Tools & Tips for Reopening Your K-12 Schools Safely

KIPP Texas
Marin Country Day School
Salesforce.org
November 17, 2020
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THANK YOU
Today’s Speakers

Helen Hwang
VP, K-12 Industry Solutions

Sarah Brock
COVID-19 Response Team Lead

Spencer Robert
Director of School Safety

Karen Bond
School Nurse

Jim Fergus
Solution Engineer, Education Cloud

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Today’s Topics

1. Overview & Nationwide Research
2. Panel Discussion
3. How Salesforce Can Support
4. Q&A and Next Steps
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Read Our Story: salesforce.org/about-us/
A Thriving & Engaged Education Community

50% faster response to learner needs*

*Salesforce.org Voice of the Customer Survey
Education Cloud for K-12
Become a Connected School System

Student Success

Fundraising & Grants Management

Admissions & Enrollment

Communications & Family Engagement

k12architecturekit
Work.com for Schools
Reopening will be a journey. Here’s your guide.

Make Data-Driven Decisions on When & How to Reopen Safely
Expert advice and trusted data from our Tableau COVID-19 Data Hub to guide fast decision-making

Monitor the Health & Safety of Your Community
Apps to assess teacher and staff workplace readiness and guide reentry, including a Command Center, Wellness Checks & Manual Contact Tracing

Prepare Strategically for Future Crisis
Ensure student and school success with an agile platform and always-on digital engagements to respond to any crisis at scale

Built on the #1 CRM Platform
Helen Hwang
VP, K-12 Industry Solutions
### Series of Crises Impacting Education Today

Education institutions are adapting to increased needs and inequities

<table>
<thead>
<tr>
<th>Inequality Crisis</th>
<th>Health &amp; Safety Crisis</th>
<th>Access Crisis</th>
<th>Trust Crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Growing home &amp; learning disparities are driving a greater need for more holistic student support</em></td>
<td><em>Facing budget cuts, schools must now find a way to keep staff &amp; students safe in the next normal</em></td>
<td><em>With remote learning at the center, schools must now close the digital divide at home</em></td>
<td><em>Schools need a level of coordination &amp; communication with students &amp; families that is unprecedented</em></td>
</tr>
</tbody>
</table>

- ‘Do you need food, emotional support?’ Survey checks in on Sacramento students

- **Teachers worry about how we'll keep them safe if their schools reopen**
  - *“Kids don't go to schools by themselves”*
  - By Dakin Andone, CNN
  - Updated 12:57 PM ET, Mon July 13, 2020

- Survey: Lower-income students struggling with remote learning

**Parent dissatisfaction shows need to improve school communication during coronavirus pandemic**

Morgan Polkoff - Thursday, July 23, 2020
The Pandemic’s Impact on Parent Sentiment

- **55%**
  - Our country has deprioritized education

- **39%**
  - Most children in the U.S. will have access to a quality education during the upcoming year

- **39%**
  - I’m confident that my school district can keep students safe at school at this time

*Salesforce Research Profile: Snapshot Research Series on ‘Back to School’*
Every School is Built on Great Relationships

Relationship management is foundational to lasting success

Overnight, expectations from both staff and families changed

Staff Expectations

- Supporting safety and wellbeing
- New policies and procedures
- Workplace experiences reduce potential contact
- Protect my health and safety as I work and teach

Family Expectations

- Family support through COVID-19
- Support my child’s needs holistically
- Protect my child’s health and safety
- Support learning from anywhere
There Are Many Considerations Before Reopening

Returning to your school or district will look different than before

1. **How do you assess readiness to return to school?**
2. **How do you reimagine your schools for the new normal?**
3. **Where do you go for guidance to reopen safely?**
Today’s Panelists

Helen Hwang  
VP, K-12 Industry Solutions

Sarah Brock  
COVID-19 Response Team Lead

Spencer Robert  
Director of School Safety

Karen Bond  
School Nurse
Germán Freiwald
K-12 Industry Solutions Director
A suite of apps, expertise, and services designed to help you on your reopening journey
Reimagine student support during school closures

Reinforce healthy and safety procedures to bring staff back

We chose Work.com solutions to ensure that we would be able to track self-reported COVID-19 symptoms and exposure on a daily basis. This tool helps us make data-informed decisions to mitigate the risk of COVID-19 spread and make learning as safe as possible for our community.”

