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Covid collaboration

Chair: Chris Price
Divisional Registrar, Medical Sciences Division

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Covid testing

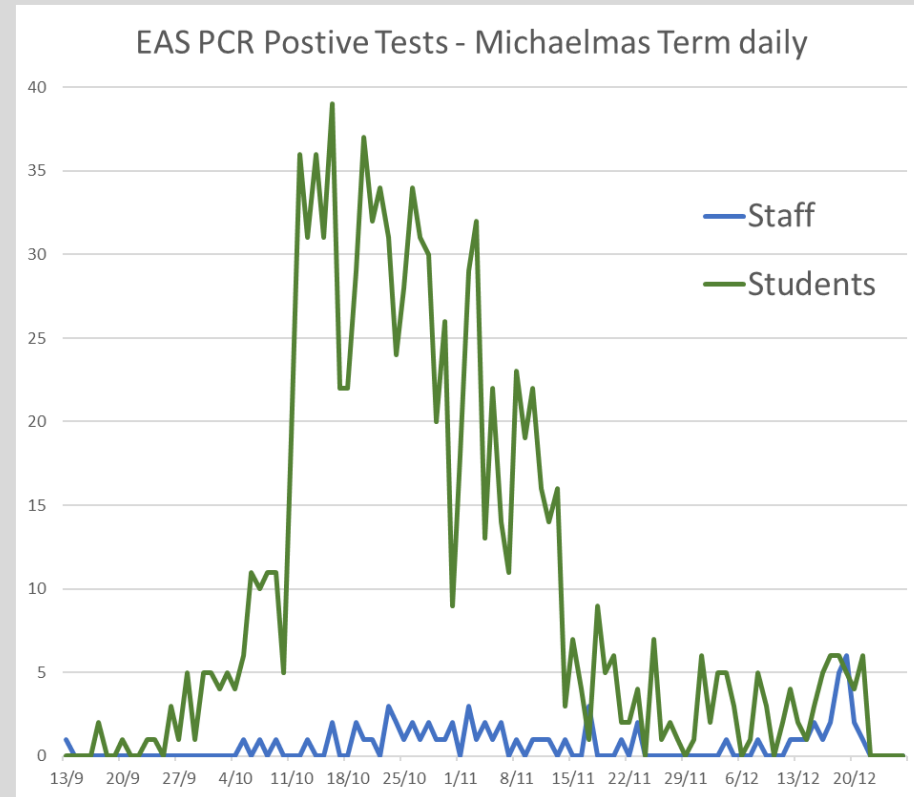**Martin Thornley**
Finance Business Partner
Medical Sciences Division

Sara Passmore
Head of FOCUS Development
FOCUS Programme

The challenge

- Keep the university running
- Protect the community

EAS PCR Postive Tests - Michaelmas Term daily
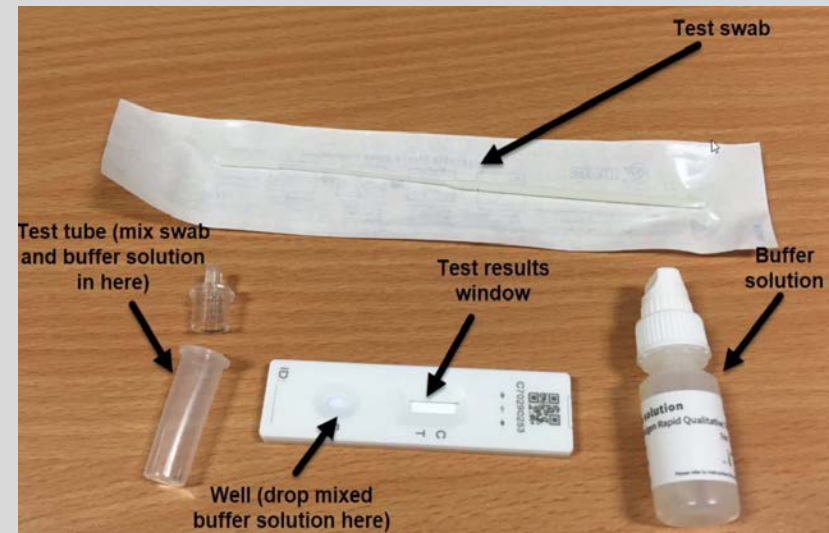
How we went about it

