cases of disease than expected in a given area or among a specific group of people over a particular period of time. Usually, the cases are presumed to have a common cause or to be related to one another in some way.”¹

Declaration of a Localized Outbreak

- This decision will be made with the EOC, Case Investigation and Contact Tracing Team, and Consultant Epidemiologist.
- Declaration is based on one of the below factors:

¹ <https://www.cdc.gov/csels/dsepd/ss1978/lesson6/section2.html>

- If the rate of individuals testing positive in a given residence hall or office is greater than the percentage of students or employees throughout campus testing positive, or
- During a case investigation and contact trace, multiple contacts are identified as also having COVID-19, or
- Multiple cases of COVID-19 are found to be linked outside of case investigation or contact tracing. For example, two individuals in the same office or residential commons that did not list each other as contacts.
- Upon declaration, the team, along with the consultant epidemiologist, will focus on determining a potential source of the outbreak, including shared social interactions, events, meetings, etc.
- A declaration of a localized outbreak may allow for additional resources to be deployed, including a requirement for localized testing for a residence hall or University office.

Declaration of a Campus Outbreak

- This decision will be made by the President's Executive Council, in conjunction with the EOC, Case Investigation and Contact Tracing Team, and Consultant Epidemiologist.
- Declaration is based on a variety of factors, including:
 - Multiple localized outbreaks
 - Case investigation and contact tracing capacity exceeded
 - Isolation housing capacity exceeded
 - Isolation and quarantine support and care exceeded
 - The incapacitation of campus critical infrastructure

Isolation of Students

The University will provide 15 campus wellness pods, 44 bed spaces within Martin Hall, 16 bed spaces within Dyer House, and 52 beds within Perkins Hall as isolation quarters for students living on campus should they contract COVID-19. Students living off campus will be responsible for isolating in their residence.

[Figure 5 Student Care and Isolation Process](#) will be utilized to determine the best option for the student. If the student lives on campus, the student will be asked through the contact tracing process whether they are able to return to their home off campus to isolate. (Please see below for information about when students will be **required** rather than requested to return home to isolate.)

If the student is not able to return to their home off campus to isolate, the Case Investigator will notify SMU's Student Contact Tracing Team Lead who will assign the student a temporary isolation location through RLSH's student housing (StarRez) portal and will inform the Case Investigator of this location.

- The Team Lead will also notify the appropriate individual to prepare a specified space for isolation. Each space will take approximately one hour to prepare after notification before a student can transition to the space.
- The Case Investigator will follow up with the student to share the location of their isolation space and coordinate the move of the student. SMU's goal is to move students to isolation locations within two hours of notification of their positive test result, but many factors will influence the contact tracing team's ability to meet this goal.

- Medical staff from the Health Center may be available to assist with moving students via golf cart between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday. (This is heavily dependent on the needs of the Health Center.)
- Officers from SMU Police Department will be on hand as a back-up to the Health Center staff during business hours and will be the primary source to assist with moves after business hours and on the weekends.

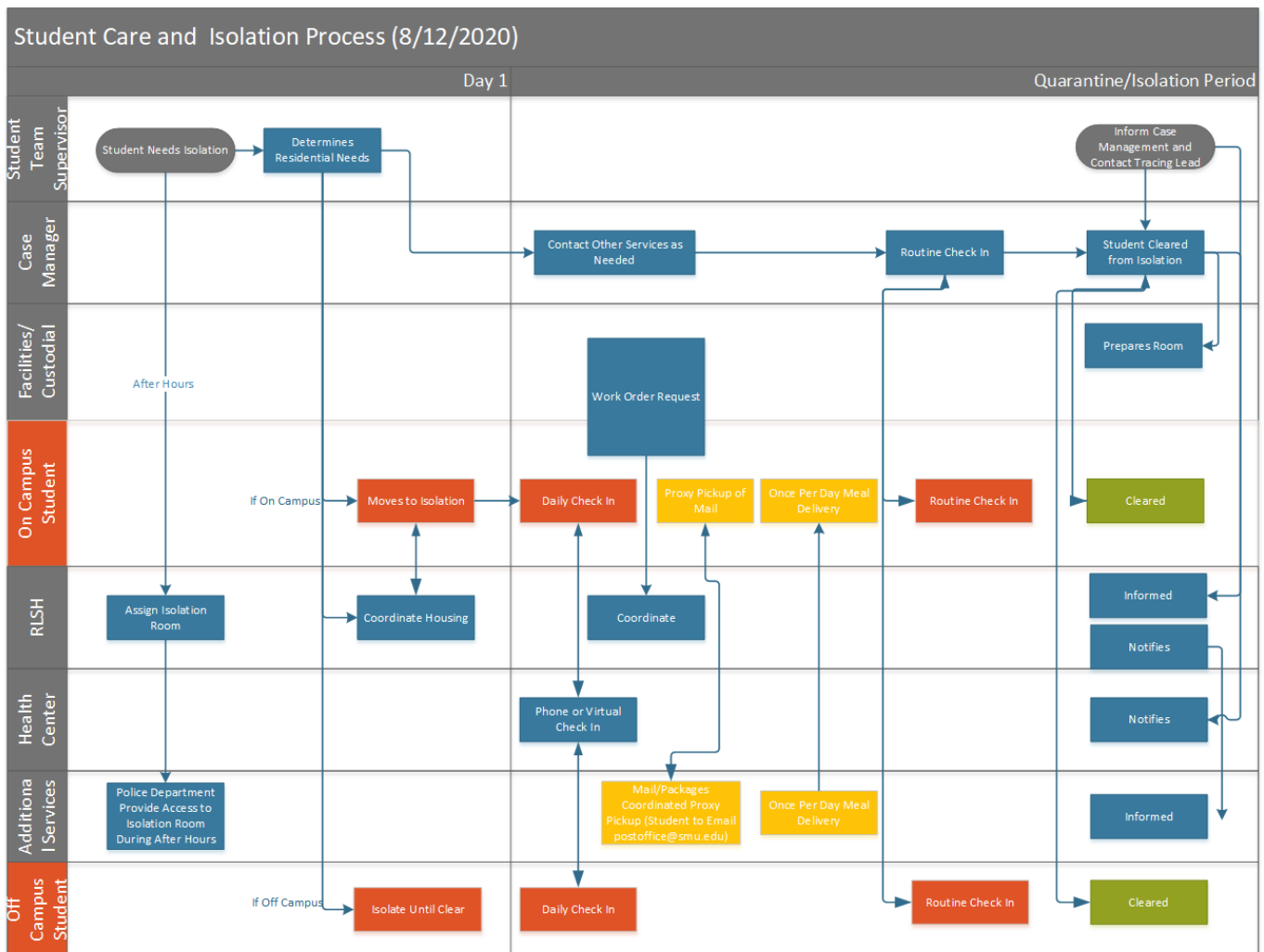


FIGURE 5 STUDENT CARE AND ISOLATION PROCESS

Meals and Other Services for Isolated Students

- The Division of Student Affairs in collaboration with Campus Services will coordinate the meal delivery process provide food for three meals, delivered once per day.
- The Case Investigator will upload any dietary restrictions into the student's case in Maxient. These lists will be merged and shared daily with SMU Dining Services in order for meals to be prepared for all students in isolation.
- ABM, the University's contracted custodial service, will be responsible for trash removal from the facility twice per week.

