

Good afternoon, Norco College,

In response to the [Stay At Home Order](#) issued by the State of California Governor's Office we have reduced on-site staffing to managers only. Managers will be checking out laptops to students today from 10:00am – 2:00pm in the lower level of CSS.

As of **3-20-2020**, our Norco College administrator and classified counts are:

CATEGORY	MANAGEMENT	CLASSIFIED	NOTES
<b>Essential On-Site</b>	7	0	On site to checkout laptops to students
<b>Essential Remote</b>	25	79 Classified 1 Confidential	
<b>Standby</b>	0	36	

- 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.

Below is an update from our Vice Presidents:

### **ACADEMIC AFFAIRS**

- As of 12 noon today, a total 92 laptops for students have been checked out. Students have until 2P today to get a laptop.
- 100% of NC faculty are now Canvas Certified:) Huge thanks to the faculty, deans, and chairs for making this happen for our students!
- **IMPORTANT:** 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.
- Please DO NOT require any graded assignments until after Monday, March 23<sup>rd</sup>. Students are not required to be in class until that time. The only exception is for classes that were already scheduled online (those continue as normal).
- Thank you, science faculty for identifying the lab simulations for lab our courses. Thank you to Dr. Parks and Patricia Gill for coordinating the effort.

### **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 117 laptops over the last 3 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.
- There are additional laptops prepped and imaged for faculty and staff. Please contact your respective vice president should you find yourself requiring a laptop to work remotely.
- 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

- The college's main voicemail greeting has been updated as well as a number of the selections and prompts in light of the college's closure.
- Please ensure your voicemail and the voicemail of your offices/departments are updated to reflect online support and guidance. Here are the instructions to change a voicemail greeting remotely.
  - To change a voicemail greeting remotely:
  - Dial any of the main college numbers (372-7000, 222-8000 or 571-6100)
  - Press the \* button when you hear the "Welcome to..." message
  - Enter your extension when prompted for the mailbox number
  - Enter your password when prompted for the passcode
  - Press 8 for User Options
  - Press 4 to Record Your Standard Greeting
  - If you need to reset your password, you may contact Gary Storer (RCCD Telephone System Specialist) at [gary.storer@rccd.edu](mailto:gary.storer@rccd.edu).
- We are working on creating a standard agenda/minutes templates to assist all committees and councils to work efficiently in an online environment.
- Institutional Effectiveness is reassessing the student and employee surveys scheduled for dissemination this spring to avoid overtaxing anyone while ensuring our regular business and college operations continue uninhibited.
- Our website continues to be updated daily! Please check back often. Today's updates include:
  - Additional student resources including "[Adjusting your study habits during COVID](#)" posted on the [Student Resources](#) page.
  - CCCC Student Resources/FAQs: <https://www.ccco.edu/About-Us/Chancellors-Office/Divisions/Communications-and-Marketing/Novel-Coronavirus/students>

## STUDENT SERVICES

- Live Chat responses for Thursday, March, 2020 of 238 student inquiries with a 91% satisfaction rate.

- As of March 19th, 45 students picked up Grab-n-Go food packages from campus police. Seeking additional resources as supplies depleted as of today.
- 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.
  - As of March 19<sup>th</sup> – 27 laptops distributed
- Student Communication - On March 19th the following message was sent to Norco College Veterans students:



Dear GI Bill Student,

Over the past two weeks, VA has worked with Congress to preserve GI Bill benefits for impacted students during this difficult time. The Senate and House passed S.3503 and the bill will be headed to POTUS to sign, which will give the Department of Veterans Affairs (VA) the authority to continue GI Bill payments uninterrupted in the event of national emergencies. The new law allows for VA to continue to pay benefits regardless of the fact that the program has changed from resident training to online training. Also, students will continue to receive the same monthly housing allowance payments that they received for resident training until January 1, 2021, or until the school resumes normal operations of resident training. VA is working to immediately

implement the new changes to address current and future school terms to ensure students continue to receive their education benefits.

### **What should GI Bill Students know?**

There is no action required from a GI Bill student. VA has scheduled several training sessions with all VA approved schools and training facilities over the next couple of days to provide further guidance. We will work closely with schools to ensure enrollments are accurately certified and processed timely.

We are committed to providing regular updates to you through direct email campaigns and social media about VA's effort to implement these new changes.

If you have questions about your specific circumstance, please contact the Education Call Center at: 1-888-442-4551 between 8 AM and 7 PM Eastern Time, Monday-Friday.

Respectfully,

Education Service

### **US Department of Veterans Affairs**

Veterans Benefits Administration  
1800 G Street NW, Washington, DC 20006

### **Contact Us**

Visit us on the web at <https://gibill.custhelp.va.gov/>  
Call us at 1-888-442-4551  
TDD: 711

### **Follow us on Social Media**

Facebook: <https://www.facebook.com/gibilleducation>  
Twitter: <https://twitter.com/VAVeterBenefits>

**If you know a Veteran who is in crisis, call the Veterans Crisis Line at 1-800-273-8255 and press 1.**

Please stay at home and reach out if you are in need of anything, we are all in this together.

Best,

Monica

*Monica L. Green, Ed.D.*

President ❖ Norco College

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