John Shaffer: Good afternoon. Thank you for joining us for this virtual town hall meeting to discuss the workforce challenges we face as an institution in the wake of the Coronavirus pandemic. I’m John Shaffer, chair staff senate and I will be your moderator. Two virtual forums have been held this week: one for faculty and one for students. This forum will focus solely on matters for UTSA staff including remote work implementation and strategies. I have 4 members from University Leadership with me to update you on Phase I and Phase II execution: Dr. Taylor Eighmy, President of UTSA; Dr. Kimberly Andrews Espy, Provost and Senior Vice President for Academic Affairs; Veronica Salazar Mendez, Chief Financial Officer and Senior Vice President for Business Affairs; and Sylvia Enriquez, Associate Vice President for Human Resources.

Our panel will each have a few minutes to discuss their spheres of influence as it pertains to UTSA and their proactive action steps taken to address our rapidly changing reality. The majority of this session, and the most important part, will be to address your questions. We will do our best in our time allotted to answer as many questions as possible. Now I will turn it over to President Eighmy.

President Eighmy: John, Thank you. Roadrunners thanks for joining us today. I won’t mince words at all – this is an unprecedented time in the history of our country. Many have talked about it as a 1 in 100 year event. It will be deeply impactful to our global community, our nation, the state of Texas, and here in San Antonio. I know in times like these we are filled with concern and fear and wonder about the future. That is to be expected and we understand that. You may imagine we have been very busy with these matters for the last 2.5 months preparing for this. It started back in January, working with the 40 or so individuals needing to safely travel back from China over the winter break. We invoked self-isolation program for those as they came back and that continued until presently in our community we still have many individuals returning from overseas.

It will also not surprise you to know in Veronica Mendez’s area under Emergency Response we have been planning for this event now for almost 2 months. That is also including deep preparation on the academic side with the provosts and deans in the colleges. I will also share with you in all of the self-isolation cases we have had and Dr. Whitman has been working with those cases, we have had a number of individuals who have gotten sick and gone off to get tested, it turns out they have the flu or a cold or allergies. We have had no cases of Coronavirus to date within our UTSA community that we are aware of. There has been a lot of testing that has begun in the community and the cases are growing and there is now community transmission in San Antonio and things are going to continue to change and evolve. As president I have the pleasure of coordinating deeply in the community. I am constantly in contact with San Antonio Metro health, with county and city government, our sister institutions, other higher education in San Antonio, the institutions in the University of Texas system, the CDC… They are also governed by decisions made by the system level, in the governor’s office, at the local level, as we prepare for this pandemic.

A number of decisions we have made have been made in concert with the other 8 institutions in the UT system and we have been working closely with them. It is our intent as we go forward with this to over communicate. We want to make good use of our Coronavirus web page on UTSA. That is where most of our information is going. The Daily Digest update comes out every afternoon and that will continue. We would rather over communicate and use social media channels. I want to say as we go forward and as this evolves and we prepare for the future, we
may not make perfect decisions but we are in constant evaluation mode. The senior and central administration has been working nonstop on this for the last 6 weeks. We will correct things we don’t get right the first time but we promise to keep you informed. I also want to say from our planning perspective, and there are a lot of smart people within the UT system who are experts, the modeling we are seeing suggests that we will still be dealing with this in the months of June and July and perhaps August, so we are preparing for that. Some of the scenarios we are working on for the future is continue offering online education in the summer and fall if needed. We are preparing and evaluating all of that now.

But as we continue to prepare with all of you, we hold these two things as our guiding principles: the health and wellbeing of all of our students, faculty, and staff are paramount, and our principle role is to ensure the academic success of each of our students as they plan to graduate in May and prepare for summer school and prepare to attend UTSA virtually or in real time in the Fall. This is a challenging moment we have here no doubt, but if we do this right and well we should be prepared to navigate these troubling and complex waters. And to the staff, I see you here engaged and positive and we appreciate everything you are doing to help the institution go forward. We will continue to need your help and I am so appreciative from myself, the leadership team, the institution, so thank you so very much for that.

Without further ado, I would like to turn the panel over to Provost (Cannot hear him/her).

Provost: Thank you Taylor, so much and thank you to our Roadrunner staff for tuning in. I couldn’t echo more the critical role our staff plays and it takes all of us to successfully pivot to this new mode of operation. Fundamentally what it is all about is serving our students. We couldn’t do this without you in terms of pivoting to online instruction and using our telecommuting tools to effectively make sure we are educating our students and delivering on our research mission and serving our communities. We have been working on these plans to make sure we can accomplish this. I have no doubt there will be bumpy times but we all have the same commitment to an outstanding experience for our students. We will get through this together, we are a strong Roadrunner community.