- Laundry services will not be provided while a student is in isolation for 10 days or less. In Martin Hall, Dyer House and Perkins Hall, they will be able to utilize the laundry services located within the facilities if needed.
 - If a student must remain in isolation for more than 10 days in the wellness pod, laundry services will be arranged through Mustang Laundry.
- Faculty in Residence (FiRs) and Residential Community Directors (RCDs) will be able to isolate in their personal apartments within the residence halls since they have external entrances and the ability to have food delivery without entrance to the residence hall, should that be needed. SMU will not be responsible for providing meals to FiRs and RCDs who are in isolation.

Occupancy Limitations

With a total of 127 beds available for isolation, the positive rate of testing through the Dr. Bob Smith Health Center will be critical in determining whether campus has sufficient capacity to continue in-person operations. By the beginning of the fall semester, the Health Center should be able to administer approximately 50 tests per day. The positive testing rate – in particular for students living on campus – will be critical in determining whether adequate spaces for isolation of additional positive cases exist.

- Once 50% of isolation spaces are occupied, any student with a permanent address within 120 miles of campus may be required to isolate at their permanent address.
- Once 70% of isolation spaces are occupied, any student with a permanent address within 300 miles of campus may be required to isolate at their permanent address.
- Once 90% of isolation spaces are occupied, any student with a permanent address within 500 miles of campus may be required to isolate at their permanent address.
- Once the isolation spaces are at capacity, in-person campus operations should be halted; students asked to move home; and any additional positive students who must remain on campus asked to isolate in their rooms.

The requirement for a student to isolate at their permanent address will be assessed on a case-by-case basis.

Doubling up students in isolation quarters is not in the best interest of students' health and is not recommended.

Medical Services

While a student is in isolation on campus, a member of the Medical Services team at the Dr. Bob Smith Health Center will call daily to check on the student and their symptoms. The Medical Services team will also determine when it is appropriate for a student to be released from isolation and to return to their normal activities.

If a student's symptoms are worsening while in isolation, a member of the Medical Services team will complete a telehealth appointment with the student and determine whether they should come into the Health Center (through Clinic B) for an exam and further treatment or if they should call 911 for transport to the hospital.

Quarantine of Students

Students who may have been exposed to COVID-19 will be expected to quarantine for 14 days. SMU does not have the housing capacity to quarantine students in a facility separate from their residence hall room. Therefore, flexibility related to quarantine will need to be exercised given the limited resources available on

campus. Students who are able will be encouraged to go to their permanent residence to quarantine. [Figure 6 Student Care and Quarantine Process](#) provides an overview of this overall process.

SMU understands the difficulty of remaining in a single room for 14 days; therefore the following activities will be permitted:

- Students are encouraged to limit their exposure to other people as much as possible.
- As long as students are vigilant about wearing face coverings when out of their room, students may move about the residence hall, including using the community restrooms and exiting the building for fresh air and exercise.
- Students may leave campus for groceries, medical needs, etc.
- Students may also leave campus to go to areas where social distancing can be maintained, including parks and other forms of safe entertainment.

Students residing in sorority houses or in off-campus residences will be advised by contact tracers regarding ways to minimize exposure to roommates. If a student is not able to return home and is sharing a room off campus with a roommate, that roommate will also be asked to quarantine; only students who share a bedroom will be asked to quarantine with their roommate.

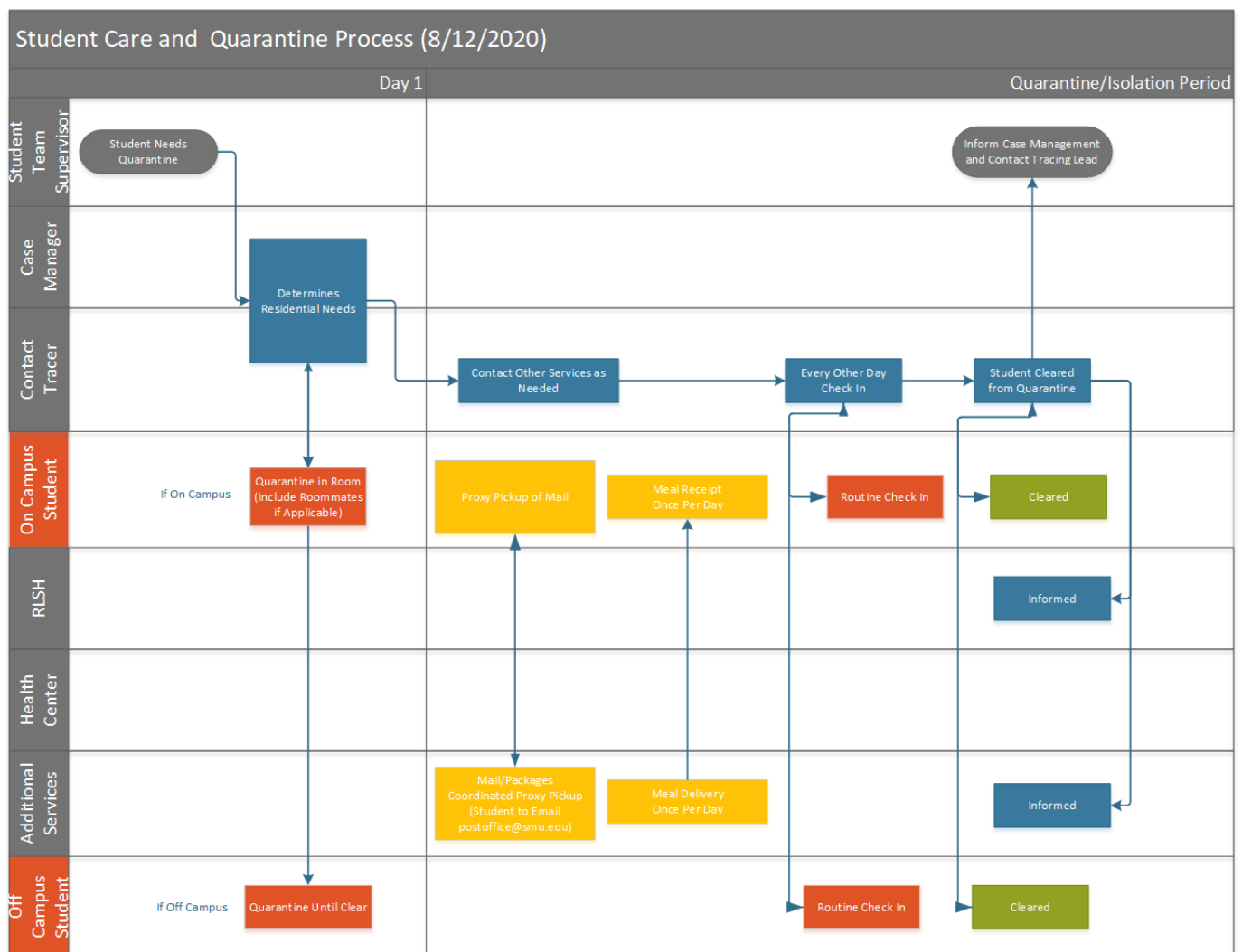


FIGURE 6 STUDENT CARE AND QUARANTINE PROCESS

Students Living in Single Rooms

Students assigned to single rooms with single bathrooms will be able to quarantine without issue in their own space. Students must follow all guidance from their contact tracer regarding limited movement outside of their room. They will quarantine for 14 days after date of exposure.

