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# Lakes Region Community College

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## Memorandum

Date: March 19, 2020

To: LRCC Employees

From: College Leadership Team

Re: Transition to remote operations and online classes

Dear LRCC Faculty and Staff:

This memo is to recap the information provided during our All College meeting yesterday. Thank you to all for practicing social distancing and for being available via zoom.

### **LRCC Operations and Remote Work**

**College offices will begin operating remotely beginning Monday, March 23, 2020 and the campus will be closed to the general public.** Keeping in mind the safety and well-being of our community we are enacting plans that maximize social distancing which includes minimizing close contact and congregation on campus. Thus, CCSNH has adopted temporary employment policies and practices that promote and support remote work in a manner consistent with business needs.

Managers will work with Individual employees with respect to remote work expectations. **We will continue to provide services to students, but we will do so remotely.** Our offices will rely more on phone and email for those services. It is critical for all employees to work with their managers to confirm work plans and expectations for remote work. We ask managers to take into consideration the needs of employees who may have additional challenges (health concerns or childcare needs, for example). We ask employees for flexibility as the needs of the college and our day to day tasks will change temporarily in response to this situation.

**We will create a schedule that will be provided to you of the times when specific offices (for example, the library) will be open to support students and faculty.**

However, it is important to understand that beginning end of day Monday, March 23, 2020 faculty will not have access to offices or to campus unless they have been approved by the College Leadership Team. These steps are all to minimize the possible spread of the coronavirus.

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## **Spring Semester Classes**

**After Spring Break (or beginning March 23) all LRCC classes will move to an online or hybrid format.** This will continue through the end of the Spring term (unless notified otherwise). We recognize that due to the nature of our instruction, there may be classes that cannot be completed solely online. We are making accommodations for those courses that require them, but those need to be pre-approved by a department chair and/or the VP of Academic and Student Affairs, Patrick Cate.

We remind all instructors of the importance of communicating their plans for each course to students via ccsnh email and to post course materials on CANVAS. Faculty experiencing difficulty or needing support in this transition should reach out immediately to their department chair. Faculty should also review the messages from VPASA Patrick Cate as they include specific guidelines and support for this transition.

Faculty with LRCC phone extensions should check their voicemail remotely to ensure students concerns are addressed. To check voicemail from outside LRCC, dial 524-3207. Enter 9 + extension number during the greeting; enter your security code when prompted.

All Faculty are expected to check their ccsnh email and CANVAS regularly and to respond to students within 24 hours. We expect that students will need extra support to successfully transition to online/hybrid learning. We ask all faculty to be patient and flexible with students. As always, we expect the instructor for a course to be the first point of contact for students with academic questions. If an instructor is unable to resolve the matter, the department chair or program coordinator is the next appropriate contact.

Students with non-academic questions should be directed to email: [lrcinfo@ccsnh.edu](mailto:lrcinfo@ccsnh.edu). One-Stop staff and support counselors will be triaging this email and responding to students' and parents' concerns.

## **Housing**

**Apple Ridge Apartments will be closed March 20 – April 5, 2020.** Students living at the Apple Ridge Student Apartments have been notified of the closing. Please note that this closure will likely be extended and we will communicate that information as soon as possible. Contact Eric Walsh RD at [ewalsh@ccsnh.edu](mailto:ewalsh@ccsnh.edu) with questions.

## **Supporting Students**

Non-academic questions, including those related to student support, financial aid, payment, registration, etc., should be directed to [lrcinfo@ccsnh.edu](mailto:lrcinfo@ccsnh.edu).

We will be notifying students and parents of these changes. More information and updates will be posted on our website [www.lrcc.edu](http://www.lrcc.edu).

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**The Bennett Library will be open with a limited and by-appointment schedule beginning March 23, 2020 on Mondays and Wednesdays.** Services available will include: internet access for LRCC students and faculty, research support for LRCC students and faculty and IT support. Our space requirements demand that we limit the number of individuals using those services at any one time. We ask for your cooperation in ensuring that we are utilizing these services when and for whom they are truly needed. A schedule of available hours will be forthcoming. **If faculty or a student needs library support, please contact Penny Garrett [pgarrett@ccsnh.edu](mailto:pgarrett@ccsnh.edu) to make an appointment.**

If students need other supports please ensure that they reach out to the appropriate contact as normal. Email will be the primary form of contact. Contact information for all resources can be found on [www.lrcc.edu](http://www.lrcc.edu).

#### **Miscellaneous**

**Employees still receiving paper checks will have their checks mailed. Paper payroll stubs will also be mailed.** If you need to update your current mailing address you may do so directly on the portal, <https://portal.adp.com> . If you have never registered, you will need to do so by using the registration code of CCSNH-IPAY to avoid an extended delay in receiving your check.

**All committee meetings are cancelled until further notice.** Meetings may resume via teleconferencing in the future.

**If you have equipment, materials, personal items that you will need in the coming weeks, it is imperative that you make arrangements to come campus before end of day Monday, March 23, 2020** to retrieve those items. We ask you to please practice social distancing when coming to campus and if you are ill or exhibiting flu-like symptoms please do not come to campus. Reach out to your supervisor or administration so that we may help in getting you the materials you need.

All visits to campus after Monday, March 23, 2020 for individuals not scheduled to be on campus will need to be preapproved by Administration. Please contact Jennifer Aiken [jaiken@ccsnh.edu](mailto:jaiken@ccsnh.edu) or Elizabeth Lawton [elawton@ccsnh.edu](mailto:elawton@ccsnh.edu) to request access.

Taking care of our LRCC family is our first priority. All of us have a role to play in that. Please check [www.lrcc.edu](http://www.lrcc.edu) your ccsnh email for regular updates.

Larissa R. Baia, Ph.D.  
President