

Subject: Update: HACC's Preparation for the Coronavirus
Date: Monday, March 16, 2020 9:32:05 PM

Good evening, colleagues!

Your feedback on the College's preparedness plan for the coronavirus is much appreciated. I, especially, want to thank the faculty and staff I engaged with today in the Cooper Student Center for their questions and recommendations. These insights allow us to plan better and communicate more effectively. Our goal is very simple: To keep you, our students and our visitors healthy and safe.

As you have come to expect, following are the commonly asked questions and our responses to them. Please note that some of these responses are tentative and subject to change.

If you have additional questions and you do not see the answers on the [website](#), please submit the online form located on the website. Please see the webpage section called "[Information for Employees.](#)" If you would like to see the information being communicated to students, please see the webpage called "[Information for Students.](#)"

We will continue to update you regularly via email, the aforementioned website and Zoom sessions.

Thank you!

1. What is the best way for employees to contact colleagues or students via phone?

When faculty members are communicating one-on-one with colleagues, the following, listed in order of priority, should be used:

1. Jabber
2. Zoom
3. An alternative phone number (cell phone, Google voice, etc.)

When non-faculty employees are communicating one-on-one with colleagues, the following, listed in order of priority, should be used:

1. An alternative phone number (cell phone, Google voice, etc.)
2. Zoom
- 3) Jabber

2. What Student Affairs or student-run events are canceled at this time?

All on-campus events planned by the Student Government Association (SGA), Student Programming Board (SPB) and Office of Student Affairs and Enrollment Management are canceled until April 6. A list of canceled events includes, but is not limited to, the following:

- HACC's Lebanon Campus's Penn State Health Careers Exploration Day on March 16, 2020
- Application Day on March 17, 2020
- HACC's Harrisburg Campus Transfer Fairs on March 17 and April 1, 2020
- HACC's Harrisburg Campus Community Partner Breakfast on March 20, 2020
- HACC's Lancaster Campus leadership series events on March 20 and April 3, 2020
- HACC's Lancaster Campus Job Fair on March 25, 2020
- HACC's Gettysburg Campus HACC Experience Day on March 27, 2020
- HACC's Harrisburg Campus Health Careers Exploration Day on March 27, 2020
- HACC's Lancaster Campus Health Careers Exploration Day on March 27, 2020
- HACC's Gettysburg Campus Autism Awareness event on April 2, 2020

- 3. Will buildings on campus be open for student use during the week of March 16 through 22?**
No. Campus buildings will not be open for student use during the week of March 16.
- 4. I have a second seven-week course scheduled to begin on March 16. It is my understanding that this start date is to be delayed until March 23. Is this correct? If so, is the College going to make sure the course is not viewable to students until March 23, or is that my responsibility to do so?**
The start of second seven-week classes will be delayed until March 23. The College has made sure that students will not have access to courses until midnight on March 23.
- 5. Will the confirmation of attendance dates change for the second seven-week and third five-week classes?**
Yes, refund and confirmation of attendance dates for the second seven-week and third five-week classes will change and be posted online:

<https://www.hacc.edu/Students/RegisterOnlineGuide/add-and-drop-deadlines.cfm>
- 6. I am an adjunct faculty member and unable to access various surveys or Google documents from home. Can you help?**
You will need to be signed into your HACC account to access documents on the Google drive.
- 7. Will Commencement still be held in May at the Giant Center?**
At this time, no decision has been made about the Commencement ceremony in May. The College will continue to monitor the situation and is prepared to make decisions that are in the best interest of our students, employees and community.
- 8. How will phone trees (ACD lines) be handled in the event of a College closure?**
The Office of Information Services and Technology will be working with the Office of Student Affairs and Enrollment Management to ensure that employees can access the ACD lines from remote locations.
- 9. How mail be handled if we close the College?**
The College is reviewing its options related to mail delivery. These options include stopping all incoming and outgoing mail for a period of time. We will provide an update when a final decision is made.
- 10. What will happen in science lab classes?**
No decision has been made at this time. Your instructor will provide an update when classes resume.
- 11. How should faculty who need a webcam obtain one?**
OIST is collecting all available webcams from administrative offices across all campuses. Representatives from OIST are working with the school deans to work on the prioritization of deployment to faculty.
- 12. I filled out the Device Availability Survey, but the March 15 email directed employees to contact OIST for their technology needs. What should I do now?**
Only employees who do not already have the technology they need to work remotely should have completed the [Device Availability Survey](#). This data is being reviewed by the academic school deans and Office of Student Affairs and Enrollment Management leadership to prioritize distribution of technology. Employees who have personal devices should use their own equipment if possible. Webcams will be available for faculty. Desktop computers and a webcam will be distributed to faculty who do not have a HACC device or a personal device. Once desktop computers are depleted, laptops will be distributed. We expect prioritization of survey responses to be done by the end of the day on March 16, with distribution to begin March 17. Please do not come to campus to request technology until you are contacted to schedule a time for pickup. This approach will allow OIST staff time on March 16 to configure computers.
- 13. I am working remotely but need to take time off to deal with personal obligations. What leave do I use?**
Working remotely is the same as working on campus with regard to your schedule. While the five campuses are closed, we are under a liberal leave use policy, meaning you can use your personal, sick or vacation for any reason. If you need to take time off, please get approval from your supervisor and code your timesheet accordingly. Emergency leave is only for full-time employees who cannot work either on campus or remotely while the campuses are closed.

14. Why can't emergency leave be used for a partial day?

Emergency leave is only to be used for non-essential employees who cannot work remotely. Employees who can work remotely must be available to work and will be paid for the entire shift even if work is available for only part of the shift.

15. If I am infected by COVID-19 and have no leave available, can I get leave through FMLA?

The Family Medical Leave Act (FMLA) provides job security – not leave. If you have questions about FMLA, please email FMLA@hacc.edu.

16. Can we allow students to come and pick up materials they'll need from campus to continue working from home?

Yes, but they need to schedule a time with their faculty member and school dean so we can alert campus security. Faculty should work with students to pick up materials no later than 4 p.m. on March 18.

17. Can faculty access their spaces after the closure to video equipment or demonstrations to be added to their classes? We will not be able to complete this process in just a few days on campus this week.

Yes, you may work with your school dean to access spaces on campus during the closure. We will have to schedule a time with campus security, and you will need written authorization in advance from your primary and Cabinet-level supervisors. Employees should email the authorization to Vito Damone, interim director of safety and security, and copy their primary and Cabinet-level supervisors. Employees should have a printed or digital version of the email with them when they arrive on campus.

18. There are some components of my course that must be done in an on-campus lab. Will we be given the opportunity to make up that lab time once the campus reopens?

Yes, you may use time to make up labs once the campuses reopen. In the meantime, please consider how to make the best use of that time, as we are not likely to have every minute of that time available when we reopen. Please consider:

- What are the outcomes that must be accomplished?
- What activities best accomplish those outcomes?

Faculty discussions during department meetings should focus on these questions. For health career programs, we have already been in contact with accrediting bodies on exceptions to seat time and minutes requirements.

19. Will Capital BlueCross waive copays for testing and treatment?

COVID-19 diagnostic testing will be covered in full with no member cost share. Capital BlueCross is also waiving prior authorizations for diagnostic tests and for covered services that are medically necessary and consistent with CDC guidance for members diagnosed with COVID-19. To help members prepare for the potential need to stay home or remain isolated for an extended period of time, Capital BlueCross will waive early medication refill limits on 30-day prescription maintenance medications. Members are encouraged to use their 90-day mail order benefit. Capital BlueCross is temporarily waiving preauthorization on drugs that typically require it.