Students Living in Suites with Roommates

Students assigned to suites with roommates who share a bathroom with suitemates will need to quarantine with their roommate in their assigned space (unless they are able to quarantine at their permanent address). Students must follow all guidance from their contact tracer regarding limited movement outside of their room. They will quarantine for 14 days after date of exposure.

Additional care must be taken in order to minimize exposure through sharing of bathroom facilities. The contact tracer will have discussions with the student contact during the contact tracing process to develop a plan for bathroom use that minimizes exposure to suitemates. This plan may include coordinating with roommate and suite-mates regarding bathroom times and careful cleaning of surfaces after use. Cleaning products will be provided to the students by the Department of Residence Life and Student Housing (RLSH). Custodial services will not be provided during this time.

Students Living with Roommate with Community Bathrooms

Students assigned to rooms with a roommate who live on a floor with a community bathroom will need to quarantine with their roommate in their assigned space (unless they are able to quarantine at their permanent address). Students must follow all guidance from their contact tracer regarding limited movement outside of their room. They will quarantine for 14 days after date of exposure.

At the beginning of the semester, the RCD will designate one set of fixtures (bathroom stall, sink, and shower) in each community bathroom that will be clearly marked for quarantine use only. Students placed into quarantine on a community bathroom floor will be expected to use these fixtures. These directions will be provided to the student contact by the contact tracer when placed into quarantine.

Meals and Other Services for Quarantined Students

Upon learning that a student living on campus will need to quarantine, the Student Contact Tracing Lead will create a temporary housing assignment in StarRez for both the student and their roommate; additionally, the Case Investigator will upload any dietary restrictions into the student's case in Maxient, including any dietary restrictions for their roommate. These lists will be merged and shared daily with SMU Dining Services in order for meals to be prepared for all students in quarantine.

Meals will be delivered to students in quarantine in their residence hall room on campus. The Division of Student Affairs in collaboration with Campus Services will coordinate the meal delivery process to provide for three, delivered once per day. The individual will only be responsible for delivering meals for a given residence hall to a designated location in that building. From there, the RCD or a member of their team will be responsible for delivering meals to each room that is in quarantine.

ABM, the University's contracted custodial service, will be responsible for trash removal from the facility twice per week.

Laundry services will not be provided while a student is in quarantine, nor will they be able to leave their room to do laundry.

Residence Hall Outbreak

If the rate of individuals testing positive in a given residence hall is greater than the percentage of SMU students currently diagnosed with COVID-19, a residence hall would be considered to be experiencing an outbreak. In the case of an outbreak specific to a particular residence hall, the institution may shut down operations within that residence hall and relocate students to designated isolation and quarantine locations.

- All students whose permanent address is within 200 miles from campus may be required to return home for a 14-day period of isolation and quarantine.
- All other students living in the residence hall will be asked to quarantine for a period of 14 days. All isolation/quarantine procedures related to meal delivery, trash pick-up, and laundry use will be instituted with the entire residence hall.

SMU will continue to attempt to relocate students who have tested positive for COVID-19 to isolation facilities; however, it is possible that there will not be sufficient space to relocate all students given only 127 isolation beds will be available and a residential facility typically houses between 180 and 257 students. In situations where students are not able to return home and sufficient isolation space is not available on campus, they will be asked to isolate in their residence hall rooms. Case Investigators and contact tracers will provide instructions to students in isolation, along with their roommates, about ways to keep one another as safe as possible. This will include the wearing of face coverings at all times, including in residence hall rooms; assigned bathrooms and bathroom times and thorough wiping of surfaces between uses; and meal deliveries for all students in that particular building.

Student Services and Resources

Admissions and Enrollment Management

[The SMU Office of Undergraduate Admission](#) is hosting in-person information sessions and student ambassador-led tours in reduced group sizes. Visits must be scheduled ahead of time, and ambassadors will lead the walking tours using microphones to allow for safe distancing.

Health Services

The Dr. Bob Smith Health Center is open Monday through Friday 9 a.m. – 4 p.m. to provide care for students both on and off campus. Given the current COVID-19 pandemic and the new virtual learning environment at SMU, the Health Center has made some adjustments. Medical and counseling professionals are now utilizing virtual visits as much as possible. Please read below for information on how to access both medical and counseling services.

To schedule an appointment with a medical professional or to speak with Counseling Services, students should call 214-768-2141. Based on the information provided, an in-person or virtual visit may be scheduled (walk-in appointments are not available at this time). Limited counseling services are available to students outside the state of Texas.

****Students in crisis, who feel they need immediate help from Counseling Services should call 214-768-2277 to reach a counselor on call 24/7.***

Additionally, the Student Health Center Pharmacy is open to fill new prescriptions and refills, transfer prescriptions, answer questions about medications and offer over the counter medications. The Pharmacy encourages students to have their doctors e-prescribe, fax or call-in their prescriptions directly to the Student Health Pharmacy. Students may also bring in paper prescriptions. Students in quarantine or isolation may arrange with the Pharmacy to have a designated person pick up their prescriptions. Medications may be picked up at the Pharmacy counter or delivered curbside during regular business hours.

Library Services

SMU Libraries are utilizing a phased approach to reopen all campus libraries. Details are available at the SMU Libraries COVID-19 .

Academic Advising, Registration and Orientation

Academic Advising, Registration, and Orientation sessions are not able to occur in their traditional form (in-person, mandatory sessions). Portions of Orientation will take place virtually, including advising and class registration. At this time, Stampede (August 20-23) is scheduled to occur on campus.

Student Life

Residences

Move In

Fall Move In will take place August 14 and 17-23. Everyone participating in Move-In must self-screen prior to arriving on campus and is expected to wear a face covering. Students may bring up to two guests with them to help. Students will check in at one of five tents across campus, utilizing an online check-in process and will then receive their room key (in keyed buildings), ID (new students only) and three stickers. Students and guests must wear the sticker to indicate they are approved to move in that day. Each tent will have an average of 20 (or fewer) students check in per hour. Each building will have an average of four (or fewer) students check in each hour.

Dining

Dining Halls

Dining halls on campus will follow the current CDC, state and local guidelines for restaurants, including any capacity restrictions, limitations on self-serve items and staff health and wellness guidance, and reevaluate as needed. Additional staff will be assigned to clean and sanitize common high-touch areas. Team members will be required to wash hands and change gloves every 20 minutes at minimum. All team members are to wear face coverings and undergo health screening and temperature checks prior to starting their shifts.