- Testing Pods
- IT System
- Results Liaison

The challenge

- Subtle message
- Constant change
- Rapid delivery

Covid Testing – Symptom-free testing

Christmas LFD testing

TESTING STEERING GROUP

Medical Sciences

Clinical Leadership

Clinical support

IT System

Christmas LFD testing
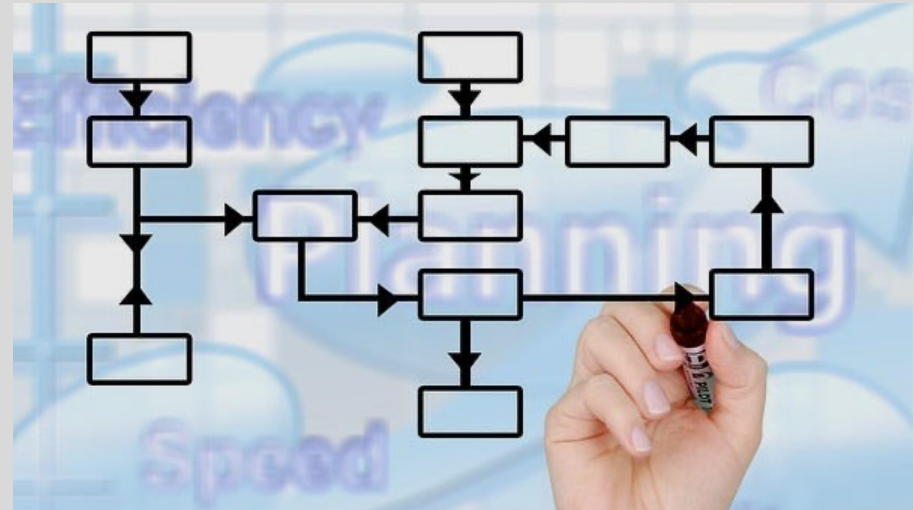
Success and learnings

- Work out the end to end process
- Structured approach
- Flexibility
- "Burning platform" does focus the mind

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Bodleian Libraries

Louise Clarke
Head of Social Sciences Libraries

The challenge

- Provide researchers and students with the library resources they need
- as an integrated experience
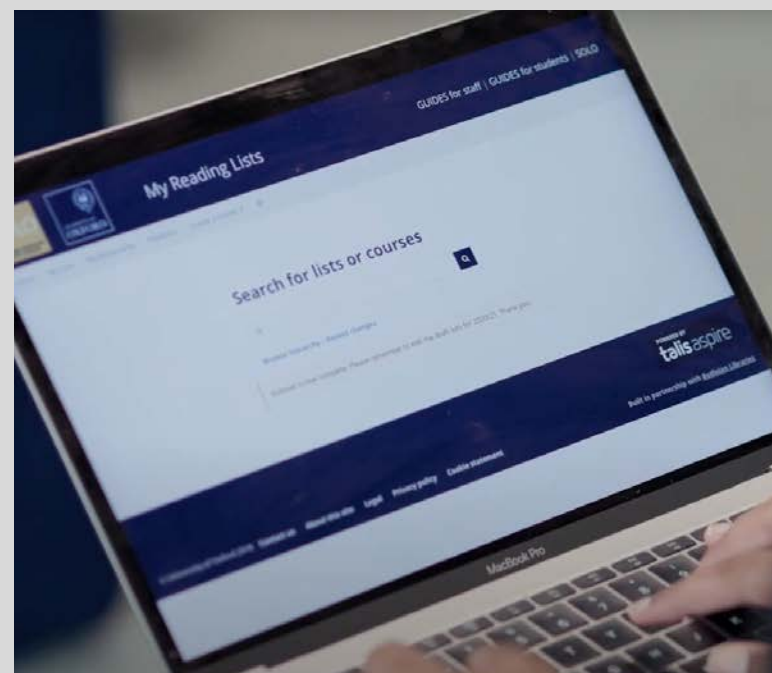- during a pandemic!

How we went about it

- Convened a high-performing team
- to focus on service transformation
- enabled by reprioritisation of resources

