

Subject: Another Important Update on HACC's Preparation for the Coronavirus
Date: Wednesday, March 18, 2020 7:28:44 PM

Greetings, colleagues!

Today, as I engaged with colleagues during my walk arounds on the Gettysburg and York campuses, I really appreciated the ongoing professionalism, patience, kindness and grace I experienced as we continue to implement our coronavirus preparedness plan. I continue to see remarkable teamwork being displayed by members of all four of our constituency groups, which inspires me and, hopefully, you.

Again, 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!

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Our Purpose: Learning for all, learning for life

1. I am a custodian and an essential staff member. However, I cannot come to campus, and I cannot work remotely due to family or personal circumstances. Am I eligible for emergency leave?

Employees who are deemed essential must come to campus to work. Per [SGP 102 Developing the Academic Calendar](#), "If an employee does not report for work as expected on a day when the College is open or on a delayed opening schedule, that employee must submit vacation or personal leave time for the hours of scheduled work missed."

However, as an exception under these circumstances, if an essential employee cannot

come to campus to work due to a situation directly related to the COVID-19 pandemic, e.g. they need to provide childcare because schools are closed or they are caring for a sick family member, emergency leave may be approved.

2. Are events sponsored by the Office of Inclusion and Diversity canceled?

All March and April events sponsored by the Office of Inclusion and Diversity are canceled.

3. What is the plan for employees to ensure that their personal items are removed from their office areas?

The College is not responsible for personal items. Employees should have taken all personal items home with them, including plants.

4. What is the cleaning and disinfecting plan for the College campuses?

All campuses will be deep cleaned and disinfected in the upcoming weeks. Custodians, grounds and maintenance staff are considered essential personnel and will be at the campuses to complete these tasks. All safety data sheets (SDS) referencing the chemicals that will be used are available through myHACC on the College's [SDS site](#). If you have sensitivities, please email Aimee Brough at abbrough@hacc.edu.

5. If a student still needs technology after the close of the College on March 18, will staff associated with the deployment of technology be permitted on campus on March 19 and March 20 to fulfill those student needs?

Yes. The appropriate staff members are permitted to come to the College and distribute technology to students on March 19 and March 20.

6. When will the new "remote desktop services" be made available for employees to use?

The Office of Information Services and Technology worked today, March 18, to deliver the new remote desktop service for employees to use while colleagues are working remotely. The new system will be available starting March 20 for use, and employees can access it through myHACC.

7. When working remotely, what can I do if my computer seems slow or appears to be nonresponsive?

When working remotely, users are relying on their home internet connection, which is limited by their internet service provider.

Please take these steps if your connection appears to be slow or nonresponsive:

- Run a [speed test](#) to determine your internet connection capabilities
 - Turn off other devices in your home that are consuming your internet connection such as streaming TV (Netflix, Hulu and Apple TV) and internet radio
 - Disconnect wireless devices such as Amazon Echo and Google Home
 - Contact your internet service provider to increase your internet connection capabilities.
- Note: Many providers are offering high-speed internet service at greatly reduced costs.

8. I do not have a computer available for working remotely. I did not fill out the survey or my situation changed since I filled out the survey. What should I do?

- The Device Availability Survey is no longer active. If you have not already picked up

the technology from your home campus, please follow these instructions:

- Contact your school dean or functional leader. They will give the Office of Information Services and Technologies the names of individuals who are approved to receive technology equipment:
 - a. Office of Academic Affairs: School deans or Kathy Doherty if not associated with a school
 - b. Office of College Advancement: Linnie Carter
 - c. Office of Finance: Rich Cardamone
 - d. Office of Human Resources: Aimee Brough
 - e. Office of Information Services and Technologies: Patrick Schild or Scott Decker
 - f. Office of Student Affairs and Enrollment Management: Gina Crance
 - g. Workforce Development and Continuing Education Division: Vic Rodgers
- Wait to be approved by your functional leader
- Pick up the equipment March 19 or March 20 between 7:30 a.m. and 6 p.m. at these locations on your home campus:
 - a. Gettysburg - G307
 - b. Harrisburg - switchgear building (next to U-Gro)
 - c. Lancaster - RM314
 - d. Lebanon - D303
 - e. York - CSS

9. I am having trouble and receiving a 503 error when I attempt to access myHACC. What should I do?

If you are receiving the “503 Service Unavailable” error, please ensure you are using the correct web address to access myHACC: <https://my.hacc.edu>. If you have a link bookmarked, please update your bookmark or go to <http://hacc.edu> to access myHACC.