Tables and chairs have been set up to accommodate social distancing. A traffic management strategy to alleviate crowding and encourage distancing has been implemented and includes enhanced signage, floor decals and speed-of-service considerations.

Dining halls will be subject to enhanced cleaning protocols, and sanitation stations in the dining areas will allow guests to wipe down tables. Modifications to support good health will include accommodations such as seating arrangements to support social distancing, elimination of self-serve food stations and, potentially, special scheduling to reduce congestion during peak periods. If guidelines call for 25% occupancy or less, dining halls will implement a to-go only model with a limited menu to ensure speed-of-service requirements are met.

Cash transactions will be eliminated to encourage contactless payment via ApplePay, Google Wallet and credit/debit.

Retail Dining

Dining in retail spaces will follow the current CDC, state and local guidelines for restaurants, including any capacity restrictions, limitations on self-serve items and staff health and wellness guidance.

Flex, credit/debit, ApplePay and Google Wallet will be accepted payment forms; no cash. Contact-less ordering for pickup will be encouraged in retail outlets via Grubhub.

Catering

Preferred catering will be drop-off caterings and will follow the current CDC, state and local guidelines for restaurants, including any capacity restrictions, limitations on self-serve items and staff health and wellness guidance.

Campus Recreation

SMU Campus Recreation continues to adapt new measures to mitigate the spread of COVID-19. The most current operations and protocols are available on the [Campus Recreation](#) site.


Academics

Instruction

[SMUFlex](#) is a specific type of hybrid course delivery model. During the fall 2020 semester, SMU is employing our own “SMUFlex” variant of HyFlex instruction as on-campus instruction resume this fall. At SMU, SMUFlex courses will be conducted in real time with socially-distanced students attending in person and others participating virtually via Zoom. SMUFlex allows students and faculty to adapt to changing situations while providing opportunity for the greatest number of in-person learning experiences.

SMUFlex allows remote students to engage in meaningful ways with their coursework through SMU’s Canvas Learning Management System. Classrooms are outfitted with new hardware and tools that allow for live tele teaching via Zoom. When needed, faculty are also able to record lectures to share with remote students via Canvas. SMUFlex courses follow the standard my.SMU course schedule for in-person courses.

SMUFlex courses will follow a Red-Blue rotation schedule. Students will attend class in person on their assigned day and will engage virtually on the alternate days. For example, suppose an undergraduate student is assigned into the Blue cohort and are enrolled in the Sociology 1300 course that meets every M/W/F. In **FIGURE 7 SAMPLE SCHEDULE** for the week of September 6-12, the student would attend the economics course in-person. The following week, September 13-19, they will attend virtually. The opposite would be true for students assigned into the Red cohort.



SMU
Red/Blue Flex Calendar

August 2020

SUN	MON	TUE	WED	THU	FRI	SAT
23	24	25	26	27	28	29
30	31					

October 2020

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September 2020

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

November 2020

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24				

FIGURE 7 SAMPLE SCHEDULE

In the event that an SMUFlex class has been assigned to a classroom with sufficient seating to accommodate all students, the faculty may choose to meet in person on all assigned class days. A student, however, has the ability to decide if they want to adhere strictly to their assigned Red-Blue schedule or if they would like to attend in-person if the faculty member presents that option. Students may not request to change their rotation schedule. Students who have requested to be fully REMOTE will not be assigned to the Red-Blue rotation schedule. SMU will publish the Red-Blue calendar to the SMU website and it will be a feature on your course calendar in Canvas.

There will be an adjustment period in which students can be moved to ensure that all classes stay accommodated for social distancing. **When students are not able to be in a classroom, they may attend virtually from** their off-campus or on-campus housing. If a student is unable to, they may reserve a space in one of the Zoom Rooms that will be available on campus.

The Center for Teaching Excellence (CTE), working in conjunction with the Office of Information Technology (OIT) and SMU Libraries, will provide additional support on using the SMUFlex model so that faculty can learn more about and share strategies throughout the fall semester. Faculty can also reach out to their respective academic support contacts. There is a wealth of faculty support resources available. Questions about technology should be submitted to the main [SMU Help Desk](#) so that they can be routed to the appropriate office for a response.

Instructional Spaces

SMU has assessed the occupancy capacity of each instructional space while complying with social distancing recommendations and has set occupancy limits for each instructional space.

Additionally, classrooms have been evaluated to determine the best approach to provide a barrier, such as the example in [Figure 8 Engineered Solution](#), between the faculty and students, while permitting clear audio for SMUFlex classes and recordings.



FIGURE 8 ENGINEERED SOLUTION

Consistent with the requirement to wear face coverings in all public indoor spaces on campus, students must wear face coverings in classrooms. Students should use the provided paper towels and sanitizing spray to clean their workspace before and after class. Students should not mingle in the hallways before or after class and should select a seat at least 6 feet from others. Furniture will be arranged to accommodate social distancing (students should not move furniture), and will include the label as shown in [Figure 9 Physical Distancing Decals](#).

Faculty will be provided with equipment and supplies to instruct in healthy manner. Some classrooms will have a designated entrance and exit. Courses with labs or classroom movement will take place in large spaces.

Facilities crews will be cleaning high-touch surfaces and common spaces throughout the day, and classrooms will be cleaned nightly. Throughout the day, supplies will also be available so that faculty and students can clean desks and work stations between classes. The addition of five minutes for a total of 15 minutes transition time between classes for the fall schedule will allow time for each person to clean their space.

Specialized Spaces and Research (Labs, Studios, Performance Spaces)

All high-density, high-touch (HDHT) courses will require students and faculty to wear facial covering. In upper-level laboratories, full PPE is already required.



FIGURE 98 PHYSICAL DISTANCING DECALS

Under no circumstances will the number of people in an HDHT course exceed the maximum in which social distancing can be practiced. Due to the positioning of stations or other fixed-in-place designations, the number of students who can be in person may be fewer than what is required for social distancing.

- Most HDHT courses will likely need to be hybrid, with some students in person and others participating virtually.
- Cohorts, the number of which will be determined by the total number of students in the course divided by the number of students who can safely inhabit the room, will cycle through in-person and virtual experiences.
- Cohorts will always remain the same, so contact among students is limited. If one person gets infected only a smaller group would need to be quarantined.
- Some HDHT courses might choose to cycle their cohorts through by weeks.
- Where appropriate and possible, new sections will be added to existing labs to make populations less dense.
- Instructors may pre-record lab experiments and make data available to students for analysis.
- Different disciplines require students to develop specific forms of bodily knowledge (e.g., dance movements, laboratory techniques). The disciplines will determine which training is essential to the course and/or how to allow students to engage in such training safely. Because of the need to socially distance and consequently to reduce populations in HDHT courses, kinesthetic training may need to be limited to the most important concepts/activities.
- Some disciplines may develop home kits for some kinds of hands-on work.
- Depending on course requirements, some subjects that require proprietary equipment or software may be considered HDHT.
- High-touch objects (e.g., microscopes, ballet barres, easels) will be frequently wiped down.
- Shared equipment will be labeled and assigned consistently throughout a given course to avoid cross-contamination.
- There may be courses in which faculty teaches remotely while students are in classroom. In all HDHT courses (with the possible exception of dance) there must be an attendant present – the faculty of record or that person’s representative – to monitor safety. That representative must be fully trained in the safety for the area that they supervise.
- HDHT courses that have student stations may have plexiglass dividers between stations.
- Instructors should circulate as little as possible. A zone should be established where students may approach instructor (but remain at least 6 feet away) with questions.

