

Greetings Norco College,

In this climate of rapidly changing events I appreciate your continued efforts to remain engaged, finding new ways to stay connected and support our students and each other the best way we can. Here is your daily update on matters specific to Norco College.

**We have received a few requests for employees to come retrieve items/files from their offices and work stations. Unless you are an essential on-site classified staff member or manager, you must stay off campus. It is important that everyone comply with the [Riverside County Amended Order](#) closing schools from March 16 through April 30.**

- 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 **3-19-2020**, our Norco College administrator and classified counts are:

CATEGORY	MANAGEMENT	CLASSIFIED	NOTES
Essential On-Site	8	10 Classified	Total reflects headcount onsite today, there are 15 total classified on rotation. Library (2), Custodians (2), 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	24	73 Classified 1 Confidential	
Standby	0	19	

Below is an update from our Vice Presidents:

#### ACADEMIC AFFAIRS

- Laptops for faculty are still available for pick up today in OC 116 from 11A – 2P. **This is the last day.** Please notify your dean and come pick yours up:)
- Faculty please contact your students from your Canvas course site and ask them to respond within Canvas to let you know that they are connected and ready for online instruction. Anticipate that many students may not respond due to a number of factors (haven't been using their college email; having login difficulties (email [helpdesk@rccd.edu](mailto:helpdesk@rccd.edu); no access to computer or phone; etc.) The only way we know that students are ready is if they contact you back in Canvas. You may need to ask other students to reach out to their classmates to let them know to use their college email. Please encourage your students to stay with the class and help each other through this transition.
- **IMPORTANT: Faculty encouraged to use asynchronous instruction and exams.** Office hours and discussions can be scheduled synchronously, but we cannot hold students to attending during the times/days of our traditional section. This is particularly important for our students who have family members also under quarantine.

- The blanket DE Addendum we are filing with the state will be set to expire at the end of the Spring term and is extendable if needed.
- Summer and Fall classes are being scheduled as they would otherwise be scheduled in a non-emergency environment. Faculty should confer with their department chair and dean in the coming weeks about any changes needed.
- Science faculty asked to **complete today their identification of Labster simulations for lab courses**. Patricia Gill is coordinating the list on behalf of Dr. Parks and Dept. Chairs.

## **BUSINESS SERVICES**

- Faculty hiring committees are continuing as scheduled using video conferencing. Classified and management recruitments are on hold for the time being due to personnel constraints within HR.
- The TSS team has prepped and imaged 278 student laptops over the last 2 day period. All of this while supporting our faculty and staff in deploying over 100 laptops over the last 2 days. This teamwork and dedication to our college community has been above-and-beyond, and huge thank you goes to Mike Angeles, Ricardo Aguilera, Jason Caceres, along with big support from Dan Lambros.
- We currently have an additional 100 faculty/staff laptops that will be imaged and prepared for check out on Thursday from 11am-2pm in OC-116.
- A laptop distribution protocol has been developed by our Safety & Emergency Prep Coordinator focused on protecting our employee health and safety by using social distancing and personal protective equipment, just as a precaution.

## **STRATEGIC DEVELOPMENT**

### **Community Partnership/Communication**

- We are working with district personnel to update our voicemail message in our main college voicemail, as well as revising our phone tree options to ensure student and community member messages are routed to the correct department.
- CollegeBuys, powered by the Foundation for California Community Colleges, offers discounts of up to 85 percent on a wide range of educational products (laptops, web cams, etc.) to help our students succeed in online classes!  
(<http://store.collegebuys.org/>) This resource has been communicated to students via our online student webpage FAQs, social media, and student emails.

### **Institutional Effectiveness**

- Employee communication to enhance remote work functionality (hardware, software, VPN access) as well as student laptop loan communication support.
- Team members continue to work on research and grants projects remotely.

### **Social Media**

- All our social media accounts continue to be active and we shall plan to continue to post encouragement to students, online instructional tips, and online student services resources.

### **Website**

- Our website continues to be updated daily! Please check back often. Today's updates include:
  - Updated resources to our Online web page: <https://www.norcocollege.edu/online>
  - Alphabetizing online student links/resources for easier navigation
  - Rerouting the main COVID-19 link on the homepage to the district [Novel Coronavirus site](#)
  - DRC Guidance on [Accommodations for Students with Disabilities in Online Setting](#)
  - Additional Student FAQs re: homelessness, internet, and encouragement to stay in an online class

## STUDENT SERVICES

- Live Chat responses for Wednesday, March 18, 2020 of 278 student inquiries with a 92% satisfaction rate.
- As of March 18th, 8 students picked up Grab-n-Go food packages from campus police. We still have a supply available.
- Student Worker Payments - Direct deposit will continue as normal for student workers. Student workers who receive paper paychecks will have their check mailed to the home address currently listed in the Student Employment file. Students will be paid through March 30.
- Student laptop distribution - Norco College student laptop check-outs are taking March 19th and March 20th from 10:00 AM – 2:00 PM from the lower level of the Center for Student Success (in front of the Corral). As there are a limited number of laptops available, priority is for students in special populations and those with the highest-need. Students must be currently enrolled and have a valid photo ID. There is no cost to borrow a laptop for the remainder of the term. Staff shall implement social distancing and good wellness/hygiene practices throughout the day.
- Student Communication - On March 18th the following email was sent to 8,615 actively enrolled Norco College students:

On Monday, March 23<sup>rd</sup> all instruction begins again and is online.

Your classes may look a bit different and you will not be sitting in a physical classroom with your instructors, but everyone at Norco College is still working hard and we are dedicated to helping you through this transition.

Sometimes, we all need a little help. Here's who to contact when you have a question:

- WHAT TO DO FIRST: Please log into [Canvas](#) and message your instructors to let them know you are logged in and ready. Remember, only your college email account will give you access to Canvas.

- HAVING TROUBLE LOGGING IN?: Simply email [helpdesk@rccd.edu](mailto:helpdesk@rccd.edu) from either your personal email or college email account. (You will need to provide your name and student ID if you don't know your college email account).
- TECH SUPPORT: Canvas support and help is available 24 hours a day/7 days a week because we want you to have help when you need it. The fastest way to get help is the chat feature or emailing the helpdesk. As a last resort, limited staff are available to answer phones. Dial (844) 603-4264.
- HOW TO NAVIGATE CANVAS: Here is the [Canvas Student Guide](#)
- HELP WITH EDUNAV: email [helpdesk@rccd.edu](mailto:helpdesk@rccd.edu)
- HELP WITH WEBADVISOR: email [admissions@norcocollege.edu](mailto:admissions@norcocollege.edu)
- TO SPEAK WITH A COUNSELOR: Connect with an academic counselor online [here](#).
- TO ASK MY PROFESSOR A QUESTION: Log into CANVAS [here](#) or email them directly.
- LIVE CHAT: Visit [www.norcocollege.edu](http://www.norcocollege.edu)
- EVERYTHING ELSE: Call us and leave us a message. We'll route your question to the right department and call you back! Dial 951-222-8662

You are a Mustang. You've got this! And we're here to help.

Take good care of yourselves, and your loved ones.

Best,

Monica

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