

Dear Norco College Friends,

Since the last COVID-19 update on the evening of Sunday, March 15, the college continues to work to reduce the essential work positions needed on campus. Thank you all for your commitment, dedication, and care in making sure we reduce the number of essential personnel on campus by providing equipment and resources to operate from remote locations. Earlier this month, our accreditation visiting team applauded this college on living its mission. It is never more evident than this week as we come together to ensure excellence in service and learning to our community.

I would like to share an update on college operations and staffing. We have worked hard to reduce the number of essential employees, below is the status of our workforce at this time. It is important to note that employees should be available during their regular business hours/shift. Depending on the accessibility of the employee, this may be a phone call or an email. Employees who are exempt from this are those who have sought an accommodation and have been relieved of their duties 100%.

- All FT faculty, PT faculty, managers, and classified professionals designated as essential employees have been communicated with regarding hardware/software needs to be able to work remotely.
- During this emergency District closure/curtailment, employees shall be available during regularly scheduled business hours to answer all work-related inquiries via email or phone should they be contacted by the District/College.
- As of **3-17-2020**, our Norco College administrator and classified counts are:

CATEGORY	MANAGEMENT	CLASSIFIED	NOTES
Essential On-Site	13	19 Classified	The numbers reflect headcount. Safety Coord (1), Lab Techs (3), Library Techs (2), Custodians (7), Information Tech Analysts (3), Instr Media Tech (1), and Grounds (1) and Maintenance Mechanics (1) scheduled with rotation and reduced time on site.
Essential Remote	19	73 Classified 1 Confidential	
Standby	0	19	

Below is an update from our Vice Presidents:

ACADEMIC AFFAIRS

The Deans of Instruction and Chairs are working on a number of items needed to prepare for 100% online instruction for all sections as of Monday, March 23.

- Working with the last 10 NC faculty who still need to complete Canvas training. **ALMOST THERE:)**
- Assigning faculty course leads for each course that is taught by more than one faculty member. Course leads will be eligible for Special Project compensation and should keep track of their hours devoted to helping their colleagues convert to online instruction. Please notify your dean if you can serve as a course lead and they will confirm your

designation. We will need more than one course lead for our large multi-section courses, so please continue to be proactive—THANK YOU!:) I hope to send out a list of faculty course leads soon so faculty know who to go to for instructional guidance in the coming days and weeks.

- Checking out laptops to faculty who need them. If you need a laptop, please notify your dean and come to OC-116 today between 11A-2P to check one out.
- We have purchased and adopted many online resources to support our lab and applied instructional needs. Your deans and chairs are putting together a list of resources and virtual simulations needed for each standard online course we are making available. Please work with them now to select simulations (particularly in Labster) for each course so they can be integrated in Canvas shells before Monday.
- We have had several requests for webcams. We do not have any on hand. If you need a webcam, please come in to check out a laptop.
- Your Deans, Chairs, and Faculty Leaders are doing their best to bring order and support to everyone in this time of upheaval. We need you to continue being there for your students. You are our heroes—the students' heroes! Please be profuse with positive and hopeful messages for your students as instruction comes back to life. I know you are feeling the stress, just as our students are. But you, faculty, were made for this day; you have the skills and passion and ability to think and act critically, humanely, scholarly—to bring order out of disorder and solutions out of confusion. We all just need to stay one day ahead of our students in order to keep the instructional program intact and moving forward. We will do our best to support you in staying one stumbling step ahead:)
- We are preparing for the worst and hoping for the best. We need to be ready to teach 100% online through the Spring term and Summer. While I anticipate we may have an opportunity to return to face to face (FTF) in that period, we will not likely be able to *stay* in FTF mode. We will need to be able to fluidly move from FTF to online at any time. That means we cannot count on delaying labs or using summer for labs—the situation is just too uncertain for that. I understand that not all courses can be moved online; please let me know right away if you believe your course cannot be taught online, regardless of the resources that might be made available to you.