President Eighmy: That reminds me, and I apologize Veronica, but there are moments in time where things are chaotic and you grab on to some good news and realize we are really a resilient community. Yesterday afternoon as I was leaving campus, I saw some of our undergrads who were in SOSA and of course looking forward to a graduation ceremony in May and of course the announcement we had to delaying an actual ceremony and going to an online conferral of degree in May, they decided to not worry about it, they put on their caps and gowns and were taking graduation pictures in front of the monument. I think that shows an amazing level of resilience that I am proud of.

The provost didn’t share this but when we had our faculty town hall on Wednesday, we had almost 600 faculty participate in that session. I think today the number is 85% of our faculty, maybe 90% have now gone through in the last two weeks tutorials of online delivery. That is a magnificent response to this challenging situation and I tip my hat to our colleagues. Also, bragging on our senior leadership team, we have been getting a lot of calls from other universities asking how we are doing this or that, they have seen our Coronavirus webpage, our town halls, our emails... I am getting calls from presidents inside and outside of Texas asking for guidance. I think we are ahead of the curve in many ways and that speaks to our community
in many ways during this crisis. That’s another way for me to say thank you to everybody. Now Veronica.

Veronica: Thank you. Fellow Roadrunner staff, I am so very grateful to work here at UTSA because you have stepped up to deliver what is needed during this enormous challenge. As you have showed time and again, a deep sense of community, care for our Roadrunner nation and San Antonio. You have displayed UTSA’s core values of respect, collaboration, and innovation, and we deeply appreciate that because it shows how much you care and how we conduct our business in the midst of any challenges that are thrown at us. I am very grateful and I thank you from the bottom of my heart. We will continue to ask challenging things but based on what you have displayed so far, I know we can count on you to provide what is needed to deliver the academic mission of the institution. Thank you.

President Eighmy: Sylvia.

Sylvia: Hi, good afternoon. I am very pleased to lead the Human Resources function here at UTSA where our mission is to support our staff in any way that we can. I am very pleased at the ultimate flexibility that everyone has shown and how quickly we have been able to pivot to continue serving our students. As we look at supporting our staff through all the different functions, our HR representatives have been working remote for the past year. This is a normal operation for us in terms of telecommuting and rest assured they are able to handle operations as normal during normal business hours. Now with the Teams functionality we have, feel free to reach out to anyone.

I know many of you may be going through some tough times right now. You might have life event changes that have occurred in your family. If that has happened to you please reach out to our Benefits Team who can help you with enrollment changes or FSA changes due to changes in childcare or FSA deductions. Another contact is HR@UTSA.edu. That is another way to get ahold of us. I am deeply honored to lead this team and this staff and serve you in any way we can.

President Eighmy: I want to say too to the people in our audience, we have other people sitting here with us who are able to answer specific questions depending on the nature of the question. John.

John: We already have questions coming in. The first one we will start with is the Child Development Center email from the Education Department stated there may have been a case of Coronavirus. Would you like to address that?

President Eighmy: Yes, there was a concern that came forward relative to one of the employees who is working at the CDC. It turns out the distant entity in question who may have had Coronavirus actually turned out to have the flu. So the facility was closed out of an abundance of caution but the risk to anyone inside the facility was nonexistent. The risk to staff and the children… And after further follow-up we were able to determine that the individual in question was indirectly related to the staff person, 2 degrees of separation. That individual had the flu, not Coronavirus. As you can imagine our world when people give appearances of being sick, we have lots of concerns and it’s a natural thing when the world is so dynamic and the sense of fear in the community is so high, it’s easy to make assumptions.
As I said earlier, we have a lot of folks in self-isolation from overseas and everyone gets concerned that they are not well or sick and have gone off to be tested and it turns out we have a bad flu season here in San Antonio as well. We have no active cases of Coronavirus in our UTSA community that we are aware of.

John: The next question is about hours of operation for mail services. What can we expect will happen to our department mail while working remotely?

Veronica: The mail services department is considered essential personnel for phase II which we are currently deploying. In Central Receiving will be open from 8am-5pm. They will sort and store the mail for us.

John: A lot of questions are asking if we are allowed to go back to campus next week if we forget something in our office.

