



Division of Student Affairs
STATE UNIVERSITY OF NEW YORK
AT FREDONIA

ANNUAL REPORT
Office of Covid-19 Response and Support Coordination
2021 - 2022

COVID-19 Response and Support Coordination

Residential Quarantine and Isolation | Pool Testing

In October 2021, a new COVID-19 Response and Support Coordinator was brought in and provided support for residential students who were required to quarantine / isolate. The COVID-19 Coordinator Worked as a part of the Infection Control Management Team with specific emphasis on identifying and managing residential care and logistics for students in quarantine / isolation and reporting to the Executive Director of Student Wellness and Support, this position also assisted the Student Health Center and the Surveillance (Pool) Testing coordination team, led by the campus' Emergency Planning Coordinator. As the guidelines for COVID-19 changed in the Spring of 2022, students who had their COVID-19 vaccinations up to date no longer were required to Pool Test and could instead use a take home COVID-19 test kit if they were feeling symptomatic.

The COVID-19 Response and Support Coordinator was responsible for the coordination of assisting students who have either tested positive for COVID-19 or students who were direct contacts of a COVID-19 positive student. A pivotal restriction on COVID-19 that was removed in 2022 allowing students who were in direct contact to no longer need to isolate / quarantine as long as they were not symptomatic and up to date with their vaccination status. Residential students in need of isolation / quarantine were housed in Hendrix Hall or Park Place Apartments. The Coordinator is also responsible for triaging all after hours residential quarantine and isolation situations as well as coordinating the services listed below to ensure an optimal experience for residential students in quarantine / isolation. Below are a list of the services and resources that the COVID-19 Response and Support Coordinator works with:

- Residence Life: Communication with Residence Life administrative staff to keep them up to date about student moves from their residence halls to the quarantine and isolation units. Coordinating with the "on-duty" Residence Director after house with positive COVID-19 cases and student moves to quarantine and isolation units;
- Student Health Center: Communication with the Health Center Director and staff to coordinate care and assist with students leaving and returning from appointments at the Health Center;
- Student Wellness and Support: Communication with the Counseling Center to assist with student's mental health needs;
- FSA: Communication with the Catering Director for meal delivery to students in quarantine and isolation and in addition to package delivery from the bookstore directly to Hendrix Hall or Park Place;

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- University Police: Communication to ensure the overall safety of students and after hours concerns for students who found out they tested positive for, or were exposed to COVID-19. Also communication for picking up students from Brooks Memorial Hospital who needed to be returned to campus;
 - Facility Services: Communication to ensure of all maintenance issues or concerns within both Hendrix Hall and Park Place were communicated;
 - Academic Affairs: Communication to ensure that students who were placed into quarantine or isolation had accessibility to their classes via zoom;
 - Athletics: Communication with the Athletics Director to coordinate isolation and quarantine for athletes between semesters;

Points of Pride:

1. **Hendrix Hall Survey:** When an unfavorable article appeared in the student newsletter about the negative experience some students had in the past, the COVID-19 Coordinator created an exit survey to track the student experience. This allowed students to voice any concerns and suggestions to make the isolation / quarantine stay in Hendrix a positive experience. The results were very positive and very encouraging.

The COVID-19 Coordinator had made an effort to build a relationship with the student from the first phone call through when the student was released with the constant reminder if the student needed anything at all to reach out to him. The Hendrix Hall Survey allowed not only an opportunity to rate their experience with an objective measure, it also allowed for an anonymous response.

2. **Updating And Streamlining The COVID-19 Isolation / Quarantine Protocols:** The COVID-19 Coordinator went through and took out any repetitive wording in what students received before they went into isolation. This allowed the process to be narrowed down and simplified leading to far less stress and confusion for incoming students. The email the student would receive was now broken down into 4 categories: *Ordering Food, Expectations / What To Bring, Frequently Asked Questions, and Contact Information*. Students now had most of their questions answered before leaving their building, easing their burden.

3. **Quarantine and Isolation Experience:** The COVID-19 Coordinator set out to make the experience of moving into Hendrix Hall a positive experience. Adjustments were made to make the moving process easier. The COVID-19 Coordinator would also walk the student to their room, explain where everything in the room was, show the students the “care package” and remind the student if they needed anything more from that package to just text and it would be brought up to them, and finally asking if they had any questions and reminding them not to hesitate if they needed anything at all. The morale of the students coming to Hendrix

Hall began to change as students began talking about how they enjoyed staying in Hendrix. Even students who were unhappy about coming over to Hendrix were satisfied with how their experience was by the time they left. Signage was also made in the rooms so the student had a laminated sheet with contact information along with a reminder about where to leave their garbage and remembering their key. The signage drastically reduced confusion on where garbage should be left and lockouts were at a minimum. This allowed students to remain as stress free as possible and be more inclined to have a positive attitude and experience.

