

Subject: Update: HACC's Preparation for the Coronavirus (March 20)
Date: Friday, March 20, 2020 5:07:32 PM

Greetings, colleagues!

I want to sincerely thank everyone again for the hard work, collaboration and flexibility that were demonstrated throughout this week. We are in this together!

If you were not able to join me and Cabinet members for yesterday's collegewide Zoom session, I encourage you to please [watch the recording](#). These sessions will be held every Thursday at 3:30 p.m. for the foreseeable future so that we can continue to provide updates and answer questions on HACC's coronavirus preparedness plan.

Please remember that although our campuses will be closed March 23-April 6, **HACC is still very much here for our students**. Wherever they are during this crisis and beyond, we will be there for them.

As you have come to expect, following are the commonly asked questions and our responses to them. Please note that some of these responses are tentative and subject to change.

If you have additional questions and do not see the answers on the website, please submit the online form located on the website. Please see the webpage section called "[Information for Employees](#)." If you would like to see the information being communicated to **students**, please see the webpage called "[Information for Students](#)." Please note and click the two links in this paragraph.

Finally, [this article](#) includes some wellness tips that may prove useful.

We will continue to update you regularly via email, the aforementioned website and Zoom sessions.

Thank you!

1. How should I use Zoom when working remotely?

Zoom is accessible via any computer or mobile device without the need to use remote desktop services or VPN. Please do not use Zoom when working in remote desktop services system, as Zoom will not work properly. You are encouraged to download the Zoom app onto your mobile device or smartphone.

2. Remote desktop services are slow. What is being done to improve performance?

New remote desktop services are now active. The speed of these services will improve greatly; however, these are new systems. User settings (such as icons, desktop layout, application setting and background wallpaper) have changed.

3. What is social distancing?

According to the Centers for Disease Control and Prevention (CDC), [social distancing](#)

means remaining out of congregate settings, avoiding mass gatherings and maintaining distance (approximately 6 feet or 2 meters) from others when possible. Social distancing is used to stop the spread of a contagion.

4. What are HACC's normal business hours?

As an organization with 24/7 operations, HACC does not publish official collegewide business hours. Office hours are established locally to meet the needs of our students, and work shifts are established by supervisors.

5. I am an essential employee and must come to campus to work. However, I came into contact with someone who appeared ill. Should I self-quarantine?

If you have reason to believe that you came into contact with someone infected with COVID-19, we recommend that you self-quarantine. You will be granted emergency leave under these conditions.

6. Once I have the technology equipment to work remotely, who should I contact if I have issues when connecting remotely?

Once you have the technology to work remotely, please contact the IT Support Center with questions or issues. IT can be reached at 717-780-2570. Please visit the [IT Support Center page](#) on hacc.edu.

7. Is the Evans Physical Education Center at the Harrisburg Campus open?

The Evans Physical Education Center and all other College buildings are closed for deep cleaning. Please check [online](#) for all College closings.

8. For those of us working remotely, are we allowed to just include the out-of-office message within our signature like we do with the summer message? It will remind students that (1) the campuses are closed, (2) we are still available remotely during normal business hours (3) they should check the HACC website for updates related to COVID-19. I think it will be better to do that than doing out-of-office replies over and over.

For those working remotely, there is no need for an out-of-office message while you are working. Automatic replies should be used by those who are unable to work or who do not have work during the campuses' closures.

9. What temporary modifications are being made to certain program requirements of PHEAA-administered Pennsylvania student aid programs to ensure that recipients won't experience a disruption or reduction of funding due to operational changes made by schools in response to COVID-19?

Effective March 19, 2020, the PHEAA Board of Directors authorized the Agency to temporarily modify, suspend or relax certain program requirements for Pennsylvania schools and students enrolled in the 2020 winter or spring term for the following programs:

- PA State Grant Program
- Institutional Assistance Grant (IAG) Program
- Matching Funds Programs
- Higher Education of the Disadvantaged (Act 101) Program
- Higher Education for Blind or Deaf Students Program

- Pennsylvania Internship Program
- Ready to Succeed Scholarship Program (RTSS)
- PA Targeted Industry Program (PA-TIP)

Please review the [press release](#) on myHACC for more information.

10. **I am currently a casual employee who is able to work from home during this time. Considering not all employees are able to do this, is HACC in a position to waive the maximum 20-hour cap for casual/part time employees to better support students?**

According to [SGP 838 Patient Protection and Affordable Care Act \(PPACA\)](#), no non-faculty, part-time or casual staff will be permitted to work more than 28 hours (average) per week. This remains in effect at this time.

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Our Purpose: Learning for all, learning for life