Veronica: We strongly encourage you to stay home and find a creative way to make do with the tools you have once you have departed campus. We understand there are special circumstances, you will have to get with your supervisor and we will handle that directly with them.

John: The next two questions have to do with benefits. Will any personnel who are currently in quarantine or self-isolation, will there be special leave for them or will they use their own?

Veronica: We encourage them to continue to work remotely and if they don’t have the tools to do so, please reach out to your supervisor so we can continue to work with that.

John: Another one is, many businesses are furloughing employees and adjusting pay because of the economic impact. Do you see our pay or benefits being affected in any way?

Sylvia: No, the UT system has the benefits applied to our staff and that is coordinated through all universities. We do not anticipate any changes during this time.

President Eighmy: Something else that is important to understand going forward is that we do have a degree of autonomy in our decision making and our path going forward, however there are desires at the UT system level given the fact that we are 14 institutions, at least within the 8 general academic institutions, there is some degree of uniformity in the way decisions are being made and applied in terms of telecommuting and reimbursement for students or graduation ceremonies… Some of those things we are discussing now as an institution reflect our best planning but also our best feedback we are getting from the UT system. There is a commitment across the system to employee and provide benefits to our employees. This isn’t just UTSA saying this, but the entire UT system.

Provost: we do ask supervisors to think flexibly and creatively. It is true that someone’s nature of their job may be change as we work remote. We are also continuing to assign work to staff and student workers so supervisors should consider assigning tasks that you have been unable to tackle that you always put off for that summer time. There is also a lot of training staff and students can be taking advantage of. We are strongly encouraging our staff to think about what those assignments can be and there is also staff available in HR to help think through those opportunities.
Sylvia: Remember that the system stepped us as well and there are several services being provided to our employees that the copay would be waived in anyone should be affected by the Coronavirus and you can find those in the FAQ’s on the Coronavirus website as well.

John: Thank you. The next is about parking. Can staff turn in parking permits for reimbursement or stop payroll deduction?

Veronica: Obviously we look at parking on a yearly basis. We look at this as a suspension of time so at this point in time we are talking about what will happen if this will extend. We will get back to everyone later.

John: The next question is for Kendra and accessing our technology resources.

President Eighmy: Kendra please introduce yourself.

Kendra: My name is Kendra Ketchum, I am the VP for Information Management and Technology at UTSA. We have been planning and preparing for a telecommuting experience that is helpful and useful. We have adapted pretty quickly. We have a current capability of 1000+ connections to our VPN and we are currently up to about 3000, that’s 6000 simultaneous connections. Yesterday evening we hit about 1000 at one simultaneous time. We have also increased our speeds and you should have fast speeds. We do have a website, Tech Resources tab in the Coronavirus site has some tips and tools and at the bottom of that is some information from the FCC with telecommunications companies waiving fees and rights and providing hotspots for folks who may not have internet connections. With that I will say be patient. I can tell you none of these service providers expected any percent of the workforce across the US to go to a remote workforce. I assure you, Tech Café has been accepting calls remotely since Wednesday. Today as of me walking up here, have had 180 solved calls. Reach out if you need help, we even extended the hours 7am to 7pm.

John: Another question is will student workers continue to be paid.

Provost: Again, one of our core commitments since we realize students depend on the funding from their work to support their online experience, we have asked supervisors to be flexible in giving work assignments.

Speaker: You should receive an email later this afternoon but we are moving our student workers to a remote workforce just like we are our normal staff. So contact your supervisor about what items you can do at home, and as Provost said, think creatively, consider training, organizing things electronically since we aren’t so paper bound. There are details in the email that will be going out to student supervisors and workers.

John: There is another question kind of linked about staff considered to be essential on campus and labs remaining open.

Veronica: Because we are continuing with online instruction, there is some research activity that must continue on campus, so we are anticipating that research labs will be open. I know the division of research has been working to minimize that since that is an important topic of everyone, but the rest of campus does have essential functions such as students who are still living on campus, so we are counting on folks in dining and facilities and custodial and housing to support them. There are core activities on campus that have always been considered essential and we are counting on those folks.
Provost: In the lab setting it would be quite rare of 100% to someone's time to be essential in the lab. We are really trying to get people to be home most of the time as possible. So say there are 2 essential hours in the lab of 40, they should only be there those 2 times. We are trying to minimize exposure and maximize the health and safety of our employees.

