Considerations for Credential Production, Distribution, and Events During the COVID-19 Pandemic

**GENERAL**

- What are the latest Centers for Disease Control & Prevention (CDC) recommendations?
- What are the latest recommendations, guidelines, or policies from your state/province, local authorities and campus leaders?
- Will implementing social distancing measures or attendance restrictions hinder the process for credential issuance?
- What is your plan for implementing social distancing measures? In office? At credential distribution events?
- Will you need to expand credential services to multiple spaces/locations?
- What alternatives to in-office services are available? What new virtual services will be implemented?
- If students are not on campus is there a need for the credential to be issued?
- Have you engaged the appropriate stakeholders in discussing alternatives to physical card issuance?
- How can you incorporate virtual components to enhance the in-person process? *Examples: online photo or document submission, line queuing software, digital wallets*
- How are you communicating changes in credential issuance processes or equipment to your staff and campus community?
- Does your institution have a program in place to secure needed supplies for Fall? If not, have you ordered all supplies needed to avoid any potential supply chain disruption?

**CUSTOMERS**

- How have you prepared your staff (permanent, temporary, student) for success in the new approach to in-person credential issuance or distribution events?
- How have you communicated and prepared your customers to meet your desired outcomes while having a safe and enjoyable experience?
- Will you need to conduct additional training for your staff to execute the operations?
- Will PPE (personal protection equipment), such as masks, be required for your customers?
### HEALTH & SAFETY

- What steps will be taken to ensure the health and safety of the customers and staff members for both facilities usage and equipment such as kiosks and credit card readers?
- Will you need to have any added safety signage, place social distancing floor markers, or conduct temperature scans?
- Do you have a method of logging visitors, if needed, for contact tracing?
- Have you identified required safety and cleaning training for your staff?
- Is the institution providing/requiring safety training before approving and authorizing staff members to return to campus?
- Will you need to implement a specific cleaning/sanitation schedule? Have you identified campus resources and quantities of cleaning/sanitation materials?
- Have you identified campus resources and quantities of PPE (personal protection equipment) for your staff?
- How will you enforce your health, safety and service guidelines?
- Do you have funding to cover any additional costs associated with the health and safety measures?

### SPACE

- Will you need additional space for your office operations/services? If so, have you reserved those spaces?
- Will there be any challenges to accessing adequate or additional space with any other measures your institution is implementing with class schedules, cleaning schedules or access restrictions?
- Have you coordinated your plan with other departments you share space with, such as lobby areas for overflow lines?
- Can you institute by-appointment-only services to alleviate crowding in service areas?
- Is it possible to implement social distancing in the space without negatively impacting the customer experience?
- Do you need to have extra staff present or hire security to execute the operations and effectively provide service?
- Will you need to install protective barriers or other equipment?
- Do you have funding to cover any additional costs associated with the space?