

**Subject:** Update: HACC's Preparation for the Coronavirus – April 7, 2020  
**Date:** Tuesday, April 7, 2020 4:00:02 PM

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Greetings, colleagues!

You may have heard on the news that this may be an especially challenging week for many in our state and our country. The number of confirmed coronavirus cases is expected to increase, and our elected officials have [instituted additional measures](#) to help ensure that we act in ways that minimize potential risks. I encourage you all to please take each day as it comes. We will get through this together.

This week and beyond, please join me in taking a moment or two to thank the people in your life who continue to work and provide care for others. Many of our colleagues and students are on the front lines providing critical services. They are [truly HACC Heroes](#). **Thank you!**

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!

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

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- 1. I am a student taking an online class and completion of proctored exams was one of the requirements for this class. This week, our instructor announced that students will need to connect via Zoom and have the video turned on so the instructor can watch us taking the exam in D2L. I am concerned about this arrangement. There are many reports of Zoom's vulnerability and how user data is being compromised. Even devices may be hacked while using Zoom. What is HACC's current policy on conducting proctored tests for fully online classes?**

Faculty may use Zoom to proctor exams. Faculty have been provided information to assist with securing the privacy of sessions and protecting against "Zoom-bombing." Faculty may set up a waiting room and/or require you to enter a password to join a testing session. Once testing begins, sessions may be locked to prevent unauthorized access.

Students taking exams via Zoom can further protect themselves by taking the following precautions:

- If screen sharing, share only the windows that are required for the exam.
- Never accept requests for remote access to your computer through Zoom, except if required by a verified remote proctor or during a user support call with a verified HACC technician.
- Do not click unknown links in the chat.

**2. When is finals week?**

Finals will be held May 11-16.

**3. Is the HACC Mail Center open?**

The HACC Mail Center is open daily from 9 a.m.-noon to receive incoming mail. All received mail is being held at the center, which is on the Harrisburg Campus. Mail may be picked up or dropped off for processing with prior coordination with the center and proper authorization from an immediate supervisor and the functional leader. The Mail Center can be reached at 717-780-2608 or [jakoons@hacc.edu](mailto:jakoons@hacc.edu). If you need to come to campus for mail, you must submit [a form](#) for authorization to your immediate supervisor and your functional leader.

**4. Is the Mail Center providing carrier services to all campuses?**

The HACC carrier is scheduled to pick up and drop off deliveries every Monday morning. The route includes Gettysburg, York and Lancaster campuses (in that order). The campus bookstores have been designated as the pickup and drop-off locations for the carrier. The carrier departs Harrisburg at 8 a.m. and returns to Harrisburg no later than noon.

**5. Where does the mail go for HACC's Gettysburg, Lancaster, Lebanon and York campuses?**

The Gettysburg, Lancaster and York campuses continue to receive mail. Mail is being held in the designated areas for mail operations/delivery. Lebanon Campus mail has been put on hold at the U.S. Postal Service. This mail is picked up weekly and redistributed accordingly. Essential mail received at all locations will be forwarded to the Mail Center.

**6. How are we ensuring that students are aware of counseling services they can access? What do those services entail?**

Since mid-February, HACC students have received several reminders about mental health [counseling services](#) available through Mazzitti & Sullivan EAP Services. The latest reminder for students, to be sent today, includes a [video](#) outlining the services.

Mazzitti & Sullivan EAP Services has also created a [video outlining their services](#) for HACC employees. The content in the first six minutes of the video is the same as the content of the video shared with students. The last three minutes outline how employees can help students.

*Quote: We suffer more in imagination than in reality. ~Seneca*