Research

The Dedman College, Lyle School, Simmons School, and Meadows School deans have worked with the associate provost for research and dean of graduate studies to classify their labs using the following definitions:

- Group 1: Labs that must operate to maintain animal colonies, cell cultures, sensitive equipment that cannot be shut down, support national priorities, or operate in the interest of safety.
- Group 2: Labs that should be kept open if possible to support obligations to external sponsors and/or avoid serious damage to careers of junior faculty or the degree progress of graduate students.
- Group 3: Labs with functions that can be performed remotely or that can be suspended for lack of funding obligations, or lack of potential damage to the careers of junior faculty or the degree progress of graduate students.

Group 1 and 2 labs within Dedman College, Lyle, and Simmons may be operated under specific requirements designed to allow selected labs to operate while severely limiting interpersonal contact on campus and thereby minimizing the potential for COVID-19 transmission. An overview of labs permitted during each operational level is available in Appendix 2 – Activities by Fall Operational Level. Details concerning guidelines set forth by the Institutional Research Board are set forth by the IRB Guidance.

SMU laboratories are critical resources in the conduct of research and the education of graduate students, both of which are essential functions of the University's mission. Continuity of laboratory operations requires that all members of the SMU community rigorously comply with University guidelines governing the safe use and closure, if required, of these facilities. University laboratories that have been identified as critical to the University's mission are identified by agreement between the school dean and the associate provost for research.

Information Technology

Classroom Technology

The Office of Information Technology (OIT) defined and implemented a statement of work to prepare SMU classrooms for supporting instructions with in-person and remote participants. Although the original statement of work has been drafted, conversations continue to evolve on campus to incorporate other facilities for instruction that can support social distancing in the classroom. As these are defined, the original plans may be modified quickly to ensure classrooms are equipped properly.

To review information about the technology selected and methodology for assigning technology to spaces, [click here](#).

Technology Support

OIT provides a number of resources to allow faculty to continue teaching their students during an extended emergency, such as flu outbreak, weather closure or other catastrophic event. The [Keep Teaching](#) and [Keep Working](#) sites provide tools and considerations when moving online quickly, and suggest ways to communicate and meet to minimize any disruptions. Similarly, SMU's [Keep Learning](#) site provides key tips and resources to help student make the shift to learning online.

Campus Operations and Services

Building Access

Most University buildings will be immediately accessible during normal hours of operations beginning August 10, 2020. During the summer visitors allowed on campus on a limited basis. Facilities that welcome visitors as a general course of business created plans to open that meet federal, state or local requirements specific to their function. Examples of these campus facilities are the libraries, the Meadows Museum and Dedman Center for Lifetime Sports.

Campus Transportation

The campus shuttle continues to operate its normal route. The shuttle will follow the guidelines in place at the time for public transportation in Texas and Dallas County, which includes social distancing and the use of face coverings.

SMU jointly operates the shuttle services on campus with Dallas Area Rapid Transit. Echo Transportation is the third-party provider for campus shuttle services and operates the SMU Express (DART Route 768) and Museum

Express (DART Route 743) shuttles in accordance with DART's direction and follow their recommended protocols. [Learn more on how DART and Echo are responding to the coronavirus pandemic and view Questions and Answers.](#)

Community members can sign up for Rider Alerts at www.dart.org. This will keep them updated on to stay up-to-date with new developments as well as any service alerts and/or disruptions that may occur. Commuters can also track the SMU shuttles in real-time and receive notifications by downloading the DoubleMap app or going to the [website](#).

Safety Escort Program

The Safety Escort program will continue to operate between 7 p.m. and 3 a.m. daily when fall classes are in session. CDC guidance established for rideshare, taxi, limo and other passenger drivers-for-hire to operate the Safety Escort program will be followed.

- All Safety Escort drivers must undergo a health check prior to beginning work.
- All drivers and passengers are required to wear cloth face coverings or masks that cover their mouth and nose.
- Only two passengers will be transported at a time using the rear facing passenger seat in a four-passenger golf cart.
- A physical barrier will be installed between front and rear seats to separate the driver and passengers of each golf cart used by the Safety Escort service.
- Enhanced cleaning/disinfecting protocols for the Safety Escort service golf carts will be utilized.
- Drivers may refuse to transport visibly sick passengers for safety reasons.
- Passengers must handle their own personal bags and belongings during pick-up and drop-off.

Travel

International Travel

Based on the Department of State August 6, 2020 decision to lift its level 4 Global Health Advisory, SMU-sponsored international travel is no longer suspended. Travel requests may be submitted, but are subject to location specific health and safety restrictions as dictated by the Department of State, CDC, and International SOS, before approval. To submit an international travel request for review by the Travel Oversight Committee (TOC), please complete [this form](#). With the health and safety of our university travelers as a top priority when examining a request, approval of travel is not guaranteed due to the ongoing global pandemic.

Domestic Travel

SMU will resume domestic travel in line with the campus operational level in a limited, phased approach.

Faculty, staff and students may request an exception by contacting their dean, vice president, athletic director, or their designee, and receiving a written exception prior to travel. This [form](#) may be used to request an exception. For faculty and staff, evidence of exception approval must be attached to the travel request, and reservations must be made using the University's Online Travel and Expense System. The Travel and Entertainment Management Policy 4.7 and CDC recommendations related to domestic travel should be reviewed before booking travel. Supervisors should not approve a travel request without such documentation. Exceptions should be limited to essential travel, and the risks involved should be carefully weighed. Individual departments may provide additional restrictions, guidelines or requirements. University-sponsored travel related to official NCAA events and competitions is allowed.

Any University-sponsored travel must comply with state and local regulations in place at the destination of travel, as well as along the travel route, including guidance in the areas of face coverings, mass gatherings, and social distancing. Any guidance provided by other applicable governing bodies, such as the NCAA, must also be followed.

All travelers are expected to carefully assess their health prior to travel using self-screening guidelines and should not travel if they display any symptoms of COVID-19. Travelers should document their route and locations throughout the duration of their trip in case contact tracing becomes necessary.

Please note that any travel is more difficult as a result of COVID-19. Due to public health measures, travelers will likely encounter delays, difficulties and limitations during travel.