Babatunde Ilori | Executive Director of Accountability & Communications
Assess Back-to-School Readiness From a Single Hub

Workplace Command Center

Make Data Driven Decisions
Single hub for school leaders to make informed decisions based on public and private data

Track School Readiness
Manage and monitor employee and student wellness as well as training, shift scheduling, and facilities preparedness

Act Quickly Based on Insights
Trigger workflows, apps, and actions associated with resuming school operations and re-opening

Integrated Data and Applications
Extensible framework for plugging in Tableau data visualizations as well as partner apps and solutions

Determine Back-to-School Readiness
Gather necessary data to assess faculty and staff suitability to return to work
Monitor the Health & Safety of Students, Faculty, & Staff

Employee Wellness

Determine Back-to-School Readiness
Gather necessary data to assess the suitability of students, faculty, and staff to return to school

Configure Wellness Checks
Customize pre-configured surveys and create flows to trigger follow-up actions to measure student, faculty, and staff wellness

Identify Wellness Trends
Uncover insights and track trends to make informed decisions around returning students, faculty, and staff to school

Secure Health Data
Ensure privacy and security of health information for students, faculty, and staff
Trace Health and Relationship Contacts Privately

**Contact Tracing**

**Capture the Right Information**
Use guided assessments to collect data consistently and comply with workplace guidelines

**Evaluate Potential Risk**
Manually trace interactions across employees, meetings, and offices to identify possible points of transmission

**Take Immediate Action to Stop the Spread**
Trigger actions to accelerate intake, follow up, and daily monitoring

**Protect Community & Maintain Learning Continuity**
Track possible barriers to employee wellbeing and productivity over time

**Connect to Workplace Command Center**
Use a single hub to assess return-to-school readiness across multiple dimensions
LIVE DEMO:
WORK.COM FOR SCHOOLS
Q&A
Additional Resources

- Education Response Playbook
- Reopening Safely Resources
- Work.com Demo
thank you
Susan
Superintendent

David
Director of Operations

Theresa
Teacher
### Wellness Status by Location

<table>
<thead>
<tr>
<th>Location</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Santa Monica North</td>
<td>5.5%</td>
<td></td>
</tr>
<tr>
<td>El Segundo</td>
<td>2.9%</td>
<td></td>
</tr>
<tr>
<td>Venice</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Culver City</td>
<td>0.2%</td>
<td></td>
</tr>
<tr>
<td>Marina Del Rey</td>
<td>0.1%</td>
<td></td>
</tr>
</tbody>
</table>

- **Utilization of Activated Capacity - Today**
  - **78%**

- **Activated Capacity**
  - 1.091M / 1.4M

- **Employees Available**
  - 123K / 177K

- **Shifts Assigned**
  - 62K / 500K

### Global COVID-19 Tacker

- **Total Confirmed**
  - 3,269,850
  - -4.2% vs previous day
  - 3,412,455

- **18%** of positive cases are ready for intake

- **Total Confirmed**
  - Select Country to see more details

### Contact Tracing

- Manual health-related interaction tracking

### Operations Feed

- **Hygiene Alert Triggered**
  - SANTA MONICA NORTH CAMPUS
  - Harvey Hall 2.415 needs attention

- **Employee Wellness Alert Triggered**
  - VENICE CAMPUS
  - Venice faculty are reporting greater than 2% Unavailable to Work.

- **Health Monitoring Protocol Approved**
  - SANTA MONICA NORTH CAMPUS
  - Health monitoring protocol approved by United States Centers for Disease Control.
The purpose of this survey is to assess your readiness to return to the workplace in light of the COVID-19 pandemic. Participation in this survey is optional. However, if you decline to participate, you will be required to continue working remotely.

Any information you provide in this survey will be used for the sole purpose of determining whether you may return to the workplace. Any individually-identifiable information will be kept secure and confidential, and access will be strictly limited to those who need to know to ensure a safe and healthy workplace.

More information about our privacy practices is available in our Privacy Statement.

- I agree and consent
- I decline

Submit
Have you ever tested positive for COVID-19?

- Yes, within the past 7 days
- Yes, more than 7 days ago
- No

Previous  Next
I have been free of all of these symptoms for the past 3 days, and if I have had any of these symptoms they began more than 30 days ago:

- Fever
- Cough
- Shortness of breath
- Muscle aches
- Chills
- Sore throat
- Headache
- New loss of taste or smell

To my knowledge, I have not been exposed to COVID-19 in the past 14 days.

I have not traveled to any of the following countries within the past 14 days: [Restricted Countries List]

- All statements are True
- At least one statement is False

Previous  Next
Based on your responses, you're ready to return to work. Please select OK to confirm that the information you provided is accurate to the best of your knowledge.

Select an answer choice from the list:

- OK

- Previous
- Next