Good evening, colleagues.

To clarify the **e2campus alert** that you may have received this evening:

- Yes, the College is open tomorrow (March 13).
- Yes, employees should report to work tomorrow – unless they were approved to be off tomorrow.

Thank you!

_____

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

Date: Thursday, March 12, 2020 at 8:29 PM
Subject: Important Updates on HACC's Response to Coronavirus

Good evening, HACC colleagues.

During this time of an unprecedented global pandemic, maintaining the health and well-being of our students and employees is paramount. The College has a preparedness plan and is ready to take action as the situation changes to keep communities healthy while providing an opportunity for our students to achieve their academic goals.

Effective immediately, HACC's spring break is extended until March 22, 2020, for students. No credit classes will be held the week of March 16.

Employees are expected to come to work the week of March 16 to prepare for a possible closure of College campuses or remote teaching (should such actions be necessary). Normal work schedules resume. Workforce development classes will be held as scheduled for now.

As you may have seen, <u>many local colleges and universities</u> are moving to remote teaching as a coronavirus precaution. In the event that HACC decides to provide remote teaching following the extended spring break or close our five campuses, following is information to assist you in planning. Please note that this is a work in progress, and we will make adjustments as the situation evolves.

Working Remotely and Compensation (All Employees)
- In accordance with <u>SGP 102 Developing the Academic Calendar</u>, work assignments during a College campus closure will be made on a case-by-case basis by supervisors. These individual decisions are based on operational need, your access to information technology resources and the nature of your work.
- 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.
- Full-time employees who are non-essential and who have the information technology resources required to work remotely will be directed to work remotely. Examples may include administrators, credit faculty, academic advisors and some administrative office staff. These employees will be compensated normally.
- Full-time, non-exempt employees who can work partial days remotely, but do not have enough remote work for a full day, will be paid regular pay for their entire shift. These employees must be accessible during their normal work shift and available to work should the need arise.
- Full-time employees who are non-essential and who do not have the information technology resources to work remotely or whose work does not lend itself to being able to work remotely will receive emergency closing pay. Hours will be coded as emergency leave.
- Part-time employees who do not work will not be compensated.
- The process for requesting a telecommuting agreement under <u>SGP 833 Telecommuting Policy and Handbook</u> is not applicable under these circumstances.
- It is expected that if an employee is able to work remotely, they will. Employees who refuse to work remotely but are otherwise able to will be expected to use their available leave. A liberal leave policy will be in use during a College campus closure, meaning that under these circumstances, an employee can use any of their available personal, sick or vacation leave.
- We understand that some may view compensating employees through emergency leave while others are directed to work on campus or remotely and be paid normally as inequitable. However, during these times, we must concern ourselves with staying healthy while providing the best services as possible to our students.
- Administrators in all divisions are currently working with the Office of Human Resources and the Office of Information Services and Technologies (OIST) to identify employees per the categories above. If you have questions, please contact your supervisor.

Teaching Remotely (Faculty)
- To prepare for the event that we need to close our campuses, we ask your assistance in determining how to best continue your classes through remote teaching. We understand that this is not what you had planned when you signed up to teach on a campus, and that this adjustment, potentially in the middle of a semester, is disruptive. Please note that we do not expect you to convert your course into a fully online course. In addition, because your students signed up for a face-to-face course, they will most likely prefer real-time interaction with you. At this point, we plan to use Zoom to conduct classes in real time and use components of Brightspace for essentials like collecting and grading student work and