John: The next question is about how long we expect the telecommuting to last.

President Eighmy: Presently we are thinking about it lasting through this academic semester. So let me just be clear here, the telecommuting agreements we sent out are running through the end of May, obviously because we do things on a monthly pay cycle. We will be evaluating if this will continue into the summer and be dependent on many factors outside of UTSA including what happens nationally, at the governors' level, the UT system and region level, the city and county level… You can see what is transpiring in other major cities presently, we aren’t quite there and rather removed depending on how the pandemic rolls out here in San Antonio. We are not prepared to make a decision on whether or not telecommute will continue over the summer but we are planning for it being a possibility.

John: Thank you. Kendra this may be another one for you. Staff are looking for advice on answering their campus extension at home. So Jabber WebEx, these new technology forms, and if we have support for staff.

Kendra: I encourage everyone to reach out to Tech Café and they can assist you in forwarding. On our website we have the tech resources in that same table, there are 5 links to get you training and we are still hosting online classes as well. Those resources are all nestled in that same table. I encourage you to become familiar with those tools.

John: If the governor or mayor issues a stay at home order, will the university fully shut down?

President Eighmy: That is part of our planning and depends on the nature of the shut down and stay at home order. We are planning for variations of that right now and it’s too early to predict what that order would be like that comes from the city, county, state or systems. You may imagine that a worst case scenario would be what we do to prepare for a hurricane to hit San Antonio. That would involve basically shutting down the university. That is one thing we have been planning for and thinking about, but I think the shutdown order that may come in the near term will more likely have more degrees of freedom than a total shutdown. We are preparing for both modalities.

Veronica: Most of you are already at home and able to work from home and that was part of our preparation and all of these tools were to help you.

John: Will Fall registration be pushed back or will we remain with the same target dates?

Barnes: Senior Vice President for Strategic Enrollment. As of right now, the plan is to start registration on Monday. The staff has been preparing for this and to offer support virtually in the same fashion as if we were on campus. Our office hours are the same, we have some back office procedures ready for questions and we are working with student success to make sure we are working on behalf of the students. We have been working also with the IT folks to make sure everything is running the way it should. We are optimistic registration should go smoothly. Students can of course reach out to One Stop should they have any questions.
John: I want to quickly let you know we have approximately 880 staff with us right now. The next question is, will the Child Development Center be reopening and what happens to tuition for the Child Development Center.

Provost: You know our center is accredited by the NEAYC and they have recommended that their centers remain closed at the time local school districts are closed. Right now we are following that guidance and right now the schools are closed through April 3rd. We will continue to evaluate that.

John: Another technology question. Are there any plans to add Adobe Sign to the Adobe enterprise or any other add-on options?

Kendra: Currently we will assess those concerns as they come in as tickets to the Tech Café as we are experiencing some licensing components with that. So to address that, it will still be in the form of a request and we will be able to get some of those tools but if you need assistance go through our resources at Tech Café.

President Eighmy: So if I want a feature to use on Adobe, I go to Tech Café and submit a ticket, is that right?

Kendra: Currently you can actually go to the Adobe site like I do, on the Creative Cloud, and download it with your UTSA.Edu email.

President Eighmy: So all elements are available, you can go to the Adobe website to download it, and if you have issues then submit a ticket to Tech Cafe.

Since I’ve been here in 2017, I have been frustrated with the amount of signatures I have to put on paper, so if this moves us to completely online signatures, I will be happy. I’ll cheer. That means you too, John!

John: The next question is, can one of the panelists talk a bit more about who will remain on campus to perform essential functions?

Sylvia: For Business Affairs, we have campus safety that must remain on campus. They will be responsible securing the buildings. We have maintenance personnel that has to take care of our systems so they will be working. We also have because there is people on campus, we will have some custodial staff working as well. There are central receiving and mail will be another essential function.

Provost: In Academic Affairs it is very similar. The staff in resident life will have a fair number of students for whom housing on campus is the most suitable option during this time so we need our Res Life staff there to continue the experience that is important for the student’s wellbeing. Others include student health services, counseling services. Many of that staff may work remotely during periods of time but they may be on campus at some periods of time.

Disability services is tied to specific technology that is not easy to remotely port home.

Heather: Disability Services will continue to provide services and other accommodations are still working on how to accommodate on an online format. There is also an FAQ on the Coronavirus website.
Provost: Academic Affairs has many staff that deliver essential services that will do so remotely like advising. The list can go on.

