

Subject: Update: HACC's Preparation for the Coronavirus – April 21, 2020
Date: Tuesday, April 21, 2020 5:26:28 PM

Greetings, colleagues!

Some HACC students are struggling during this time and could use your help and encouragement. One way to help others is to show them it is possible to balance classes, work and family life.

HACC is developing content to show students that even in these times, they can achieve their dreams at HACC. As part of this project, we are looking for written testimonials, photos and/or videos from HACC students and employees. Detailed information is available at hacc.edu/HACCtogether. **Please participate and invite students to do so as well by April 28.**

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!

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Pronouns: He, Him, His
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1. In light of the global pandemic, what is the status of the One-College reorganization?

The effective date for the One-College reorganization will remain July 1, 2020. When we first announced the reorganization, we noted that not all aspects of it would be completed by July 1. That is still the case. However, despite the global pandemic, we are pleased with the progress we are making. We will continue to provide updates via email, Ski Gram articles and weekly Zoom sessions.

2. Now that we are in the midst of a global pandemic, what is the status of the new strategic plan?

The 2019-22 strategic plan, [One College, Uniting for Success](#), is moving along. While some projects have been delayed as a result of the global pandemic, we are pleased that some aspects of student-centered initiatives are being implemented remotely.

- [CARE Centers](#) – Under [Strategic Commitment 2: Retain Students and Foster](#)

[Completion](#), subgoal 4, there is an objective to “create centers for learner well-being to provide nonacademic support, such as emergency assistance, food and clothing assistance and connections to [community resources](#) by June 30, 2022.” The [HACC Foundation Fund](#) for Excellence for CARE has been established to enable donors to support HACC’s CARE Centers. In addition, PNC Bank contributed \$5,000 to sponsor now-canceled HACC event. PNC authorized us to use the funds to provide \$100 gift cards to 50 students facing financial struggles. We are pleased that this act of kindness is occurring as part of the vision that the Next Generation Task Force members had when they proposed the CARE Centers.

- [Low- or No-Cost Textbooks](#) – Under [Strategic Commitment 2: Retain Students and Foster Completion](#), subgoal 1, we list our commitment to ensure students have access to low- or no-cost textbooks. We have 18 faculty members working on [open educational resources](#) (OER) for classes now, and another 13 OER that will be available by summer 2020. A [HACC Foundation Fund](#) for Excellence for Open Educational Resources (OER) has established so donors can support open educational resources.
- [Virtual Learning Commons](#) – This initiative aligns with [Strategic Commitment 2: Retain Students and Foster Completion](#), subgoal 4, to enhance academic and non-academic learner support systems. The Learning Engagement Department has filled many key leadership positions for the new Learning Commons, including an assistant director of library public services, assistant director of testing, and an assistant director of tutoring. The department is currently in the recruitment process for a director of learning commons and an assistant director of user support. Progress has been made on the selection of an application platform for the delivery of the Virtual Learning Commons. The Learning Commons team is currently evaluating the possibility of incorporating a universal chat solution, which will allow visitors to ask questions about various services. In addition, the Learning Commons team has processed over 100 applications from the students in need of technology to complete their current coursework.

Our students need us more than ever before, so we are grateful to the colleagues who are working behind the scenes to provide this type of strategic support remotely.

3. Why did the College use a waiting room for the April 16, 2020, collegewide reorganization session? Please admit participants into the session prior to the 3:30 p.m. start.

The College enabled the waiting room feature of Zoom to enhance security and to help prevent Zoombombing. In addition, the College required participants to identify themselves using their screen name before being admitted into the Zoom session. These measures will remain in place and are intended to enhance the security of the weekly collegewide reorganization Zoom sessions.

Beginning with the April 23 session, participants in the waiting room for the weekly collegewide reorganization Zoom session will begin being admitted 10 minutes prior

to the start of the session to ensure they are able to hear the speakers opening remarks.

For those who missed the opening remarks on the April 16, 2020, Zoom session, it is available on myHACC.

4. Are employees allowed to survey students and other employees about pandemic preparedness?

A collegewide survey of students and employees is being planned. Therefore, no other surveys will be allowed. This approach will ensure that students and employees are not bombarded with different surveys and that the collegewide survey is not inadvertently undermined.

5. Is there a possibility of fall classes being remote as well?

Yes, if we are still under stay-at-home orders, fall classes will be remote.

6. What is the timeframe for announcing President Award awardees?

The Employee Recognition Committee anticipates the announcement of honorees in mid-May. Both the nominees and the honorees will be recognized at the 2020 Employee Recognition ceremony, which will be held when the campuses reopen.

7. Which positions require a collegewide open session during the talent acquisition process? If a job doesn't require a collegewide open session, how can I participate in one?

