COVID-19 Task Force After Action Review

Questionnaire for Task Force members
This survey will be used to gather the general feelings and recollections of members of the COVID-19 Task Force. This is only to be used to help 'tell the story' of the Austin Peay State University response to COVID-19. There are no wrong answers, each person involved had a different experience of COVID-19. Please answer as completely as you can. If there are further comments or questions regarding the After Action Review process please contact Lynn Fisher directly at fisherl@apsu.edu or AustinPeayEM@google.com
* Required

1. What is your name and title? *

    _____

2. The Austin Peay State University COVID-19 Task Force was created on March 2nd. Tennessee recorded its first positive case of COVID-19 on March 5th. Do you think the Task Force creation was too early or too late in terms public opinion?

    Mark only one oval.

    ⃝ Too early

    ⃝ Too late

    ⃝ At the right time

3. Feel free to add your comments about your answer to the previous question.

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4. Did you feel that the H1N1 response materials and framework were helpful to you in the initial days of the Task Force?

Mark only one oval.

⬭ Yes

⬭ No

This next question is only about the first two weeks of the Task Force.

5. Please select the top THREE (3) concerns YOU had in the first 2 weeks of the Task Force (March 2-15) *

Check all that apply.

☐ Study Abroad Students and faculty abroad

☐ Essential vs. Non-essential personnel designation

☐ Should the Candlelight Ball proceed?

☐ Potential transmission from off campus

☐ Availability of cleaning supplies and hand sanitizer

☐ Spring Break travel and return to campus

☐ Decisions about moving to online learning

☐ On campus food service

☐ Dorm cleanliness and safety

☐ Classroom cleanliness and safety

☐ Common areas cleanliness and safety

☐ Tech related to online learning and employees working from home

☐ Athletic events decisions

☐ Delaying Spring B and Spring II sessions

6. Feel free to add your comments about your answer to the previous question.

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Online
Plan
2020

> On March 15th the Online Plan 2020 was agreed upon by the Senior Leadership Team (SLT). The next questions will address that specific challenge.

7. What were your concerns regarding a fully online Spring term?

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8. What were the most significant challenges of 'going digital'? Pick your top 3 *

    Check all that apply.

    ☐ Internet access
    ☐ Just in Time training
    ☐ Refunds and financial questions regarding online learning
    ☐ Access to laptops and other hardware
    ☐ How do you design an online curriculum in a small window of time?
    ☐ Testing
    ☐ Grading and integrity of work/effort
    ☐ Attendance and accountability
    ☐ D2L platform
    ☐ Zoom platform

9.   Feel free to add your comments about your answer to the previous question.

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10.   Name one unintended consequence of going fully digital. Positive or Negative *

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11.   As the Task Force worked through the issues of going fully digital, what is one success that you can celebrate today?

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12.   On March 23rd it was announced that Austin Peay had adopted a Pass/Fail option for students. Did you agree with this decision?

Mark only one oval.

◯ Yes

◯ No

◯ It's complicated

13. Feel free to add your comments about your answer to the previous question.

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Leaving Campus

This section will address the COVID-19 Task Force response to 'de-densifying' the campus after Spring Break.

14. On March 27, it was announced that all summer classes (Maymester, Summer I, II and III, and Full Summer terms) will be moved to non-face-to-face instruction. Looking at this now (3+ months later) do you feel that this the right decision at the time?

Mark only one oval per row.

	Yes	No
Maymester	⚪	⚪
Summer I	⚪	⚪
Summer II	⚪	⚪
Summer III	⚪	⚪
Full Summer	⚪	⚪

15. Feel free to add your comments about your answer to the previous question.

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16. Moving students off campus presented a challenge. By March 31, 200 students indicated that they would stay in the dorms and 181 that did not respond to requests to move out. Please discuss the Task Force involvement in decisions around dorm closings. This question is designed to understand the working relationship and problem solving agility of the Task Force.

17. As confirmed positive cases were identified on campus in late March 2020, did you feel confident about the Task Force recommendations to the SLT and response to COVID-19? This is your feelings only - not a judgement on the work completed or in progress. *

Mark only one oval.

	1	2	3	4	5	
Not confident	◯	◯	◯	◯	◯	Very confident

18. Please elaborate on your answer to the above question about your confidence in the Task Force decision making process. This is optional.