John: The next question is for HR. With the school districts closed, is there any advice from HR on working remotely and watching our children at the same time. There is also a follow-up question about do we need to continue to use sick or vacation time during this time at home.

Sylvia: We want people to remain flexible and encourage everyone to remain as flexible as possible. As far as using sick and vacation leave, those policies will continue to be followed. If you are sick and need to take time off, please work directly with your supervisor with any time off requests. As far as essential personnel, just a reminder to our staff, we have our occupational health nurse here at the Bauerle Garage. She is available on campus.

John: This is another one for Kendra. For staff working remotely, what should we do if there are issuing during telecommuting and need someone to physically work on our equipment?

Kendra: We have needed some systems imaged and that staff is considered essential. This is on a case by case basis. We will not be employing people into other people’s homes. We will try to handle things remotely but if necessarily we may have the employee bring the item to campus and we will come to campus to work on it that way. We are still doing social distancing.

Veronica: I know a lot of people are watching videos online and we can help each other out. Understanding the situation and understanding this is the opportunity to be creative or phone a friend or use the Tech Café. What you are going through someone else may have gone through already. Even on the Tech Café someone may be asking those questions already.

John: From a number of people, how should we handle supplier information forms that are usually sent via hard copy or fax that are full of sensitive information. How should we handle these sensitive items?

Veronica: Learning all of our technology, we downloaded the OneDrive on our phones, there is a camera to scan and send things through OneDrive.

Kendra: OneDrive is currently in use for category I. Emails can be encrypted and there is a tech tool that can make emails encrypted simply by altering the subject line. If you need to shoot a question our there quickly you can email the Tech Café.

President Eighmy: The things you just described are under the fact page on the Coronavirus webpage.

John: Depending on how telecommuting goes, are there any plans to roll out telecommuting more permanently once the Pandemic is over in the future?

President Eighmy: I don’t know how to answer this question well but it is an excellent question. The pandemic we are facing is a very serious thing and I don’t want to diminish that at all. There will be disruptions in all of society including Higher Education. There are about 2000 universities going through what we are. The way I’ve said it to some folks is we are being handed a bunch of sour lemons and a way to make lemonade about this is to possibly be able to do more online delivery. I am envisioning a day where we return to normalcy and students are on campus. It would strengthen our cause and purpose in the world to do more online in the future anyway. This is a very wonderful moment in a very horrible period of time to prepare for that. I offer that
as an answer but do so knowing we are facing very difficult times. If you would cut me some slack for having some optimism I would appreciate it.

John: What should the Center for Civic Engagement do who want to volunteer for parking citations?

Veronica: So there won’t be citations on campus issued at this time, but to manage citations they will be telecommuting and be prepared to do that remotely.

John: Will the employee assistance program provide support related to the pandemic such as support, community impact, and other items?

Sylvia: They are available 24-7 online. There is a number on the utsa.edu/hr webpage. There is a link to sources and a telephone number.

John: For items currently on order, can we change the deliver address to a personal address?

Veronica: Receiving will still be open so there is no need for that.

John: Could someone share what might happen over the summer?

Provost: Right now, no decisions have been made to any alteration to our existing schedule. I would like to say over the past 5 years, there has been a continued evolution to the number of courses available online already, it is a wonderful modality for students during the summer in particular because they can go home and still take advantage of UTSA courses. How this will exactly interplay what we are doing, we are currently focused on assisting our faculty to develop their current courses in their online format, we anticipate once we get over this hump we will pivot and begin to evaluate our current inventory and how that intersects with the summer offerings, so just stay tuned.

John: This next question goes back to housing on campus. Is there advice with staff on campus who need to interact with students in housing and practicing social distancing?

Beth: Hi Roadrunners, I am Dr. Beth Wichman, the Chief Medical Officer and Executive Director of Student Health Services. I know we are going through a tough time with this. Student Health services will remain open to service students remaining on campus. We are working on a very unique structure to be able to do this. We will have a web portal available and also triaging over the phone. We are working on a method of a phone medical visit and we will be implementing this next week. We have medical providers as well who will be looking over these students. We will be available to answer questions for students.

President Eighmy: Related to residence life providing services to students in dorms, can you speak to best hygiene and social distancing practices for that staff?

Beth: All of the CDC recommendations such as frequent handwashing, using gloves, avoiding touching face, and remaining physically and mentally healthy…. Making sure the individual washes hands before eating and encouraging all of our students to do the same. Cleaning surfaces is very important, students should keep spaces as clean as possible. The same way we would approach this for every cold and flu season as well.