How we went about it

- Access to collections
  - eBooks & HathiTrust
  - ORLO
  - Scan & Deliver
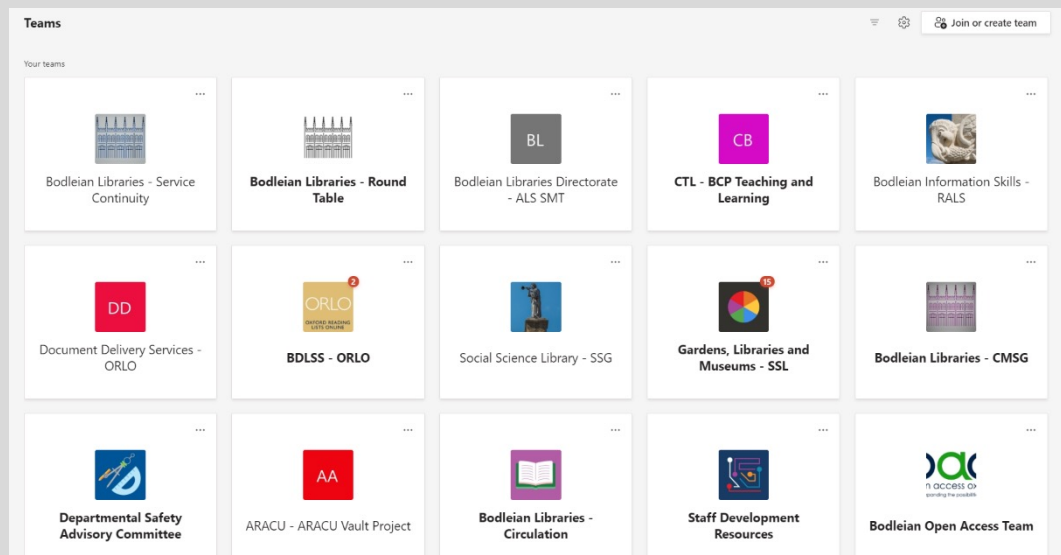 - Click & Collect

How we went about it

- Access to library staff and spaces
  - Live Chat & central enquiry team
  - Bodleian iSkills & virtual consultations
  - Space Finder

Collaboration

- Contingency planning
- Staff wellbeing
- Consultation and feedback

Success and learnings

- Usage statistics
- New organisational capabilities
- Value of the libraries

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Online teaching and assessment

Saira Shaikh
Academic Registrar

Padraig O'Connor
Head of Humanities Education Planning
and Support

The challenge

- The pandemic struck as students approached end of year assessments

- Rapid move to online modes of teaching and assessment

- The need to offer student support online

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The move to online exams

- Rapid development of open-book exams in TT20 – reliance on Weblearn

- A raft of new policies and procedures

- New Inspera exams platform from TT21
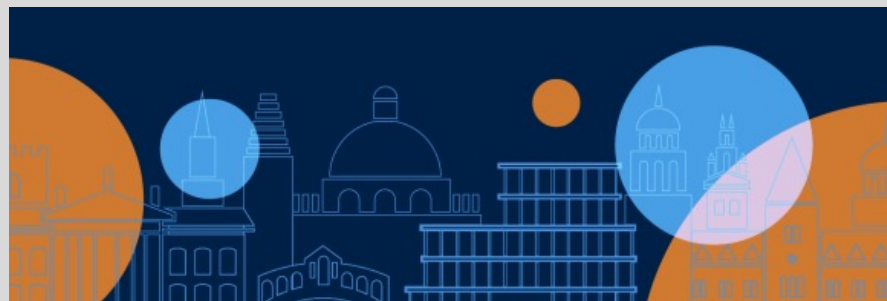
Online teaching and learning

- 'Online-only' TT20, and hybrid teaching thereafter

- Technology enhancements to facilitate remote learning - Canvas

- Development of 'Flexible and Inclusive Teaching' resources

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Collaboration

- Development of central policies, procedures and guidance

- Local implementation at department level – with support from divisional offices

- Close work with IT colleagues to ensure technology supported our ambitions

Success and learnings

- Over 20,000 open-book exams taken to date

- 64% of students satisfied with online teaching in TT20

- Learnings now contributing to longer term teaching and assessment strategies
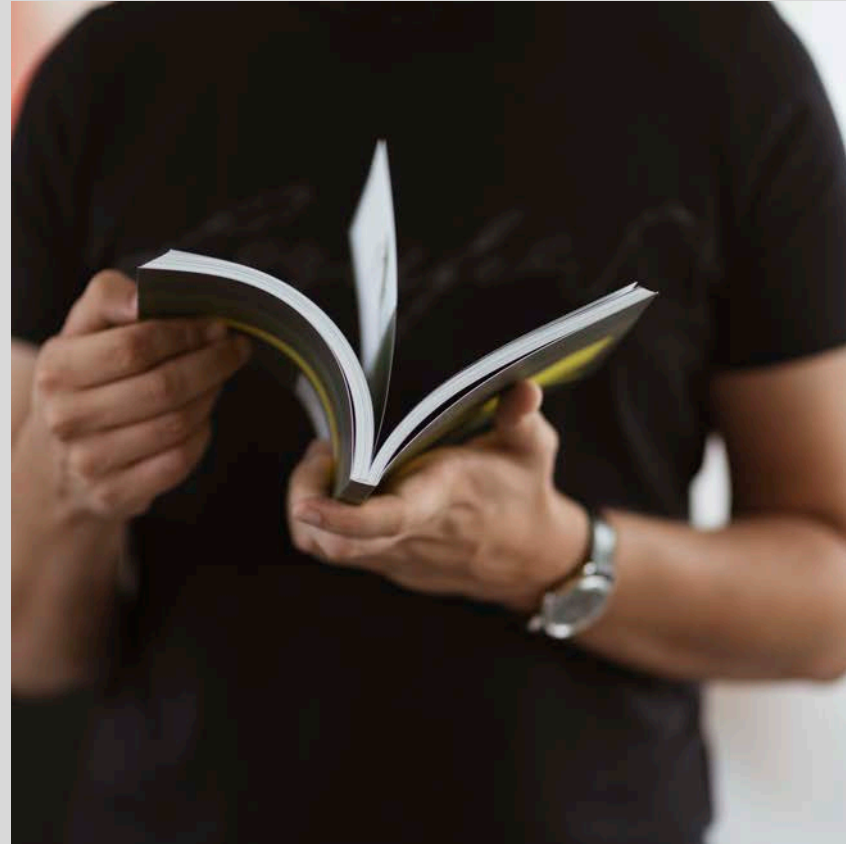
Health campaign

