

NYU Creates a Common Operating Picture for 80,000 Students, Faculty, and Staff with Veoci

Overview

New York University

Founded in 1831 and composed of 11 schools and colleges and 65 departments, New York University (NYU) is the largest private university in the United States, with 59,000 students and 19,000 employees.

The Need

1. Get students and staff safely onto campus.
2. Track COVID-19 in residence halls.
3. Manage travel, including students leaving and returning to campus.

The Solution

Veoci provided a platform in which NYU digitalized and automated processes and utilized dashboards to create a common operating picture during the COVID pandemic.

The Benefit

The digital solutions streamlined communication and allowed for all operations on campus to safely continue.

Background

William Karnadi MPA, CEM, CBCP, Manager of Emergency Management for NYU's Department of Public Safety led the school's planning and response for summer activities and return to campus for the 2020-2021 school year.

NYU needed a tool that would help them in planning the return to campus. Specifically, the school needed software to:

- Get students and staff back onto campus safely.
- Track COVID-19 within residence halls, protect students' personal health information, notify over 80 case managers of assignments, and allow case managers to track each case.
- Manage students who planned to leave campus for breaks and then return to school while adhering to the guidelines set out in the New York State Travel Quarantine protocol.

Veoci at NYU

The process began when a Veoci workflow was initiated by a student or staff member indicating that they would like to return to campus. Subsequently, everything from the initial approval to the health screening forms were collected and managed within Veoci.

The information collected in the processes formed the Master Data Table, which informed the specific dates individuals were determined to return to campus, the buildings they needed to access, the school or department to which they belonged, and more. The information also provided maintenance teams with a timeline as well as a map of the buildings that needed to be prepped and ready for arrivals. The data serves as a single source of truth for every involved stakeholder.

A customized dashboard provided stakeholders with access to the data they needed. Anyone involved in the return-to-campus effort could graph or sort data by return

date, utilized buildings, school and departments, or any other filters. The ability to break down the information in one space proved to be vital in creating a cohesive operation.

The Master Data list came into play once again when students returned to residence halls, using the information as a receipt of events, as some pieces in each case, like quarantine location, could be fluid. This entry allowed for case supervisors to make any necessary changes to dates of isolation or quarantine. Housing, Dining, and Facilities personnel could also use the data, in a summary capacity, to view updated information to safely maintain their services. When a removal was initiated, Veoci automatically removed the entry from the Master Data set and updated the Dining and Housing teams' respective databases.

Throughout the entirety of the process, students' personal information was protected at all times and only visible to the stakeholders deemed appropriate by NYU.

Once a student returned to campus, they completed a form that was sent out via a link. In this Veoci form, students detailed where they were coming from, whether they had completed a pre-test, and other basic information that would aid in the case tracking process. Collectively, the information allowed for move-in days to go smoothly, and for students to get settled into yet another unusual semester.

Moving Forward

Veoci provided a platform for NYU to digitize and automate processes and build dashboards to create a common operating picture during the COVID pandemic. As normalcy returns, the institution is armed with increased knowledge and with a tool that can help with any task or process.

"We are using Veoci for processes within the University from COVID-19 related tasks, to handling and approving requests for a test kit, and providing a mechanism for our vendors to come into campus so we can capture details of their visits." said William Karnadi, "Our solutions engineer has been extremely helpful with our complex requests and has provided us with amazing solutions. The same goes for the rest of the team... We are handling upwards of 80,000 lines of data spread across multiple forms and workflows for COVID-19 alone with multiple custom actions; to this day, there hasn't been a complex process Veoci has not been able to tackle."

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