Good evening, colleagues!

We appreciate your professionalism, patience and grace as we continue to implement our coronavirus preparedness plan. Your and our students' health and safety remain our top priorities.

Please note the following important announcements:
- Beginning March 16 and in light of the extended spring break that we announced last week, all five HACC campuses will be closed to students. All five campuses are tentatively scheduled to re-open on April 6. Again, this April date is tentative and subject to change.
- All five campuses will be open to employees on March 16, March 17 and March 18. All five campuses will close on March 19 and will tentatively re-open on April 6. Again, this April date is tentative and subject to change. From March 19 through April 5, only essential and approved employees will be allowed on the five campuses. Essential and approved employees include safety and security colleagues, some Office of Information Services and Technology (OIST) colleagues and some facilities colleagues.
- Beginning March 16 and until we tentatively re-open on April 6, we will offer remote services to our students. These services include (but are not limited to) academic advising, assistance with financial aid, IT support and accessibility services.
- On March 23, we will begin offering remote instruction to students taking credit courses. This will continue until we tentatively re-open the campuses on April 6.
- Most HACC employees will work their regular work schedules March 16 through April 5. However, their job duties will be performed remotely.
- It is important to note that the College is NOT closing. Instead, access to the campuses will be restricted to essential and approved employees, and we will provide remote instruction and remote services to our students. It will be "business as usual" for most HACC employees – but using remote resources.

Again, the information above is tentative and subject to change. Any changes will be communicated to you in a timely manner.

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.

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1. **Am I expected to come to class next time during the regularly scheduled meeting time?**
   We are extending spring break for students. Therefore, no classes, including virtual classes, will be held March 16-22. Faculty will be alerted to special meetings and training

opportunities this week. Employees report at their usual times.

2. **Will our Zoom accounts be changed to allow meeting for longer than 45 minutes? If we meet with students for lecture, the lecture time is longer than that. It would be disruptive to stop the meeting and get everyone reconnected to restart.**
   We have extended Pro Zoom accounts to all full-time and part-time faculty, which provide them with the time they need to teach classes and work with students.

3. **If we will use Examity for online exams, will we get the live proctoring option?**
   We are actively engaged in ongoing discussions about remote proctoring, and this will be one of the discussed items in this week's department meetings. Your suggestion is one of the options being considered.

4. **Will we be expected to teach lab content remotely or try to catch up when returning to campus? We cannot assume that face-to-face classes will resume this semester.**
   The question of how best to handle lab content will be a matter of department and discipline consideration this week. A variety of options will be open for discussion with a goal of agreeing on recommendations that discipline faculty can support.

5. **What are the expectations of an extended spring break for Virtual Learning courses?**
   Since HACC extended spring break through March 22, please adjust due dates so that students are not expected to complete work during the week of March 16. We hope that this decision will help students manage the many challenges that come with a disruption of this size and scope. All courses in Brightspace with a March 16, 2020, start date have been updated to March 23, 2020, at midnight. A notice will be sent to students as well. If Virtual Learning faculty want to discuss how to continue to meet course outcomes while also adjusting for these changes, please reach out to your dean or chair.

6. **Will the start, end and refund dates including the confirmation of attendance period(s) and 70% for a W date for the second seven-week part of term be amended on the "refund dates" area on hacc.edu and/or announced ASAP to students and faculty? I normally link my students to these important dates on my syllabi**.
   The Office of Academic Affairs and Office of Student Affairs and Enrollment Management are reviewing changes to these important dates as a result of the delayed start of classes in Part of Term 3. More details will be shared as soon as available. Faculty who typically link their syllabi or other documents to the refunds page on the website can continue to do so as that page will be updated accordingly.

7. **What will happen to human resources services if the College is closed?**
   The Office of Human Resources (OHR) is transitioning its mission-critical services for remote delivery. Please review our list of OHR activities that will be canceled, rescheduled or suspended. If you have questions, please submit them to askHR@hacc.edu.

8. **Will part-time employees be paid through a closure?**
   Part-time employees, including student workers and casual employees, who have the necessary IT resources to work remotely and have the ability to work remotely will work and be paid at their regular rate.

9. **My student or employee is returning from a trip to an area of a known coronavirus outbreak. Can I ask them to stay home?**

We strongly encourage self-quarantine if a student or employee has visited a known area of a coronavirus outbreak. You may ask the student or employee to not return until they have a documentation from their physician that they are able to return to work. Please keep in mind that many of our students may not have regular access to healthcare. Please do not place an unnecessary burden on them.

10. **How do I complete my timesheet indicating emergency leave?**
    Instructions on completing your timesheet are found here. Emergency leave should be taken in full-day increments and is only available to full-time employees. If you have questions, please contact the payroll office at payroll@hacc.edu.

11. **Does an inequity result when an employee can begin remotely working on March 16, but others cannot until they receive a HACC-issued laptop or other equipment?**
    No. Having employees begin to work remotely immediately promotes social distancing and helps keep our employees healthy. Employees will be appropriately compensated for the work that they perform, either on campus or remotely.

12. **Some professors and advisors are already in contact with students about moving to either a remote or virtual format and students were wondering if that was acceptable.**
    Students are on spring break until March 23, 2020. Course due dates will be adjusted so that students are not expected to complete work during this time.

