

### UCR COVID-19 Process for Instructor Notifications: December 2021 Update

Instructors have reported delays and confusion regarding the process by which the campus notifies affected individuals of positive COVID-19 tests in instructional settings. For example, instructors report learning of positive cases from students long before a campus notification; receiving notifications long after they seem actionable; or receiving no campus notification at all. The table below outlines how the testing and notification process is designed to work, and factors at each step that can lead to delays or confusion in the process that might be difficult to avoid.

Process as Designed	Potential Sources of Delay or Confusion
1. Student feels sick on day 0.	
2. Student reports symptoms to Daily Wellness Survey (DWS) on day 0.	<ul style="list-style-type: none"> <li>Students might not immediately report symptoms, or might not report symptoms at all, to the DWS.</li> </ul>
3. DWS recommends isolation and testing. A COVID Awareness Letter which includes accurate information about the student's situation is generated by Student Health Services (SHS) for the student to share with their instructors.	<ul style="list-style-type: none"> <li>Having been advised to isolate, students might reach out to instructors at this point requesting assistance to avoid falling behind in classes. Depending on what the student says, this might be interpreted as "having COVID" even though testing has not yet occurred.</li> <li>Students might not download/share their COVID Awareness Letter.</li> </ul>
4. Student tests on day 0.	<ul style="list-style-type: none"> <li>Students might not immediately test when eligible to do so.</li> </ul>
5. Positive test received and reported to SHS / COVID Management Team (CMT) on day 1.	<ul style="list-style-type: none"> <li>Students are encouraged to test on campus, and the campus lab has quick turnaround times and direct notification of results to SHS/CMT. But students might test off-campus, in which case the test result might be delayed and is not sent directly to SHS/CMT.</li> <li>Students who test off-campus might prioritize contacting their instructors first, rather than SHS/CMT, with news of a positive test.</li> <li>Students who test off-campus might not notify anyone about the positive result.</li> </ul>
6. CMT conducts case investigation on day 1.	<ul style="list-style-type: none"> <li>Students might be difficult to reach, requiring attempts over multiple days.</li> <li>Students might provide incomplete or inconsistent information to CMT, requiring CMT to take additional steps to verify.</li> </ul>
7. CMT posts notices for affected buildings, notifies instructors teaching in affected rooms, and notifies close contacts on day 2.	<ul style="list-style-type: none"> <li>CMT might determine that certain buildings, classes, and individuals were not exposed during the highly infectious period and therefore notifications will not be sent to them.</li> <li>CMT works very hard to process case investigations as fast as possible, but work might be slowed (though still compliant with public health requirements) if/when caseloads are high.</li> </ul>