BUSINESS SERVICES

Bookstore

To support the online learning environment, Follett (Bookstore) is working on the following:

- Converting all books to an online order fulfillment
- Continuing to receive shipments (FedEx, UPS, etc.)
- Coordinating excess book returns to publishers
- Working on deep cleaning of the store

Business Services Office

- Coordinating contracts, requisitions for equipment/resources needed, coordinating invoice payment to vendors

- Budget monitoring and maintenance, end-of-year budget projections
- Closing up college cash operations
- Organizing incoming and outgoing mail services
- Receiving deliveries of goods

Facilities

- Custodial - systematically and thoroughly deep cleaning and sanitizing every building on campus
- Grounds - continuing to maintain external areas; cleaning all railings, elevators, outdoor spaces
- Maintenance - resolving maintenance issues, and preparing campus for future rain/inclement weather

Food Services

- Deep cleaning all areas
- Canceling food orders, and donating fruits/vegetables/perishables where possible

Safety & Emergency Preparedness

- Support the College's emergency response to COVID-19
- Ensure document and data tracking in relation to the College's response to public health order
- Coordinating safety supplies and equipment for staff
- Coordinating with Custodial Manager related to sanitizing protocol and employee safety
- Participate in District and County meetings and coordinating response/needs for Norco College
- Track public health updates and provide daily updates to Executive Cabinet

Technology Support Services/Instructional Media Services

- Coordinating required VPN access needs for specific employees
- Coordinating equipment needs
- Imaging and preparing over 200 laptops for faculty and staff needs
- Imaging and preparing 200 student laptops to be checked out to students for instructional purposes
- Preparing for remote management of media services

STRATEGIC DEVELOPMENT

Community Partnership/Communication

- All non-essential meetings, events, convenings, and partnership activities have been suspended in alignment with County and District guidance. We are monitoring all communications and assisting with district-wide efforts.

Institutional Effectiveness

- Team members continue to work on research and grants projects remotely prioritizing requests and projects.

Social Media

- All our social media accounts continue to be active and we shall plan to continue to post college and district updates.

Website

- A flurry of activity has been focused on providing the most accurate updates as well as tools and resources to both our homepage and the new Online web page (<https://www.norcocollege.edu/online>). The Online page includes a separate list of links for Students as well as for Faculty. It is changing daily! Please check back often. Today's updates include:
 - Student FAQs: <https://www.norcocollege.edu/online/students/Pages/faqs.aspx>
 - Online Student Services (Food Pantry and Showers, Student Employment, Transfer Center): <https://www.norcocollege.edu/online/Pages/oss.aspx>
 - The Norco DE Handbook: <https://www.norcocollege.edu/online/Pages/index.aspx>

STUDENT SERVICES

- A comprehensive list of services can be found online at: <https://www.norcocollege.edu/online/Pages/oss.aspx>
- Here are a few highlights:
 - Counseling faculty began providing online counseling services via Zoom on Monday, March 13th.
 - Financial Aid disbursements are scheduled to take place on Thursday, March 19th. Students can complete most financial aid tasks online (e.g. FAFSA, forms, etc.)
 - The normal Food Pantry hours of operation have been suspended; however care packages with non-perishable food have been created for distribution. Students can contact Campus Police between the hours of 10am-2pm Monday through Friday at 951-222-8171 to arrange for a pick-up of food items. Since the campus is closed, showers will not be available for student use at this time. Students experiencing temporary homelessness are encouraged to reach out to Dr. Mark Hartley, Dean of Student Life, for referral services and support.
 - We are working on issuing laptops to students in need. Thanks to support from our state Chancellor's Office we have dedicated computers and supplies for our Foster Youth students that will be distributed in the next few days. All students have access to two free months of internet access through Comcast if they live in the service area: <https://corporate.comcast.com/covid-19>
 - We are working with the district to make sure ALL student employees get paid.

We will continue with daily updates to keep everyone as informed as possible.

Best,

Monica

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