13. **Some students are concerned that their computer skills are not sufficient to go either remote or virtual and are asking about our refund policy.**
    We will provide students and employees with numerous resources, software, and 24/7 technical assistance to successfully complete your course remotely.

    Following is information about technology support for students:
    a. We have tutorials available to support students with Zoom for live class sessions.
    b. Resources to support students with Brightspace for assignment submission and class information are available in our Brightspace D2L Tutorials for Students.
    c. Software recommendations for HACC students are also available. All current HACC students may download Microsoft Office 365 for FREE for one year (renew each year if still a current student). Details and instructions are available on myHACC.
    d. Brightspace by D2L Help Desk: Please email helpdesk@desire2learn.com or call 877-325-7778. A 24/7 chat with a D2L representative is also available from the D2L homepage.
    e. HACC Help Desk: Please contact the help desk for any issues with login or myHACC via email at supportcenter@hacc.edu or call 717-780-2570.

14. **I am feeling overwhelmed, anxious, stressed and depressed. What do I do?**
    These feelings are legitimate during these very difficult times. Please utilize the counseling services provided by your employee assistance program (EAP) anytime, 24 hours a day/7days a week. There is no obligation, and it is totally confidential. Your first five visits are free. Please call 800-543-5080 for more information or visit the Mazzitti and Sullivan member page and click "Member Login" at the top of the page. Under the Sign In section, please type "hacc" for the Access Code and then click the "Sign In" button.

15. **When we close the campuses, what out-of-office reply should we use for email?**

    Please use this content as a starting point and work with your supervisor to modify it as needed:

    In response to the ongoing public health issues surrounding the coronavirus and to do our part in preventing its spread, HACC, Central Pennsylvania's Community College, has closed its campuses. Remote instruction and remote services are being provided for our students. During this time, we will communicate with you using technology. For more information, please visit www.hacc.edu/coronavirus. Thank you!

16. **When we close the campuses, what voicemail recording should we use?**

    Please use this content as a starting point and work with your supervisor to modify it as needed:

    Greetings! This is _____ (your name). In response to the ongoing public health issues surrounding the coronavirus and to do our part in preventing its spread, HACC, Central Pennsylvania's Community College, has closed its campuses. Remote instruction and remote services are being provided for our students. During this time, we will communicate with you using technology. Therefore, please email me at _____@hacc.edu (your email address). For more information, please visit www.hacc.edu/coronavirus. Thank you!

17. **Understanding we are in a period of transition toward possible College closure, I need your expertise to inform what is approved wording for any and all physical signs we will post in and within our buildings and spaces in event of closure. What wording do you want us to use?**
    Please:
    - Use this 11x17-inch sign template
    - Add your building or room name at the top of the template
    - Save it as a PDF
    - Print and distribute it accordingly

18. **What are the employee protocols for when we close the campuses?**
    a. Employees who are already prepared to work remotely (for example, they have the equipment and resources they need) should begin to work remotely with their supervisor's permission.
    b. Employees who are able to work remotely but need to come to campus to get their laptops that have already been issued or other equipment and materials needed to perform their work remotely may come to campus. They should not remain on campus after picking up their equipment and materials.
    c. Employees who have a HACC-issued laptop with an integrated webcam and a stand-alone webcam should return their stand-alone webcam to IT for redeployment to those in need. This should be done on March 16.

d. Employees who can work remotely but do not have technology at home and need a HACC-issued laptop should inform the Office of Information Services and Technology. Deployment of technology will be prioritized first to faculty and employees who directly serve students.

e. Employees are prohibited from removing hard copy files that include social security numbers or any other information that would violate FERPA, HIPAA or other laws or otherwise put a student, employee or the College at risk. Employees must have their supervisor's written authorization before taking documents offsite.

f. Essential employees (including security officers and facilities teams) should report to work as normal on March 19.

g. Faculty are invited to come to campus to meet with colleagues by department on March 16 and for technical training on March 17. However, all sessions will be available by Zoom. Faculty have already been assigned Pro Zoom accounts to allow for extended time in teaching and working with students.

h. Employees should not allow unauthorized people (including spouses and children) to use HACC-issued equipment.

i. Employees who may be exposed to the coronavirus while working remotely are strongly encouraged to report that to their primary and Cabinet-level supervisors.

j. Adjuncts who are unable to complete their teaching assignments will have their classes reassigned to other faculty. Compensation will be adjusted accordingly.

k. Employees who cannot work on campus and cannot work remotely can begin coding their timesheet with emergency leave beginning March 19.

l. Beginning March 19, non-essential employees who must come to campus on an as-needed basis during a College campus closure (for example, to adjust chemicals in the pool, pick up equipment or documents, print and distribute checks or to address IT support issues) must have written authorization from their primary and Cabinet-level supervisors. The 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.

m. Employees who have a sensitivity to chemicals or aromas may self-disclose to Aimee Brough, vice president of human resources, at abbrough@hacc.edu. Aimee will notify the Office of Finance to take this into consideration during cleaning. If you have already informed Aimee of your health concerns, you do not need to submit another notice.

n. Unless notified by the meeting organizer, all meetings (including search committees and joint committees) will remain as scheduled and will be held via Zoom, VoicePlus or other technology. Campuses will be closed, but operations will continue.

Thank you!

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John J. "Ski" Sygielski, MBA, Ed.D.
Pronouns: He, Him, His
President & CEO
HACC, Central Pennsylvania's Community College