Gill Green
Change Communications Manager

Julia Paolitto
Head of Communications, Trinity College

The challenge

To influence and promote the necessary behaviours to keep the collegiate University and local community safe during the pandemic

How we went about it

- What to say?
- How to gain
  agreement?
- Where to say it?

STOP THE SPREAD.
PROTECT OUR
COMMUNITY.

What we did

Collaboration within/with:

- PAD
- Health campaign team
- Colleges & University
- Libraries
- Councils
- Oxford Brookes/Russell Group
- Projects
- Specialisms

Protect our community.
Protect the vulnerable.
Protect yourself.

Oxford University
COVID-19 RESPONSE

Success

Figures
- 2.1m visits to COVID-19 webpages
- 4000 campaign pack downloads

In our staff and student survey:
- 78% of staff and 43% of students: 'information just right'
- 85% of staff and students could recall the campaigns 'five key behaviours' visual
- 94% comms approval rating in recent staff testing pilot

- Average student newsletter weekly open rate of 62%
- Average of 11,000 staff a week opening the University Bulletin

- Testing for COVID-19: Early Alert Service Launch
- COVID-19 response pages launch
- Christmas Travel Tests launch
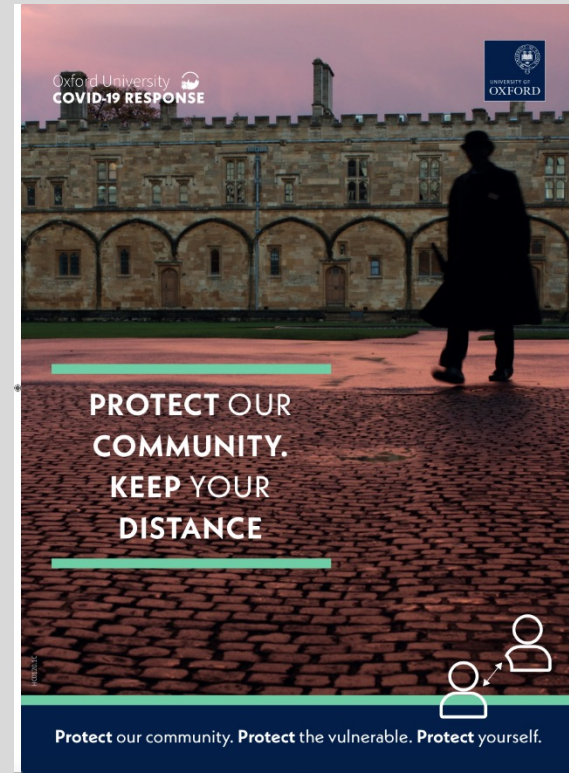
Learnings

1. Be very explicit on how colleagues can help
2. Always explain why
3. Demonstrate how people can take control
4. Focus on what people can do rather than what they can't do
5. Use visual inferences
6. Consider different risk appetites
7. Consider different attitudes to authority
8. Mention the context e.g. 'wear face coverings in all communal areas including the foyer outside the dining hall and in the lodge area'.
9. Remind individuals of desired behaviours at times when they are most relevant
10. Place messages as near as possible to the desired behaviour
11. Visualise the behaviour
12. Don't communicate too soon
13. Prevent message fatigue
14. Peer pressure is the biggest carrot
15. Damage limitation can be better than perfection
16. Remember the outside noise
17. Don't sugar coat it
18. Respect your audience's intellect

The Trinity term health campaign

- Launched on 9 April
- Materials include:
  - Posters
  - TV screen displays
  - Social media products
  - Newsletter text
  - Symptom-free testing promotion
  - Library materials

Covid Collaboration

Q & A