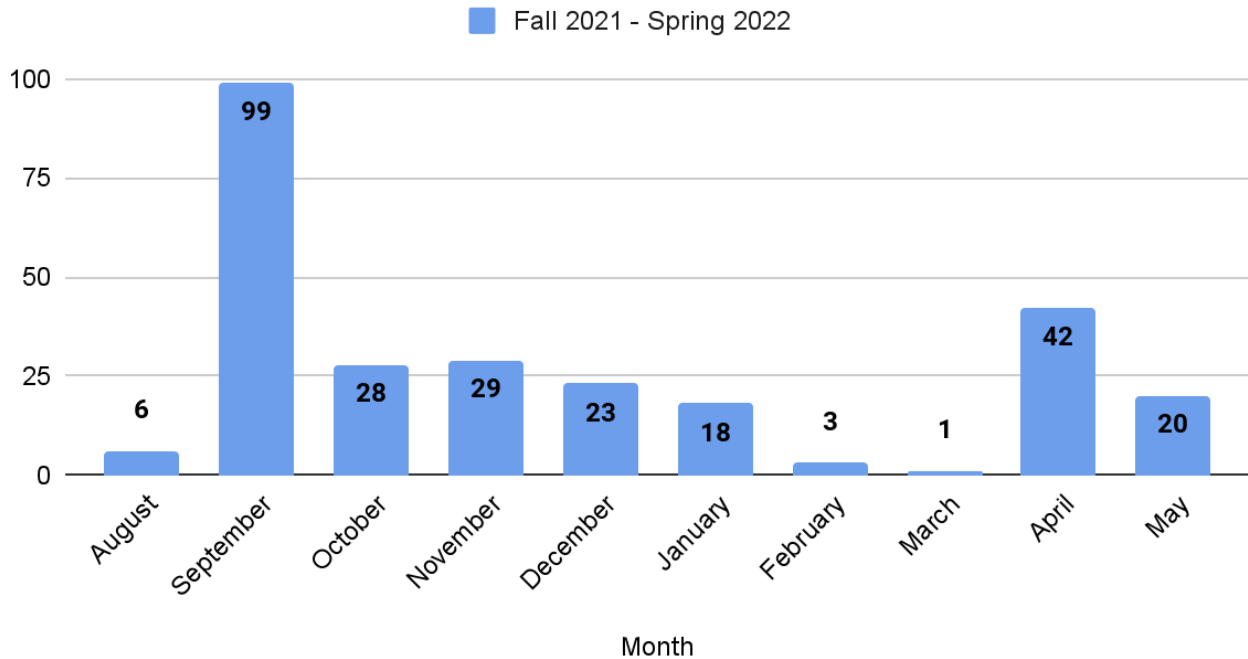
4. Easing The Burden For Those Helping With COVID-19 Isolation / Quarantine: Through streamlining the process of students entering their isolation / quarantine period, this also had a positive effect on faculty and staff who have taken on the extra responsibility for caring for these students. The COVID-19 Coordinator always sought to solve problems as they came up and then be proactive about making sure similar problems did not reoccur in the future. The COVID-19 Coordinator took a proactive approach of troubleshooting and problem solving to find solutions for repetitive problems with an outlook on what future problems could occur. By being proactive with signage and forms, less burden was placed on faculty and staff by students who were unsure of their requirements and responsibilities. The COVID-19 Coordinator sought a top down approach where the student experience could be more positive if faculty and staff could operate with room for enthusiasm. The COVID-19 Coordinator attempted to make things as lighthearted and stress free as possible for staff and faculty while maintaining a consistent high level of care for the students trying to create a back and forth positive experience between faculty and student and vice versa.

4. Hendrix Hall Survey: When an unfavorable article appeared in the student newsletter about the negative experience some students had in the past, the COVID-19 Coordinator created an exit survey to track the student experience. This allowed students to voice any concerns and suggestions to make the isolation / quarantine stay in Hendrix a positive experience. The results were very positive and very encouraging. The COVID-19 Coordinator had made an effort to build a consistent relationship with the student from the first phone conversation through when the student was released from their Isolation / Quarantine period with the consistent reminder that if the student needed anything at all to reach out to him. This included meeting the student out front of the building, walking the student to their room, and while in the room show them everything they will need during their stay along with reassurance of contacting the COVID-19 Coordinator should they need anything at all. The Hendrix Hall Survey allowed not only an opportunity to rate the services provided by the COVID-19 Coordinator with an objective measure, but it also allowed for anonymous response, feedback, and suggestions. Survey results listed below under “Hendrix Hall Exit Survey Data.”