20. When will faculty receive Zoom pro accounts to extend their time with students?

All faculty now have Zoom Pro accounts. When you log in to Zoom, it looks the same, but the time limit is removed.

21. When we reopen the campuses, will we have access to lab facilities outside of normal operating hours to make up instructional time? When we re-open, can we get additional instructors to assist in lab-based students through more quickly?

We will have to determine facility availability when we see what the need is. However, we can work on adding instructors at an hourly rate to help with overseeing lab work.

22. Will the outsourced IT support still be available?

Yes, and they have been alerted to a potential spike in demand over the next couple of weeks as we make this transition.

23. Will Examity be deployed for use by all or is it a better suggestion to have faculty find another solution? Also, if we are using Examity, will there be training for that on March 17?

We will expand access to Examity for faculty to be able to use live proctoring. However, we encourage faculty to work with their colleagues to consider the most effective means of assessing student work – at least during this time of remote teaching.

While there is no training planned for March 17 on Examity, we do have a number of resources:

- Examity Faculty Resources (Quick Guides, Syllabus Language, Course Announcement, plus Instructor Toolkit) and FAQs: <https://drive.google.com/open?id=1EBfIwbsDaN7DS-3A4cmtmKbUPZMyZ7Gm>
- Recording of Examity Faculty Training: https://zoom.us/recording/share/_RNfY9sYdiPAeBVb3cMDsJdR6PEp5xM738g5MEpVmfqwlumekTziMw
- HACC Examity Student Instructional Video: <https://youtu.be/Thx9zRQrZFU>

24. What process is in place to provide faculty with the technology they need to teach remotely?

The process follows:

- a. A technology [survey](#) was created to collect the technology needed for all employees to work remotely.
- b. Any faculty member who has not filled out the survey and still needs technology should work through their school deans.
- c. Faculty survey information will be provided to the school deans to review and approve.
- d. School deans will then coordinate with their assigned OIST point of contact to address faculty technology needs.
- e. The OIST point of contact will ensure the technology is prepared and ready for faculty pick-up.
- f. The school dean and OIST point of contact will coordinate a scheduled time and location for the faculty member to pick up their technology.

25. I receive notices from accounts payable (AP) to complete receiving reports in order to pay vendors. I am not able to access Banner from home to complete this task. Can OIST give us this access or will AP be paying vendors without this step?

All staff requiring access to [Banner Application Navigator](#) off campus will need to use the Remote Desktop Service (RDS). OIST is currently working to configure the servers and setup of RDS for all employees. An update will be provided when this is ready for you to test from home.

26. What informational resources are available to support staff who are working remotely via Zoom?

We are assembling resources to support staff with using Zoom for remote work. These include both compiled resources and live sessions.

Please review these documents:

- Zoom Resources: https://docs.google.com/document/d/1FKyonHcy-hJG_DSVg_8ZBKuoVoEpwIRpbpom9-wUTnU/edit?usp=sharing
- Appropriate Zoom Meeting Etiquette: <https://drive.google.com/file/d/1d2566MIsCZYSSjSjKU1AIpPX58JROehs/view>

Additionally, Kristin Graeser and Juanita Mort have kindly offered to lend their expertise by hosting office hours on using Zoom for remote work. Please see the following dates, times and Zoom links:

March 17:

8:30-10a.m.: <https://hacc.zoom.us/j/8403801835>
11 a.m.-12:30 p.m.: <https://hacc.zoom.us/j/104390001>
1:30-3 p.m.: <https://hacc.zoom.us/j/8403801835>

March 18:

8:30-10 a.m.: <https://hacc.zoom.us/j/8403801835>
11 a.m.-12:30 p.m.: <https://hacc.zoom.us/j/104390001>
1:30-3 p.m.: <https://hacc.zoom.us/j/8403801835>

March 19 and March 20:

9-11:30 a.m.: <https://hacc.zoom.us/j/8403801835>
2-3 p.m.: <https://hacc.zoom.us/j/104390001>

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