Communications

SMU Communications on COVID-19 are coordinated through Marketing and Communications primarily to provide accuracy, consistency and regularity of messaging. MarCom utilizes various communication channels to reach multiple University constituents and audiences with messages on SMU's responses to challenges presented by the pandemic. Information is collected and available on SMU's main COVID-19 website – [Mustangs Strong: Safe Return to Campus 2020](#).

Audiences

University stakeholder audiences include, but may not be limited to:

- Students
- Faculty
- Staff
- Parents
- Potential Students
- Alumni
- Trustees
- Donors
- Media

Messaging Components

- Website – Initial blog was converted to full, expanded website in mid-July. Older posts are archived and accessible.
 - Latest COVID-19 updates
 - Specific messaging to students, faculty and staff
 - Links to resources such as learning, teaching training and technical assistance
 - Overview of fall semester plans
 - Fall Operations Plans
 - Healthy campus safety measures
 - Academic information
 - COVID-19 case list
 - Reporting of cases protocol
 - Contact tracing protocol (to be updated when software is available)

- Frequently Asked Questions (FAQs)
- Links to forms, policies and other resources
- Links to additional information from various campus units
- Link to application for financial assistance
- Submission of questions that are answered individually by MarCom staff in a timely manner
- Search box
- CARES Act reporting requirements
- SMU Alert sign-up for parents
- President Turner updates by emails to campus as needed
- Clery emergency notification for initial COVID-19 cases related to campus
- President Turner positive stories featuring campus assistance (during online-only)
- Call Center responses (used in spring during switch to remote learning)
- Canvas course preparing students to return to campus
- Return-to-work course for employees
- Weekly newsletter to students containing Canvas course info and COVID-19 updates
- Virtual idea-box suggestions, collected and distributed to subcommittees while developing plans for fall
- Email reminders of new COVID-19 cases added to website list
- Town halls for faculty/staff and student/parents
- Development of info graphics and other signage for campus use
- Assistance and review of messaging for campus units including Provost, HR, RLSH, Risk Management
- Assistance with SMU Community Action Network (SMU CAN, a student, staff, faculty outreach group promoting personal responsibilities concerning COVID-19 safety measures)

Message Channels

Message distribution primarily includes, but is not limited to: email, text, website, social media, town hall online meetings, webinars.

Message Management

- MarCom provides an intake form for use by the EOC for requests for specific communication tools such as info graphics, signage, message review, proofing, branding (under development)
- MarCom periodically reviews message engagement using website metrics
- EOC member and director of strategic communication serves as single point of contact for emergency responses
- Associate director of University communications oversees website, weekly newsletters
- MarCom creative, digital, social media teams and project managers assist with COVID-19 messaging, under direction of assistant vice president for Marketing and Communications
- MarCom follows SMU's mission in developing and vetting messages
 - *SMU will create, expand and impart knowledge through teaching, research and service, shaping world changers who contribute to their communities and excel in their professions in a global society. Among its faculty, students and staff, the University will cultivate principled thought, develop intellectual skills, and promote an environment emphasizing individual dignity and worth. SMU affirms its historical commitment to academic freedom and open inquiry, to moral and ethical values, and to its United Methodist heritage.*

- MarCom reinforces SMU's core values in developing and vetting messages:
 - *SMU embraces excellence, integrity, intellectual freedom, open dialogue, diversity and inclusion.*
- Director of strategic communications collaborates with other campus units/departments to better coordinate main messaging on COVID-19 responses
 - Provost's office
 - Student Affairs
 - Health Center
 - Human Resource
 - Dean of Graduate Studies, Schools/Colleges

Plan Development and Maintenance

Due to the ever-changing nature of the SARS-CoV-2, this plan is reviewed and updated regularly by SMU ORM-Emergency Management personnel and modified as necessary to incorporate new information and best practices.

Appendices

Appendix 1 – Fall Operations Assessment Tool

Appendix 2 – Activities by Operational Level

Appendix 1 – Fall Operations Assessment Tool

	Current State					Trend					Current Indicator Score + Current Trigger Score	
Key Question	Indicator	Scoring Criteria	Value	Max Score	Current Indicator Score	Triggers	Scoring Criteria	Value	Max Score	Current Trigger Score	Total Score	Notes
Are we testing enough to detect cases?	Percent of tests that are positive (Dallas County)	<5%	1	4		Positive Rate Trend (Dallas)	Increasing over a 7 day period	1	1			This is the calculation of number of tests performed divided by the number of tests that are positive. This data is calculated from a 7 day average and is extracted from the Dallas County Health website.
		5-9%	2				Holding Steady	0				
		10-14%	3				Decreasing over a 7 day period	-1				
		15% or higher	4									
	Percent of tests that are positive (SMU Health Center)	<5%	1	4		Positive Rate Trend (SMU)	Increasing over a 7 day period	1	1			This is the calculation of number of tests performed divided by the number of tests that are positive. This data is calculated from a 7 day average. This is provided by the SMU Health Center. This does not include surveillance testing of athletes.
		5-9%	2				Holding Steady	0				
		10-14%	3				Decreasing over a 7 day period	-1				
		15% or higher	4									
What Phase is the State in?	Reopening Phase	1	4	4		State Mandate Changed	State Mandate Declared	1	1			This is the Governor's declaration found on the State of Texas website.
		2	3				No Change	0				
		3	1				Lifting of State Mandate	-1				
Are we protecting students, faculty, staff?	Number of infections (Dallas County)	No infections	1	4		Number of Infection Trendings	Increasing over a 7 day period	1	1			This data is calculated from a 7 day trend and is extracted from the Dallas County Health website.
		Decreasing	2				Holding Steady	0				
		Increasing or unknown	4				Decreasing over a 7 day period	-1				
	Number of infections (SMU Health Center)	No infections	1	4		Number of Infection Trendings	Increasing over a 7 day period	1	1			This data is calculated from a 7 day trend and is provided the SMU Health Center. This does not include surveillance testing of athletes.
		Decreasing	2				Holding Steady	0				
		Increasing or unknown	4				Decreasing over a 7 day period	-1				
Is there sufficient capacity for isolation?	Number of Rooms	<45 beds occupied	0	12		Isolation Capacity Trending	Decreasing capacity limits	1	1			Students will be requested to go home to isolate based on the following criteria: 50% of isolation rooms occupied-go home if within 120 miles 70% of isolation rooms occupied-go home if within 300 miles 90% of isolation rooms occupied-go home if within 500 miles
		45-89 beds occupied	6				Holding Steady	0				
		>89 beds occupied	12				Increasing Capacity limits	-1				
Is there sufficient PPE & testing?	Inventory Levels	Plenty of Inventory	1	4		Inventory Levels Trendings	Decreasing capacity limits	1	1			This value is based on the inventory and availability in these areas: Procurement SMU PD SMU Health Center They will complete a survey weekly that will provide this data.
		Limited Inventory	3				Holding Steady	0				
		No extra Inventory/Stockouts	4				Increasing Capacity limits	-1				
				36					7			