RESIDENTIAL QUARANTINE & ISOLATION DATA:

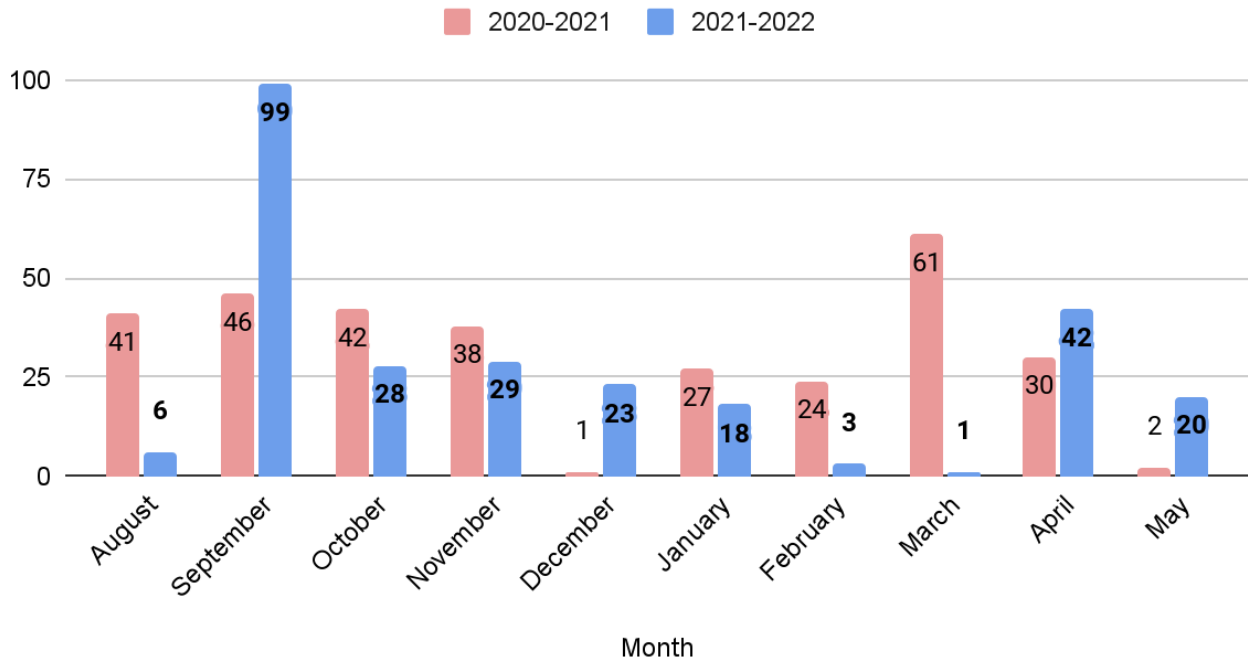
data in the charts below does not include residents who chose to quarantine / isolate at home

Residents In Isolation / Quarantine Per Month



September saw the highest spike with the school year just beginning. Positive cases then began to remain at a normal level until January. In January the COVID-19 Guidance for Isolation/Quarantine length and SUNY Requirements for vaccination status had changed with a drop off in numbers. A return from Spring Break saw a spike in numbers again which leveled off again in May.

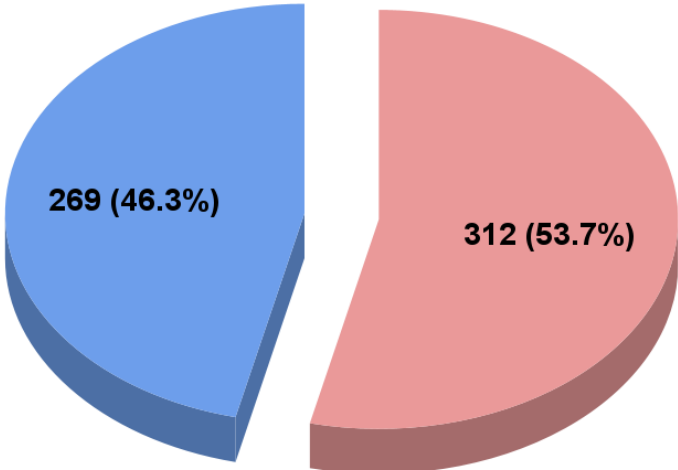
Residents In Isolation / Quarantine Per Month & Year



Outside of the large spike in cases in September, the 2021-2022 school year saw lower numbers than the previous year in all months but April. The low number in December 2020 was due to students staying home after Thanksgiving Break.