10. I was provided a computer with a VPN to work remotely. When I brought the computer to my home, the computer would not connect to my Comcast home network. What should I do?

If Comcast is your service provider, you may encounter an issue connecting a new device to your home wireless network. When this occurs, please follow these steps:

- Ensure the wireless password you entered is correct for your home wireless network.
- Ensure that the VPN is “connected” using the “internet access” icon on the lower right side of your desktop screen near the date and time.
- Call Comcast and request them to reset your router remotely. Note: Unplugging your router will not reset it. You will need Comcast to reset it for you.

11. How do I help my students who need accommodations through Student Access Services during this change in delivery? Will students’ accommodations change?

Student Access Services (SAS) staff are here to help with these tips:

- **Consistency:** Please remember that accommodations follow the student – whether they are on campus or online.
- **Flexibility:** Please consider being flexible with deadlines, types of documents accepted and emails. Technology issues can cause barriers for anyone – especially some of our students with limited experience and no hands-on support.
- **Testing Accommodations:** If you choose to test online, please be sure testing accommodations are in place. If the student receives special accommodations like a

reader or scribe, please reach out to SAS.

- **Zoom:** Please caption and record lectures as much as possible. You are also able to save Zoom chats as part of the session to assist with notetaking and lecture note needs. Recorded Zoom sessions can be easily captioned and can help more than just hearing-impaired students.
- **Communication:** This is the key with the student and with SAS. We are all learning this together. Please be in touch with SAS with your questions and concerns.
- **Accessibility of Content:** There is a [link in D2L](#) that will let you check your accessibility.
- **Kindness:** Remember to be kind to yourself and your students during this challenging time. SAS is here to help.
- **Supportive Staff:** Please contact these [colleagues](#) for assistance. They are always happy to assist you.

12. Will employees be able to donate to and draw from the Emergency Sick Leave Bank for time missed due to reduced work?

No. The Emergency Sick Leave Bank (ESLB) is reserved for employees with a serious health condition who have run out of leave. Using ESLB leave for purposes other than this puts employees who need it at risk.

13. As testing becomes more widely available, is the College recommending that employees get tested?

HACC recommends that students and employees follow the Centers for Disease Control and Prevention (CDC) recommendations. Please go to hacc.edu/Coronavirus for the most up-to-date information and links to the CDC, the Pennsylvania Department of Health, the World Health Organization and other relevant sources.

14. I am the point of contact for a non-HACC event being held on one of our campuses. How do I communicate to the hosting organization that the campuses are closing, and therefore, they can no longer hold their event at HACC?

Please:

- Notify your direct and Cabinet-level supervisors with the event information, location, date and time
- Confirm that the events are no longer authorized to be held on campus
- Contact the hosting organizations' points of contact outside the College
- Explain why their events cannot be held on campus
- Use email to save time and maintain written documentation (when possible)

15. I have a HACC-owned event that needs to be canceled due to the campuses being closed. How do I communicate that?

Please notify your direct and Cabinet-level supervisors with the event information, location, date and time. They will work with the Office of College Advancement to communicate your cancellation.

16. Will student workers get paid when the College is closed?

We understand that not all Federal Work-Study (FWS) workers have the ability to work remotely and that the lack of work and income can be detrimental. The U.S. Department of Education provides HACC the capability to continue to pay FWS workers during a

disaster. Therefore, we will be doing so.

During the time of campus closure, FWS workers should submit their regular hourly schedule on their time sheets. We encourage supervisors and FWS workers who do have the ability to work remotely to do so in support of the College community during this difficult time.

Student workers who are not FWS and whose funding comes from the College's budget will get paid if they work remotely. Those arrangements should be made through the student worker's direct supervisor.

