

**Faculty Town Hall Meeting – July 1, 2020**

**11:00 – 1:30 p.m. EDT**

**Summary**

**Jack Maykowski, President and CEO:**

* Changing and Challenging Times for GSUSA
* COVID-19 pandemic hit GSUSA hard and we were forced to make a strong pivot to virtual and self-paced training
* Made some business process changes and continuing to improve daily
* Going forward, need to look at GSUSA business structure for increased organizational effectiveness
  + Looking at strategic partnerships for technical and curriculum opportunities
* First Quarter 2021 - July to September will offer all virtual courses and self-paced; expecting 350 to 400 courses to run within the next 3 months considering run rates
* Contract requests going up: end of year spend push
* Paula Waters, Director, Human Capital Office developing return to work strategy, keeping in mind:
  + Need to ensure safety for our employees, faculty, and customers
  + Need to ensure business continuity:  we can operate effectively and efficiently in this telework mode (some IT or facilities staff may need to come into the building)

**Beth Stoops, Vice President, Curriculum Products and Services**

* Created a new business model to convert our in-person courses to VILT and self-paced for OE and OS.
* Scheduled virtual and self-paced OE courses through September.
* Continue to refine our processes and strengthen our capabilities.
* Ongoing Zoom instructor and technical host training as well as build acumen in MS Teams.
* Held debrief sessions with instructors and technical hosts on lessons learned, pivoting when needed, and documenting these processes.
* Ongoing platform analysis: with GS IT, agency requests, and business intelligence from other learning providers.
* Zoom: primarily for OE courses and some OS courses.
* Adobe Connect: for most of the OS courses.
* MS Teams: current requests being fulfilled for OS courses and CLM programs.
* Leveraging existing resources internally across the school to act as technical hosts.
* Formed partnerships to support these platforms where needed.

**Orlando Davis, Director, Facilities Management**

* Construction Update in Classroom and Administrative areas under renovations
  + Phase I Completed
  + Phase II - On Schedule
* Capital Gallery Classrooms – New Audio/Video Technology (Training will be provided)
* GSUSA established Post COVID-19 Return to Work Committee

Adhering to Local, State and Federal COVID-19 Guidance

Preparing Communication Plan for all GSUSA Stakeholders

**Regina Gibbons, Registrar**

* ACCET Update
  + Approved GSUSA virtual delivery strategy with temporary flexibilities
* Course Evaluations
  + Encourage students to complete
    - Give them a few minutes in class
    - Post link in the classroom chat
  + Delivered 8:00 a.m. the last day of class
    - Instructors Receive Link
  + Feedback received 7 – 10 days

**Tonia Williams, Acting Director, Business Relations and Learning Solutions**

* Introduced members of her team
* Discussed business contract requirements

**Veralee Mundine, Director, Operations, Services and Delivery (OSD)**

* Explained the role and responsibilities of OSD
* Described the Pre-Session, In-Session and Post-Session Tasks
* Provided and explained course delivery timelines
* Shared OSD current challenges
* Provided helpful tips and reminders for faculty