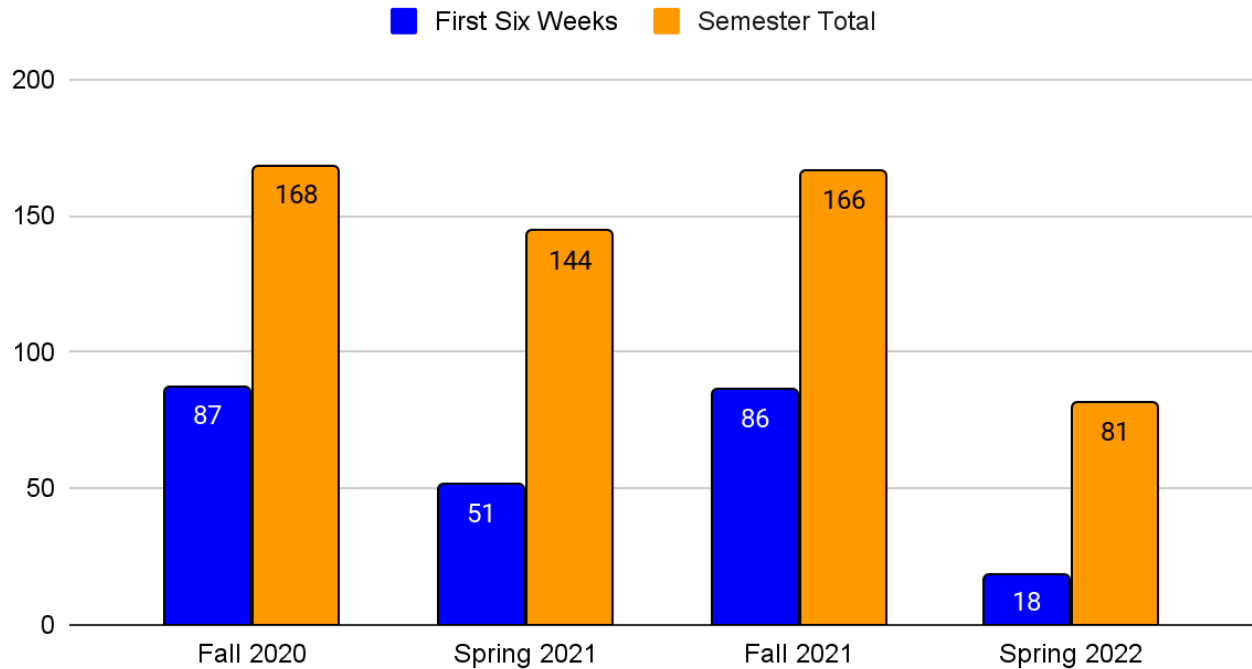
Residents In Isolation / Quarantine By Academic Year

● Fall 2020 - Spring 2021 ● Fall 2021-Spring 2022



The 2021-2022 school year saw a 8% decrease in COVID-19 cases that required on campus quarantine / isolation. These numbers may have been even lower if not for the COVID-19 Variant that came about at the end of the Fall 2021 semester.

Residents In Isolation / Quarantine By Semester



If not for the high number of COVID-19 Positive tests in September 2021 (99 cases), the data would show a steady decline in cases from Fall 2020 to the Spring of 2022. The pool testing for students who had up to date vaccination status ended at the end of the Fall 2021 semester. These students could then get an “at home” COVID-19 test kit if they felt symptomatic.