19. Part of leaving campus involved caring for those with significant unmet needs. To that end, Austin Peay rose to the occasion. If you could only pick one, which program or effort makes you most proud of the APSU community? *

   Mark only one oval.

   ( ) Free e-textbooks through Barnes & Noble Bookstore

   ( ) S.O.S. Food Pantry

   ( ) Govs Give Back

   ( ) Laptop Loan Program

   ( ) Scott Brower named as Chief of Staff for Governor Lee's COVID-19 Unified Command

   ( ) Wireless MiFi hotspots provided by APSU Distance Learning

   ( ) Other: _____

Working and Learning from Home

> Governor Lee's Safer At Home Order took effect March 31, 2020. The following section will address challenges during the month of April and into the beginning of May.

20. Some departments continued to show up to work on campus during the Work From Home (WFH) period. Did your department on more than 25% of your staff continue to work on campus? *

   Mark only one oval.

   ( ) Yes

   ( ) No

21.   If you answered Yes above, were there specific challenges that your department
       had to face?

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22.   The Task Force was meeting daily during the WFH period. How did you feel about
       meeting every day? *

       Mark only one oval.

       ( ) Not enough

       ( ) Just right

       ( ) Too often

23.   To the best you can recall, what was the largest challenge the Task Force faced
       during the month of April?

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24.   Were there discussions at the Task Force level about refunds for any student fees?
       (Housing, dining, online course fees, etc..)

       Mark only one oval.

       ( ) Yes

       ( ) No

25. Did the Task Force come to general consensus about those fee or financial refunds, in your opinion?

    Mark only one oval.

    ◯ Yes

    ◯ No

26. HR was bombarded by questions and concerns during this process. What were your major HR concerns during APRIL 2020?

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27. As online learning became the new normal in late March, April, and May name one unintended positive outcome. You have space to explain if needed.

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28. As online learning became the new normal in late March, April, and May name one unintended negative outcome. You have space to explain if needed.

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29. A survey was published for staff on April 29. Please select your top concern from the responses recorded.

Check all that apply.

- [ ] 58% of respondents indicated that they often or very often worried about the future of APSU
- [ ] 31% of respondents indicated that they often or very often worried about losing their jobs
- [ ] 46% of respondents indicated that they often or very often worried about the health and wellbeing of colleagues

30. What was the most challenging or stressful thing for you as you participated in the COVID-19 Task Force from home? *

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Return to... normal?

This section will address the final report of the COVID-19 Task Force to the Senior Leadership Team and the dissolution of the group on June 9, 2020.

31.   In your opinion, what were the top THREE items the Task Force were concerned with from early May – mid June?

Check all that apply.

- [ ] COVID-19 case counts in Montgomery County
- [ ] Mask policy - should we have one or not?
- [ ] Getting COVID-19 testing on campus
- [ ] Purchasing PPE and cleaning supplies
- [ ] How do we quickly switch to online learning if things go wrong?
- [ ] Reducing density on campus
- [ ] Bringing staff back to campus June 15
- [ ] Bringing students and student athletes back on campus in June
- [ ] Admissions
- [ ] Financial losses
- [ ] Efficiently opening Financial Aid to in person service
- [ ] School calendar revisions
- [ ] Dorm safety
- [ ] Communications regarding decisions and new requirements to broader community

Other: [ ] _____

32.   Feel free to add your comments about your answer to the previous question.

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The report of recommendations to the Senior Leadership Team included; Low, Moderate and High Risk Levels; Recommended Return Dates; General Guidelines text; Face Mask Policy Draft and data determining building capacity recommendations.

33. Once the recommendations to the SLT were delivered what was your TOP concern
     for your division or department? *

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34. The baton has been passed from the COVID-19 Task Force to the Recovery Work
     Group to fill the gaps and troubleshoot new issues with reopening the campus.
     What outstanding concern do you have as we welcome people back? *

     Mark only one oval.

     ( ) Self reporting on the web form if someone is feeling ill

     ( ) Dorm health and safety

     ( ) Trigger for all online learning

     ( ) Adhering to thresholds for moving from High to Medium to Low Risk levels

**Thank you for the countless hours and effort you put in to keep Austin Peay State
University as safe as possible during the last four months.**

Lynn Fisher may be reaching out to you to complete an interview about your role or work on the Task Force as the
After Action Report is being written. Please don't ignore her! :)

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