Collegewide open sessions are only required for Cabinet-level positions. [SGP 806 Employee Recruitment and Selection](#) outlines requirements and recommendations for open sessions for the different position types. Following these guidelines, the hiring manager, search committee and talent acquisition coordinator determine which College groups to invite to the open session. Employees interested in participating in an open session may reach out to the hiring manager to request that they be included.

8. Will essential employees receive mileage for commuting to campus while the campuses are closed?

No. Per [SGP 406 Travel Authorization and Reimbursement](#), the College does not provide mileage reimbursement to employees for their commute from home to campus. Additionally, there is no language in the Fair Labor Standards Act (FLSA) that requires compensating employees for their commute time.

9. I'd like to learn more about the Mazzitti & Sullivan counseling services for students. How can I do that?

Mazzitti & Sullivan is offering an information session where staff and faculty can learn more about the counseling services available to students and ask questions. This session will be held on April 28, 2020, at noon. The Zoom link is [\[redacted for security purposes.\]](#)

10. Where can I find more information about Pennsylvania's plan to reopen businesses?

Governor Tom Wolf [announced](#) his plan for Pennsylvania's COVID-19 recovery on April 17. Detailed information about the recovery plan can be found [here](#). This site has resources related to food assistance, mental health help, unemployment compensation

and other topics that help support Pennsylvania employees, students and citizens.

11. **We've heard that Zoombombing has become more common and that the College has implemented some changes such as the automatic waiting room feature and inability for attendees to rename upon login, to further secure our meetings. Is there an approved text that we can communicate to meeting attendees while they are in the Zoom waiting room?**

The approved text follows:

“Greetings!

You are currently in the waiting room for this meeting. HACC, Central Pennsylvania's Community College, has implemented the use of waiting rooms to help secure against Zoombombing incidents.

By joining this meeting, you are confirming that you are a current HACC student or employee and agreeing to adhere to HACC's Acceptable Use of Technology policy. This policy prohibits harassment, willful disruption or malicious acts of any kind. Violation of this policy may result in loss of technology privileges or other prosecution, where applicable. Hate-filled and offensive speech or behavior counters HACC's core values and will not be tolerated.

Thank you.”

12. **A lot of the comments made by Zoombombers are racist. What is an example of an appropriate apology to meeting attendees if this type of Zoombombing incident occurs?**

An example of an appropriate apology follows:

“HACC is deeply sorry for the despicable behavior displayed by today's Zoombombers. Their behavior and words were hate-filled, offensive and counter to HACC's core values. We reject this behavior and these words and will never tolerate them. We will put the necessary measures in place to ensure this type of situation does not occur again. Again, we are very sorry. Thank you.”

13. **How will HACC meet the recent directives ordered by the Pennsylvania Office of the Governor and the secretary of the Pennsylvania Department of Health to ensure the safety of our on-campus essential employees?**

To meet the mandated orders issued by Governor Tom Wolf and Dr. Rachel Levine, all HACC essential personnel will wear masks and gloves when operating inside HACC buildings and maintain safe physical distancing protocols. The collegewide mandate is that all persons entering HACC buildings will wear masks and gloves as well. HACC will provide personal protective equipment (PPE) for essential staff. Due to the lack of availability of PPE, all other employees need to provide their own.

All HACC personnel and vendors coming onto a campus MUST obtain an [On Campus](#)

[Authorization form](#) from their supervisor. Campus security will turn away anyone who does not comply with this mandate.

HACC is taking the following measures to comply with the order issued April 5 by Dr. Rachel Levine, secretary of the Pennsylvania Department of Health, for continued building safety:

- HACC's custodial team will maintain and disinfect areas occupied daily and any breached areas that were previously deep cleaned and fogged.
- The areas that will be maintained include, but are not limited to, open bathrooms; vending/lunch areas; the mail room; security offices; bookstore spaces; finance areas; and common spaces like the Welcome Centers.
- Employees will receive updated training on the use of PPE and will clean and disinfect the above high-touch areas routinely in accordance with Centers for Disease Control and Prevention (CDC) guidelines.

14. **Will HACC still have a final exam schedule even though classes are online or remote?**

Yes. The spring 2020 final exam schedule is posted on our website:

hacc.edu/Students/CollegeCalendars/upload/Spring-2020-HACC-Final-Exam-Schedule.pdf

15. **With May quickly approaching and summer beginning, HACC typically switches to a four-day work week of 36 hours per day. Is the College open to a 36-hour work week over five days while the College is closed, particularly if schools, day cares and summer camps are closed?**

Employees are expected to adhere to the four-day work week during the summer. This ensures adequate supervision and easier access to necessary support services such as like information technology, human resources and facilities.

Quote: You do not need to know ... exactly where it is all going. What you really need is to recognize the possibilities and challenges offered by the present moment, and to embrace them with courage, faith and hope ~ Thomas Merton