3/26/20

RE: Communication to Faculty and Administrators #4 – COVID-19 Instructional Continuity Plan Update

From: Jaqueline Kineavy, Ed.D., Senior Vice President for Academic and Student Affairs

Thank you for your patience during this difficult time. We applaud the efforts of faculty and administrators is coming together to transition to the online learning environment. It is challenging, there are difficulties and yet we improve every day, thanks to your efforts.

We have updated news specifically about the closing of our libraries and computer labs. This is the latest information we have: effective immediately the college libraries and computer labs are closed. We acknowledge that this different from what you previously heard; we thank you again, for your patience as we sort through this ongoing situation.

This email also includes information about:
- the PCCC virtual library,
- proposal for pass/fail grades
- use of Qwickly and Bb to track student log-ons
- ongoing trainings and support
- Chris Mueller's role with Bb, Echo 360 and Zoom platform support
- Accessing PCCC campuses

A. **The closing of all PCCC libraries and Computer labs** in Compliance with Governor Murphy's Executive Order No. 104 (2020) regarding Social Distancing.

   Governor Murphy issued Executive Order #104 which addresses strict rules on social distancing. It has been determined that all public and private libraries and computer labs in the State of New Jersey shall remain closed until further notice. This includes the libraries and computer labs at PCCC. While this creates additional stress to our students and faculty, the health and safety of all PCCC's faculty, students and administration is of paramount importance. The continuation of our students' learning and degree completion is also paramount, as we continue to balancing health, safety and learning; flexibility and support is key to our success as we adapt to our current circumstances.

   PCCC's IT Department has prepared a list of free and low cost internet resources, which can be found at this centralized location: https://kb.pccc.edu/display/SUP/Support+and+resources+in+response+to+COVID-19 Please encourage your students and colleagues to avail themselves of these resources, as we pull together as a community to support each other and continue instruction.

B. **Virtual PCCC Libraries and other library services**
   MiBong La and Ken Karoll are working diligently to operationalize the PCCC Virtual Library, with as much access to traditional resources as possible. They are also operationalizing a Library Chat service where the college community can reach out in a

chat room with the librarians. We thank them for their speedy efforts in mobilizing these services. Please continue to watch your email and the college website for updates.

C. **Pass/fail grade proposal**
The NJ community colleges are considering a temporary measure to help students complete the Spring Semester 2020 by using the pass/fail grade.   This proposal is currently being discussed at the NJ Presidents Council. Our grading system already allows for a "P" grade.

D. **Use of Qwickly and Bb Grace Center to track student log-on**
As we transition into remote instruction, it is very important to make sure that students are engaged and connected! To that end, all faculty should continue to use Qwickly or Bb Grade Center. Students who are not present nor actively participating in class activities should be contacted by the faculty first, and if unsuccessful, they should be referred to Center for Student Success via success@pccc.edu

E. **Ongoing trainings and department support**
1. Elizabeth Pachella continues to offer trainings in BlackBoard, Zoom and Echo 360. She sends out regular emails containing upcoming training sessions. Please participate in as many as you can; repeating training sessions is acceptable and encouraged.
2. Within each academic department, faculty have teamed together to support each other during the extended Spring break in preparation for the resumption of courses. If you have not already done so, contact your department chair to find out who your local experts are in using the available technology. They are able to give you tips and advice to help you deliver your course content with best practices.

F. **Chris Mueller is the primary point of contact for BlackBoard, Echo360 and Zoom**
In an effort to better manage the requests coming in and to reduce confusion and miscommunication, Chris Mueller (cmueller@pccc.edu) is now your primary point of contact for Zoom, Echo360 and Blackboard issues related to IT services (e.g., authentication, accounts, and integrations).

Please direct all your Zoom/Echo360/Bb requests and questions to him directly for now. This will help us respond to you more rapidly and in a consistent manner. Chris will pull in other IT resources as necessary to assist you.

Pedagogy questions and issues with these three platforms should continue to be directed to Randy Jenkins rjenkins@pccc.edu and Elizabeth Pachella epachella@pccc.edu

G. **PCCC IT Resources Available in One Location – the IT support Knowledge Base**
As we transition to an online format, frequent questions and issues, some of which can be solved by visiting the support Knowledge Base at https://support.pccc.edu

On 3/17/20, the new VP of IT, Brad Morton sent out a blast email to all administrators and faculty at the college. That email references something called a support "Knowledge Base [KB]" which is found at https://support.pccc.edu   In fact, this should already familiar; it is referenced in Part A of this communication.

A KB is like an "IT LibGuide." Much like PCCC LibGuides, it is a location that all of us can access to find new and existing advice and support accompanied by step-by-step instructions.
For example: if you want to forward your desk phone, there is a KB with instructions on that. If you want to access Zoom, there is a KB that includes instructions in addition to links to video tutorials created by the Zoom software developers.

The PCCC IT KB continues to grow, with new information added on a regular basis. Rather than calling or emailing, IT with common questions or issues, please first go to https://support.pccc.edu to see if there is a KB that addresses your need or issue. If not, then reaching out to IT would be the next step.

Please remember that the KB addresses common issues relating to software, telephony remote access to your college desk top and the like. For anything related to online pedagogy, Randy Jenkins rjenkins@pccc.edu and Elizabeth Pachella epachella@pccc.edu are the appropriate people to contact.

Finally, in the event that the KB does not have information that you need, you can contact IT:
1)	24/7 OneStop Support (aka the HelpDesk) link found in every BlackBoard course shell,
2)	 At this link, https://helpdesk.pccc.edu/sims/helpcenter/common/layout/SelfHelpHome.seam?inst_name=pccc

3)	eMail: itsupport@pccc.edu
4)	973.684.6262

H. Access to PCCC campuses for <u>**VERY LIMITED**</u> activities

If you need to go to your office to collect something specific, and then leave quickly, you are permitted to do this M-Th between 10 am and 2 pm for the main campus; if you want to access WAC or PAC; you must email Brian Egan (Began@pccc.edu) in advance of your departure to campus. Please do NOT conduct any meetings or wander around to find colleagues. Please get in, collect your stuff and get out as QUICKLY as possible. If you go to campus, please plan ahead to minimize the number of visits you make.

Please keep checking the college website, https://support.pccc.edu and your email for regular updates.
Thank you for your collegiality and efforts! Thank you for your teamwork and flexibility!