

MEMO

To: College of Humanities and Social Sciences Faculty and Staff

From: Dean Jeff Braden

Date: March 18, 2020

Subject: Maintaining Continuity of Instruction and Business

Colleagues:

I know things are coming fast and furious regarding on-campus work restrictions. Betty sent an update on what we know and don't know about HR issues; although the university is sharing information, that information (understandably) generates questions. One thing that is clear to me: The chancellor does not want employees to work on campus unless absolutely necessary, and does want employees to work remotely whenever possible. I'm going to focus this update on our efforts to ensure employees have the technology they need to conduct their work from remote sites. Please note that we strongly encourage employees to use whatever technology they already possess (work or personal) to conduct their remote work; we simply don't have enough technology to loan everybody college equipment. If employees don't have portable office technology, but do have personal technology at home that will allow them to work, please encourage (but don't require) them to use personal technology to allow us to meet as many needs as we can.

Faculty

Faculty will begin teaching their courses next Monday from remote sites (home). Although faculty may currently use their offices and classrooms to teach, that status could change at any moment. Faculty should therefore plan to provide course continuity without access to their offices or classrooms. If they do not already own technologies (e.g., tablets, laptops, cameras, etc.) that they need to teach from home, they should go to the lending link (<http://go.ncsu.edu/laptoprequest>) at the university libraries immediately. The university has much more capacity than the college, and is holding its resources for faculty this week. After this week, students and others may borrow what's left. For this reason, it is imperative that faculty resolve their technology needs this week to ensure they have what they need to teach from home next week.

Staff

Staff should also plan to work from home effective immediately. As with faculty, if they have the technology to fulfill their responsibilities from home, please have them do so. If they do not have telecommuting technology, and you cannot meet their needs within your unit, you may request

loaner laptops from our IT unit (https://apps.chass.ncsu.edu/laptop_checkout/). We will not begin loaning laptops to staff until next week, as we need to wait to ensure faculty have what they need to teach classes (which is why we urge them to settle their needs this week). We have about 15 laptops to loan; hopefully, that will be enough to meet the need. If not, we'll develop a distribution system that maximizes resources and is fair to all parties.

All Employees

Please post signs on your office doors declaring that you are open for business 8-5 M-F, but are providing services remotely (i.e., do not keep a skeleton staff physically in place). Include contact phone/email information for inquiries. Remind employees to either forward their phones or check their voicemail regularly throughout the day (and change their greetings to inform callers there may be a delay in response). Also, employees must have/use the university VPN client on their devices to access many resources. Finally, all employees may stop at their offices or libraries long enough to pick up equipment or personal items, but no employees should plan to stay or work from campus. Note that buildings will soon be locked, so if they want to pick things up, they must bring their university IDs to unlock their buildings.

Please keep in mind we are in an evolving situation. I am working from home, and plan to continue to do so until campus re-opens. Be sure your equipment is Zoom ready for our meetings (individual and group). We'll continue to send you guidance as we get it--and please be sure you and your colleagues stay safe!