Current Indicator Score + Current Trigger Score Determines the Operational Level

Level 4 - Very High Operational Level	Level 3 - High Operational Level	Level 2 - Moderate Operational Level	Level 1 - Low Operational Level
30+	21-29	10-20	0-9
Very High Operational Level Only Essential Ops	High Operational Level Low Density Operations	Moderate Operational Level Medium Density Operations	Low Operational Level High Density Operations

Operational Level Trigger Recommendation:

Appendix 2 – Activities by Operational Level

Operations	(Most restrictive)	High Operational Level Low Density Operations	Moderate Operational Level Medium Density Operations	(Least restrictive)
	Very High Operational Level Only Essential Operations			Low Operational Level High Density Operations
Classrooms, Class enrollment/size	Instruction is fully remote/virtual.	Classes with enrollments of 95+ should be fully online/remote. Classes with enrollments less than 95 students should be held in classrooms where physical distancing and red/blue splitting is possible such as large lecture halls.	Classes with enrollments of 95+ should be fully online/remote. Classes with enrollments less than 95 students should be held in classrooms where physical distancing and red/blue splitting is possible such as large lecture halls.	All classes may return to full occupancy.
Classrooms, Lecture halls	Instruction is fully remote/virtual.	Classrooms should be utilized for in person classes of less than 50 students, but only if appropriate physical distancing can take place. Each institution should determine the number of appropriate students for each category based on their circumstances. Federal/State/Local mandates supersede institutional planning.	Classrooms should be utilized for in person classes of less than 50 students, but only if appropriate physical distancing can take place. Each institution should determine the number of appropriate students for each category based on their circumstances. Federal/State/Local mandates supersede institutional planning.	All lecture halls may return to full occupancy.
Classrooms, Specialized	Instruction is fully remote/virtual.	In-person access on a restricted basis requiring approval; increased health safety protocols in place.	In-person access on a restricted basis requiring approval; increased health safety protocols in place.	Near or at full capacity.
Religious Services	Virtual only	Virtual or in small groups abiding by health and safety protocols. No contact or sharing between individuals.	Small group religious services may be held so long as they abide by health safety protocols. Larger services may be held outdoors or in large venues provided appropriate social distancing and clear guidance on entry and dismissal.	Religious services may resume in full.

Shared Office Spaces	Essential workers may continue to work in shared spaces with health and safety measures observed.	Use of shared spaces is planned to not exceed capacity limitations. If employees cannot social distance based on space limitations and alternate work locations are not available, then rotating teams might be implemented. Each office will be open and staffed at some level during normal University business hours (typically 8:30-5:00).	All employees will return to campus to perform their responsibilities. Each office will be open and staffed during normal University business hours (typically 8:30-5:00). Staggered work schedules, or flex scheduling could be considered.	No additional restrictions on shared office spaces.
Research Labs	Essential employees only, abiding by health safety protocols with increased PPE. Group 1 (as defined in Lab Operations) only. Group 2 labs safely shut down.	Managed through approved PI plans (Lab Opening and Safety guidelines), Groups 1 and 2 only (as defined in Lab Operations). Group 3 labs safely shut down.	Managed through approved PI plans (Lab Opening and Safety guidelines); capacity limits will be revisited. Groups 1, 2 and 3 (as defined in Lab Operations).	No additional restrictions on capacity or interaction with equipment.
Human Subjects Research	All in-person interactions are suspended per IRB recommendations. Only Category 1 research is allowed.	In addition to allowing category 1 research, categories 2-4 research may be approved on a case-by-case basis.	In addition to the procedures for categories 1-4, some procedures in category 5 will be allowed, but must be approved by the SMU IRB.	Human subjects research resumes for all research protocols. Encourage researchers that can keep procedures remote to continue to do so. Additional safety procedures may still be necessary depending on the recommendations of the medical experts.
Library Spaces	Some digitizing of materials; curbside drop-off of books to be returned plus cleaning protocols; curbside pickup of circulating books.	Staff continue digitizing needed materials for researchers; curbside drop-off of books to be returned plus cleaning protocols; curbside pickup of circulating books; in-person access to non-circulating collections for small numbers of graduate students and faculty.	Staff continue digitizing and in-person access for instructors; and as time slots are available for researchers and instructors from the broader community.	Access provided for non-institutional affiliates who rely on the institutions collections for other purposes; use of the space in research collections for in-person classes and the general public.

Classroom Buildings	Instruction is fully remote/virtual.	A 15 minute break between classes will be implemented. High-touch surfaces should be sanitized regularly.	A 15 minute break between classes will be implemented. High-touch surfaces should be sanitized regularly.	Normal health safety protocols.
Residence Halls, Occupancy levels	Residence halls are only open for students who must stay on campus due to visa requirements or home situations.	Students who are able to return to their home of record are encouraged to do so.	Standard capacity/occupancy.	Standard capacity/occupancy.
Residence Halls, Common areas	As able, residence hall classrooms, lobbies, common kitchens, and lounges will be locked and closed. Students are prohibited from utilizing common spaces in the building.	As able, residence hall classrooms, lobbies, common kitchens, and lounges will be locked and closed. Students are discouraged from utilizing common spaces in the building.	Minimum of 6-foot distancing measures are in place in all common areas and face coverings are required.	Minimum of 6-foot distancing measures are in place in all common areas and face coverings are required.
Residence Halls, Laundry facilities	Students must sign up in advance for individual slots to do laundry.	Minimum of 6-foot distancing measures are in place in all common areas and face coverings are required.	Minimum of 6-foot distancing measures are in place in all common areas and face coverings are required.	Minimum of 6-foot distancing measures are in place in all common areas and face coverings are required.

Residence Halls, Cleaning	Enhanced cleaning protocol in place. This includes all common spaces in occupied residence halls (laundry, restrooms, unlocked classrooms, common kitchens, lobbies and lounges, hallways). The frequency of the enhanced cleaning will be determined based upon facility use/occupancy. Students still on campus that are occupying suite style bathrooms will be responsible to clean their own bathroom.	Enhanced cleaning protocols in place; no shared surfaces, such as desks, keyboards, phones; common areas closed. Enhanced cleaning protocol in place. This includes all common spaces in occupied residence halls (laundry, restrooms, unlocked classrooms, common kitchens, lobbies and lounges, hallways). The frequency of the enhanced cleaning will be determined based upon facility use/occupancy. Students still on campus that are occupying suite style bathrooms will be responsible to clean their own bathroom.	Enhanced cleaning protocol in place. This includes all common space in residence halls (laundry, restrooms (community and suite style), classrooms, common kitchens, lobbies and lounges, hallways, classrooms and staff offices).	Enhanced cleaning protocol in place. This includes all common space in residence halls (laundry, restrooms (community and suite style), lobbies and lounges, hallways, classrooms and staff offices).
Events (Assemblies, Info, Sessions, Meetings, Etc.)	Virtual Only.	Virtual or in groups abiding by health safety protocols.	Events may be held outside or in venues that allow for social distancing practices. Clear guidance on entry and dismissal is established.	No additional restrictions on event size or cadence.
Student Organizations and Groups	No in-person events allowed, on- or off-campus. Virtual events are encouraged.	No in-person events/activities allowed, on- or off-campus. Virtual events are encouraged.	No events with alcohol allowed, on- or off-campus. Activities on- or off-campus, indoors or outdoors, where social distancing is possible, are allowed if face coverings are required as well. All activities must track attendance. Activities may not serve or allow food or beverage unless the activity is over four hours and overlaps a typical meal-time and in those instances, it must be boxed.	Normal guidelines for on- and off-campus events are in place. Attendance tracking is required.

