



Message to Supervisors

3-14-20

4:17 p.m.

Sent from President Melby (President's Office Email box) to Supervisor's List

Message to supervisors

Dear Supervisors,

With the closure of area school districts and other changes that have taken place over the last few days, I am asking you to begin preparations for your direct reports to work remotely or work out a rotating schedule for those who are deemed essential to work on campus. This process should begin on Monday, March 16, with the goal of moving to remote work for the majority of staff within the first few days of the week. Staff will be receiving an email about this shortly.

Here is some guidance as you proceed:

- Staff who are able should report to campus Monday, March 16, to make preparations.
- If you have direct reports who are unable to report to work Monday due to child care or other issues, work with them to develop a remote working plan; this may involve them coming to the office at a later time to pick up supplies; they should not bring their children to campus with them.
- Please use flexibility in all your planning.
- If you have direct reports who want to work from campus due to resources or other issues, work out a plan with them that ensures social distancing is possible.
- Work study students interested in continuing to work have been advised that they may. Please identify projects they might be able to work on remotely. Further guidance on options for those who are interested in working but have no remote projects available to them will be provided in the coming days.

Because we will need to keep some services available to students who need resources, Vice Presidents and Chief Officers will provide separate instructions early next week to those who are deemed essential to providing these resources on campus. We are working on a plan now to begin closing the residence halls for the remainder of the spring semester, but with an awareness that some students may not have other options. A message will go directly to resident students from the Vice President of Student Affairs with a hotline for students to call for additional information.

There is additional guidance below for you to use as you work through your plans.

This will be a time of adjustment for all of us. Please be patient and understanding as details are worked out.

Diane E. Melby
President

Additional Guidance

Below are items to consider while planning as well as guidance that might be helpful as we move to working remotely.

Projects

What projects could each of your team members work on from home?

Deadlines

What deadlines are approaching that need to be met while working remotely; how will information be shared about these deadlines

Communication

Determine through what methods (conference call, Skype, etc.) and how frequently your team will communicate. Please ensure you have an accurate office directory and contact information.

Equipment

Think about the equipment, materials, supplies, and software each will need in order to complete duties from home.

- Does everyone on your team that needs a computer have one they could use at home to complete their projects? If someone does not, and needs one, supervisors could request one by completing [this form](#). Please note that university laptops are in *very* short supply and not every request can be filled.
- All offices are being asked to notify ITS if they have a laptop that is not being used. We are attempting to collect as many unused laptops as possible in an effort to fill as many requests as possible. Please notify the ITS department if you have an unused laptop by emailing the Helpdesk@ollusa.edu with this subject line: AVAILABLE LAPTOP.

Accessing Phone Systems Remotely

Below are instructions should employees have the need to access the phone system remotely.

- To access your OLLU office voicemail from off-campus: Dial the voicemail pilot number: 210-431-4000. Press * when you hear the voicemail message system announcement. The system will prompt you to enter an ID, Enter your 4 digit extension as an ID. You will be prompted for a PIN #, enter your PIN #. Listen to your voice mails as usual.
- To forward you OLLU office phone to your cell phone: Dial the voice mail pilot number: 210 431-4000. Press * when you hear the voice mail message system announcement. The system will prompt you to enter an ID, Enter your 4 digit extension as an ID. You will be prompted for a PIN #, enter your PIN #. Listen to your voice mails as usual.

Information Sessions for Working Remotely

The ITS team will be holding sessions to review the appropriate ways to access your information remotely. It will also cover important dos and don'ts for individuals working from home. Information session times and instructions to access sessions remotely will be provided Monday.