17. Where can employees find more information about installing and configuring Cisco Jabber?

Resources to support Jabber are available in the "Office of Information Services and Technology" channel in [myHACC](#). Please click the "Phones and Instant Messaging (Jabber)" dropdown in that channel.

You can also access them directly from the links below (sign-in may be required):

- Instant Messaging - Cisco Jabber: <https://myhaccext.hacc.edu/?q=node/80>
- Softphone - Cisco Jabber: <https://sites.google.com/hacc.edu/softphone/home>

18. Why is the 2019-20 annual evaluation process canceled for Administrative and Professional (APO) and Classified Employee Organization (CEO) employees but not faculty?

The evaluation process for APO and CEO employees is facilitated through the Halogen performance management system. The College is currently transitioning from Halogen to a new system, PageUp. The transition will become effective by the end of May 2020 and will result in the College losing access to Halogen in mid-June 2020. In consideration of the campus closures and the loss of access to Halogen, the annual evaluation process for APO and CEO employees was canceled.

The faculty evaluation process is not affected by the performance management system transition, nor is the timeline for the faculty evaluation process the same as that of APO and CEO colleagues. At this time, there is no need to delay or cancel the faculty evaluation process from its normal schedule. However, the observations of tenure-track faculty scheduled for the second part of the spring semester will be canceled.

19. I am able to work remotely full-time. However, my children's school closed because of the governor's directive, and I don't have childcare. Do I have to use my leave?

First, please work with your supervisor to consider a schedule change.

If a schedule change is not an option, you are authorized to use emergency leave if you are unable to work due to a situation directly related to the COVID-19 pandemic. Examples are you need to provide childcare because schools are closed or you need to care for a sick family member.

20. I am an employee whose job duties are deemed essential and must come to campus to do my work. However, my children's school closed because of Gov. Wolf's directive and I don't have childcare. Do I have to use my leave?

Employees who are deemed essential must come to campus to work. Per [SGP 102 Developing the Academic Calendar](#), “If an employee does not report for work as expected on a day when the College is open or on a delayed opening schedule, that employee must submit vacation or personal leave time for the hours of scheduled work missed.”

However, as an exception under these circumstances, if an essential employee cannot come to work due to a situation directly related to the COVID-19 pandemic, e.g. they need to provide childcare because schools are closed or they are caring for a sick family member, emergency leave may be approved.

In addition, per Dr. Ski’s March 12 email, “full-time and part-time employees who are deemed essential will be directed to come to campus to work. Examples include security officers and facilities teams. These employees will be compensated per policy.” That means non-exempt employees who are deemed essential and report to campus will receive emergency leave and be paid for the hours worked on campus. This is similar to how we treat inclement weather closings.

21. I am using a Jabber softphone to work remotely and I need assistance with installing and using this technology. Are there any resources available for me to review?

[Jabber softphone training](#) is available online and accessible on myHACC. Please go to the Office of Information Services and Technologies channel and click on “Phone and Instant Messaging (Jabber).” Note: Jabber does not require remote desktop services or a VPN to function. You can install Jabber on any computer and login using your HACC username and password.

22. Will the U.S. Postal Service (USPS) continue delivery to the College?

Yes. The Harrisburg mailroom and the other campus locations will continue to receive U.S. mail and priority packages from UPS, Federal Express, Amazon and other priority vendors. These deliveries will be monitored through a designated point of contact at each of the campuses. Inter-campus mail deliveries will be scheduled on an “emergency as-needed” basis.

23. Will the HACC Foundation scholarship application deadline be extended?

No. The deadline will not be extended, primarily because a change could impact the fall disbursement of financial aid related to HACC Foundation scholarships. This could leave students with an overdue balance on their student accounts.

24. When should we use the [approved out-of-office message](#) and recorded voicemail message?

Please the following guidelines, use your judgment and confer with your supervisors:

- The **out-of-office email message** could be activated after you sign off each day. Those who email you afterward would receive the message.
- The **voicemail message** could be activated at the end of your work week. Those who call you afterward would receive the message.