Notes:

There were several changes throughout the Fall 2021 - Spring 2022 Semester about the vaccination requirements for both attending SUNY Fredonia as well as CDC guidance changes for quarantine / isolation times. The major changes occurred in January 2022. Below are the major changes:

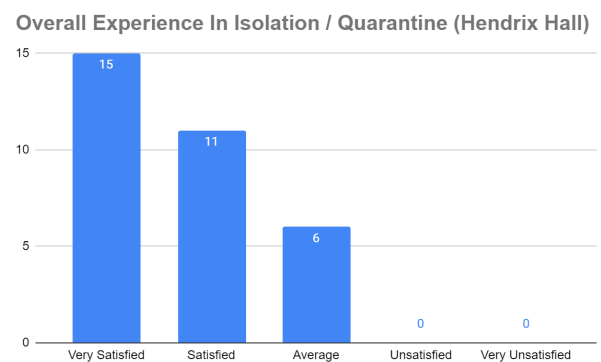
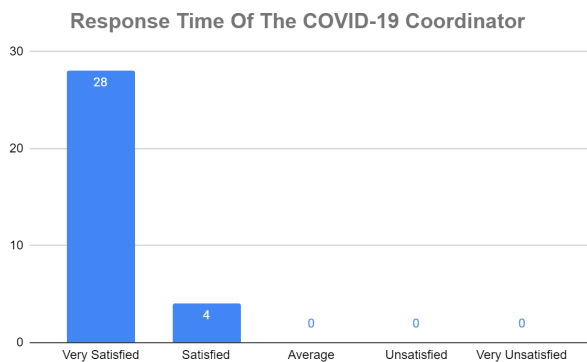
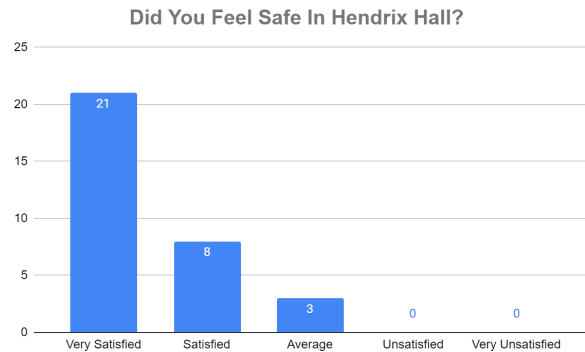
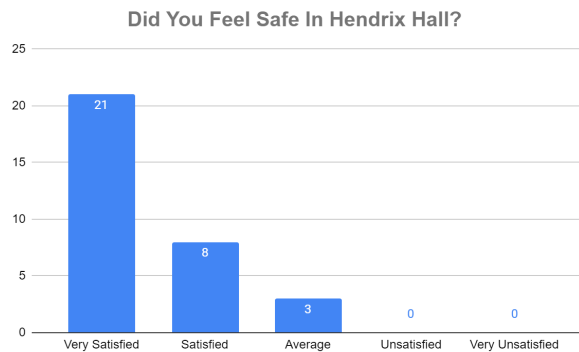
- The COVID-19 Guidance was changed in January 2022 so that all students would require a vaccination and booster shot to be allowed on campus.
- During the start of the Spring semester, pool testing was no longer required for students who had the current COVID-19 vaccination requirements.
- During the start of the Spring semester, the isolation / quarantine time was reduced from 13 days to 5 days.
- New COVID-19 variant Omicron began appearing at the end of the Fall Semester which had less severe effects but spread more quickly

- Athletes / Students arriving early were tested upon arrival for the Spring Semester to quarantine / isolate positive cases to prevent the spread of COVID-19
- Out of 581 students who were put into isolation / quarantine, 24 were repeat students (4%) and 1 student was put in isolation / quarantine 3 times

Housing Data:

- Available spaces in Hendrix Hall: 26
 - Total number of students who isolated / quarantined in Hendrix Hall: 562
- Available spaces in Park Place: 47
 - Total number of students who isolated / quarantined in Park Place: 19
 - Park Place was not used after September 2021
- Out of the 581 students who were put into isolation / quarantine, 24 were repeat students (4%) and 1 students was put in isolation / quarantine 3 times

Hendrix Hall Exit Survey Data:



The data from the Hendrix Hall Exit Survey shows that the overwhelming majority of students were satisfied with their experience and the services provided by the COVID-19 Coordinator.

Summary:

Attempts were made by the COVID-19 Coordinator to streamline the process of quarantine / isolation and make the period of quarantine / isolation a positive one for students given the circumstances and resources. Working with several departments, this was very successful and led to a boost in morale for both faculty and students. Moving forward, The COVID-19 Coordinator suggests more mental health check ins as this was a top complaint by students. With the Counselor In Residence, that void was filled. After the position was vacated and not refilled, students felt a little more isolated and ignored once in quarantine / isolation. The COVID-19 Coordinator also suggests a larger food budget to allow students more menu options. The more choices that could be made available the less likely a student will feel forced to choose. With food being the lone interaction students have with people for the day, the more positive that interaction could be, the more it would boost the overall experience.