Mail & Copy Central	Mail for students, faculty and staff are available for pick up only on designated days and by appointment only.	Mailrooms are open to students who sign up in advance to pick packages with physical distancing in place. Faculty and staff mail must be picked up from the mail center.	Mailrooms are open to students who sign up in advance to pick up packages, with physical distancing in place. Couriers deliver Faculty and staff mail to departments once daily for pickup and delivery.	Packages are accepted and mailrooms are open. Couriers deliver Faculty and staff mail to departments.
Dining, Occupancy/Dining Room Adjustments	Any students still on campus will be to-go only.	Dining services available on a to-go basis only. Menu options will be limited to maximize speed of service.	Comply with all state and local occupancy guidelines. Post signage to promote social distancing. Tables rearranged to promote distancing and to comply with guidelines. Increase availability of hand sanitizer dining rooms.. Implement GrubHub pick up in residential dining locations. Increase frequency and visibility of dining room surface cleaning. Maintain an occupancy count not to exceed guidelines. Stations and offerings will be set-up to allow for social distancing.	No additional restrictions.
Dining, China Service Adjustments	Any students still on campus will be to-go only.	Convert to all disposables. Beverage station will be served by an attendant. Students will be allowed 1 to-go box for dining.	All dishware to be stored behind the line to prevent cross-contact. Drinkware to be distributed by a station attendant. Guests will not be allowed to use personal cups. Use silverware bags to protect silverware from cross-contact. Students will be allowed 1 to-go box if they choose to the to-go option.	Reusable china, cups and flatware will be used for dine in. Students will be allowed 1 to-go box if they choose to the to-go option.
Dining, Serving Adjustments	Any students still on campus will be to-go only.	Self-service stations will not be available. All condiments are single-use and disposable. All plates, cups, and utensils will be disposable.	Self-service stations closed or converted to served. Consider re-opening condiment and soda fountain stations with extra cleaning between use. Consider using disposable plates, cups, and utensils.	Self-service stations may reopen with increased cleaning. Reusable plates, cups, and utensils in service.

Athletics, Athletic Activities	Sports or activities that can be executed in a socially distant manner may be allowed. Continued frequent testing and screening of participants with guidance from NCAA and American Athletic Conference health care professionals.	Sports or activities that can be executed in a socially distant manner may be allowed. Continued frequent testing and screening of participants with guidance from NCAA and American Athletic Conference health care professionals.	Athletic activities may resume with testing and screening protocols for participants.	All athletic activities may resume without restriction.
Dedman Center for Lifetime Sports	Closed.	Members must sign up to reserve a spot for entry into Dedman. Dedman Center will adjust capacity to mirror the current guideline the State of Texas and Dallas County have mandated. Dedman Center will limit facility space or team activities such as no basketball or indoor soccer game play, enforce social/physical distancing protocols, and increase cleaning/sanitation practices. All members must wear face coverings in the facility.	Members must sign up to reserve a spot for entry into Dedman. Dedman Center will limit facility space or team activities such as no basketball or indoor soccer game play, enforce social/physical distancing protocols, and increase cleaning/sanitation practices. All members must wear face coverings in the facility. However, Dedman could increase capacity limits if applicable and permissible under SMU, Dallas County, and State of Texas guidelines.	In compliance with SMU, Dallas County, and the State of Texas, Dedman Operations increase the number of maximum capacity of occupants to normal levels (i.e., no restrictions) and offer standard spaces and programming.
Health Center	All appointments transition to telehealth appointments with designated times and criteria for in-person visits (including Covid-19 testing). Face coverings required in building. Temperature check is required before entering building.	All appointments transition to telehealth appointments with designated times and criteria for in-person visits (including Covid-19 testing). Face coverings required in building. Temperature check is required before entering building.	All appointments transition to telehealth appointments with designated times and criteria for in-person visits (including Covid-19 testing). Face coverings required in building. Temperature check is required before entering building.	Normal clinic operations are in place. No additional restrictions.

Museum	Building is accessible only by appointment and during normal office hours. Sculpture Plaza open to visitors.	Fully staffed, but closed to the public.	Museum open with physical distancing in place.	Social Distancing protocols are in place, but relaxed, allowing for the shop to reopen, events to occur and lectures to be onsite.
OIT	Nearly all technology resources diverted to supporting remote operations. Major initiatives and projects that can be supported remotely may continue. Maintain all necessary data center and cloud services with support for all university constituents.	Majority of technology resources diverted to assist with technical support, administrative operations, teaching and learning, and student support for both on-campus and remote. Major initiatives related to infrastructure, as well as projects related to research and administrative support may be put on hold. Maintain all necessary data center and cloud services with support for all university constituents.	Some technology resources diverted to assist with technical support, administrative operations, teaching and learning, and student support for both on campus and remote. Projects related to research, administrative support may be on hold to support operations. Maintain all necessary data center and cloud services with support for all university constituents.	Standard technology operations with a mix of technical support, projects, research, administrative support, teaching and learning, and student support. Maintain all necessary data center and cloud services with support for all university constituents.
Communications	Communications All communications about University responses and COVID-related restrictions are created and distributed through MarCom.Approval process is further streamlined to meet critical deadlines and ensure message consistency.Review with OLA for whether Clery Emergency Notification is required.Message distribution primarily includes, but is not limited to, email, website, social media, media.	Most Overarching communications on University responses are vetted through MarCom.Approval process is streamlined to meet critical deadlines.Communications from campus units are reviewed/vetted by MarCom for consistency. Message distribution includes, but is not limited to,emails, website, social media, media, town halls, signage, infographics.Units should not communicate COVID aspects of basic operation without MarCom review.	Many Overarching communications on University responses are vetted through MarCom.Routine approval processes are followed.Higher level communications from campus units are routed through MarCom for review and inclusion in other messaging opportunities, including emails, newsletters, website, social media, town halls, signage and info graphics.Units may communicate COVID aspects of basic operation without MarCom involvement.	Communications resume normal processes with MarCom assistance to campus units as requested

Domestic Travel	University-sponsored and/or sanctioned domestic travel is restricted.	University-sponsored and/or sanctioned overnight domestic travel is restricted. Faculty, staff, and students may request an exception by contacting their dean, vice president, athletic director, or that supervisor's designee for approval.	University-sponsored and/or sanctioned domestic travel by airplane is restricted. Faculty, staff, and students may request an exception by contacting their dean, vice president, athletic director, or that supervisor's designee.	Restrictions are no longer in place for University-sponsored and/or sanctioned domestic travel. However, all travel and the risks involved should be carefully weighed.
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