communicating with your students.
- Please do your best to learn new tools for communicating with and assessing students. For those who have experience with these tools, please share resources with other colleagues who teach the same courses. Please be patient with yourself as you are learning new ways of working. We are here to help and have technology tools and training to assist along the way. We are compiling a list of colleagues who can assist you with various tasks as you work to convert your classes to remote teaching. The list will be shared with you.
- While students are not in class the week of March 16, we do expect faculty to come to work to prepare for remote teaching. We expect that you will be present on campus during your department meetings, during appropriate training sessions and in building resources for your remote teaching.
- Below is an outline of events planned for faculty. Details will be shared in advance.
  - **March 16, morning**: Department, discipline or program faculty meetings
  - **March 16, afternoon**:
    - For faculty with experience in using online tools and willingness to mentor and train other faculty, CDI will host train-the-trainer sessions for Zoom and Brightspace.
    - For faculty who need training in these tools and resources, you can prepare for training sessions by watching videos in advance of the training sessions on March 17.
  - **March 17:** Workshops via Zoom from any location on various tools and resources, including Zoom, Examity (proctored testing) and various components of Brightspace such as the Gradebook and Dropbox
  - **March 18**: Open resource day for faculty to practice using the tools in offices, labs or other spaces as appropriate. Mentors will be available to assist with technical support.
  - **March 19-20:** Faculty prepare materials for moving to remote teaching.
- We appreciate the many faculty who have already come forward to help their peers during this transition. We will need to be flexible during these next weeks as details come into focus. That means a more flexible approach to attendance policies and options for proctored testing and make-up testing. Please work closely with your department chairs and school deans on questions and options.

Travel
- All non-essential business travel is discouraged. Travel to known areas of coronavirus outbreaks will not be approved.
- If you have made travel arrangements for a meeting or conference and the College has paid for some or all of the costs, you will not have to reimburse the College under the following scenarios:
  - If the conference is canceled
  - If the conference is not canceled, but the College revokes your approval to attend out of health concerns
  - If the conference is not canceled, but you choose not to attend to prevent contracting COVID-19

Weekly Zoom Sessions
On March 5, Dr. Ski announced that our weekly Zoom sessions would be held biweekly. To focus on the College's efforts to respond to COVID-19, the Zoom sessions will continue to be held weekly. For the next few weeks (and possibly beyond), the Zoom session topics will include COVID-19.

Technology Information for Employees

- The steps being put into place to accommodate remote work are temporary. Understandably, HACC does not maintain an extensive inventory of laptops sufficient to equip every student and employee. HACC is doing everything possible to maintain education for students and continued operations for staff.
- **Provisioning Technology:** Decisions will be made by the Cabinet about work suitable for remote connections. OIST will determine the most appropriate technology to support the user in their role and the type of work to be completed remotely. During this critical response period, System Access Requests (SARs) should <u>not</u> be submitted for connectivity or to obtain a laptop.
- **Deployment of Technology:** Employees with HACC laptops who are not already able to access the HACC network remotely will need to bring their laptop to a HACC campus for a technician to configure the laptop with the software needed to access HACC's network and systems remotely. This is to allow the technicians to service as many computers as possible in a limited time prior to March 22. Employees should plan to remain in the area for at least one hour as logging in will be required during the configuration process. All remote options require high-speed internet access.
- **Guidelines for Remote Desktop Services:**
  - Do not stream music or video
  - Log off if not actively accessing network resources
- **Technology Support:**
  - Instructions will be available for the following technology to support remote work:
    - Zoom Virtual Meetings
    - Brightspace / D2L
    - Remote Desktop Service (RDS)
    - Always on VPN
    - Jabber Instant Messaging
    - Cisco SoftPhones
  - IT Support will be available during the week of March 16 on all campuses for employees with questions about remote connectivity, Zoom, Jabber and RDS. Remote connectivity and associated questions will take priority during this time period.
  - The IT Call Center is available 24/7.
    - Off Campus: 717-780-2570
    - On Campus: Extension 214357 (21HELP)
    - Email: supportcenter@hacc.edu
  - Brightspace D2L support is available 24/7.
    - 1-877-325-7778
    - Email: helpdesk@desire2learn.com

Friendly Reminders
Please:
- Go to Stay Up to Date on the Coronavirus (COVID-19) for the latest information on HACC's response to COVID-19
- Rely on reputable sources of information, like the CDC, WHO, and Pennsylvania Department of Health
- Ensure that you are registered with HACC's emergency alert system, e2Campus
- Practice healthy hygiene habits

If you have questions, please submit them through the HACC Coronavirus response form.

Your health, the health of your families and the health of our students are important.

Thank you!

_____

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