John: This is for Human Resources. Can you talk about MD Live and Tele Medicine options?
Sylvia: Yes, MD Live is a free service for those employees enrolled in BlueCross BlueShield insurance. The great thing about it is that it’s a 0 copay, no cost to you. There are two ways to access it. You can call them or download the app to your cellphone. I personally used it last month and learned it was 24-7. You can call them at 11pm on Saturday and they will call you back. You can wait online or give a callback number. Very convenient and easy to you. You will fill out a profile and once the physician does call you back, they will also send in your prescription if it is issued to you, straight to your pharmacy. I would highly encourage you to take advantage of that.

John: This question is for each panelist. What is the most challenging part of the current situation for you and how have you handled it?

President Eighmy: I happened in my inbox an email I sent to my senior staff back in late January, early February. It was after I saw this congressional testimony from Pandemic experts who spoke and gave projections for a Pandemic when it was really only focused in China at the time. I sent a note and said we should start thinking about what to do to get ready if it came our way. It was happening before then because our office of Global Initiatives were trying to get our travelers back from China back in January and February. I get paid to think about the future and have optimism and think about worst-case scenarios if necessary. The most challenging thing I have found, and I will be an optimist about this, I have had no doubt that our Roadrunner community would rally and be ready for this. Pick your anecdote with how things are going, our tenacity about being ready and getting ready and implementing is apparent. If I had to say what my greatest challenge is, I do worry about our collective ability to pivot quickly given all the concerns and whether we have the time, but so far this institution has responded in a fabulous way and I am very proud. I will keep that as my optimistic answer.

Provost: From Academic Affairs perspective, instruction is the core of what we do but it’s really about the student experience inside and outside of the classroom. The experience and how we serve our communities. To me it’s challenging the complexity and size from small too big. It’s also been heartwarming the response from everyone and thinking of our students at the core has been truly remarkable. I am so proud of our community. I am not surprised because I think UTSA is a special place. In terms of coping, there’s always something else, but in times like this you have to laugh. I think Heather sent me a picture of her son and brand new baby and you have to smile and enjoy those things. It’s that sort of thing.

President Eighmy: Many know Peggy, my wife, she called me with good news and she had come back from a walk and our big chocolate lab Albus Dumbledore managed to jump on the dining room table and devour her lunch. You have to find the joy in those kinds of things.

Veronica: Challenges… There has been so many. I think like has already been said, anytime we encounter something that needs to be thought through or resolved, I can always count on my colleagues. Everyone in this room has been so responsive and heard me express my concerns and has helped me think through a solution. When we encounter difficult things, I just look around and ask will you think about this with me. It’s been a wonderful way to engage and connect and think of the ways we all do work. It’s been uplifting. This has carried me through. They came through and helped on my behalf or helped me stand up and get going. It has been a total community effort and I think that you have experienced that too with your own colleagues. Even the President has been there for us. I have a family and my kids make me
laugh. We have designated as senior VP for provisioning at home and she keeps me fed and gives me energy shots so I can keep working.

Sylvia: That’s a good point, we are all really counting on our family during this entire time and I’m so lucky to have my husband there to support me. For me it’s been working in this environment that is extremely ambiguous. We are working as fast as we can to make decisions and like I mentioned to the HR staff, this is a call to action to be creative and innovative in our solutions. We are in this together and this is uncharted waters for all of us for UTSA and everyone across the nation. We are in this together as we go. Thank you so much for all the support.

President Eighmy: Thank you John and I would like to close with this brief statement. We will get through this. We will be a better institution for this on the backside. That day is coming. I just want to say thank you to everyone for what you are doing. The things you are doing now will make us better in the future. From my heart I say thank you.

John: I would like to thank our panelists for speaking with us today. Their communications have allowed for consistent transparency and I would like to thank their staff for the tireless 24-7 efforts in preparing to safeguard our Roadrunner community. I was asked how staff senate is addressing staff needs. We are working currently. We have moved all operations to online platforms. My board is already coming up with ways to show staff appreciation and we will continue to come up with ideas to virtually engage staff who may feel alone or isolated. I would recommend as we move forward into these first couple of weeks into our new normal is to simply take care of each other and check in with each other. We are all roadrunners, we are all UTSA. Thank you so much for attending and thank you to our panelists and speakers. Have a pleasant weekend.