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?