



Message to Department Chairs and Program Heads

3-15-20

1:45 p.m.

Sent from Provost Alvarez to Department Chairs and Program Heads

Dear Colleagues,

Thanks to all of you for your patience and flexibility as we confront the unprecedented challenge of the Coronavirus pandemic. Here are some important updates about OLLU's response to the pandemic which I want to share with you.

With the closure of area school districts and the continually evolving situation with the Coronavirus, for the health and safety of our OLLU community we are now planning on teaching out the semester online. Decisions about graduation (whether or not there will be a May ceremony or if it will be held virtually) will be announced as soon as they are made.

Yesterday, we made the decision that we must close the residence halls. This will be effective March 30. Students will receive either a refund or credit for the unused portion of their room and board.

Students with extraordinary reasons to remain on campus can request an exemption to remain on campus. We understand that we have students who have nowhere else to go.

All non-essential university-sponsored travel is suspended until further notice. If you had been planning conference or other travel, please cancel all reservations. Most conferences are cancelling or moving to virtual operations. If your conference travel had been pre-approved by your supervisor, chair or dean, you are still eligible for reimbursement for cancellation fees or other unavoidable expenses.

Here is some guidance as you proceed:

- Check in with faculty in your department and find out who is ready to move courses online and who needs additional assistance. The goal is to begin instruction online on March 21 for weekend classes and March 23 for traditional semester classes.
- The **Center for Teaching Excellence** has provided some resources that will assist with this process. All sessions next week have remote access options (see end of message for details).
- Faculty who are already teaching online classes, should continue on their regular schedule; however, please be as flexible as possible as even online students are dealing with issues related to K-12 school closures and other issues brought on by closures.
- If you have faculty in your department who don't think they have the resources to work from home and want to continue coming to campus, please develop a plan for them to come to campus that keeps social distancing in mind.
- Please use flexibility in all your planning.

- 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.

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.

All best,
Lourdes

Lourdes Maria Alvarez
Provost and VPAA
Our Lady of the Lake University
411 S.W. 24th Street
San Antonio, TX 78207
210-431-4187

Accessing Phone Systems Remotely

Below are instructions should faculty 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. NOTE: These sessions are geared more toward accessing Office 365 and other resources. Information for online course development will be provided by the Center for Teaching Excellence.

CTE SCHEDULE FOR MARCH 16-20

Monday -- 9 a.m.-11 a.m. -- [Creating Online Assignments](#) (Working Lab - Main 211 or [join us via Skype](#));

By appointment, remainder of the day (ljalviar@ollusa.edu)

Tuesday -- 9 a.m.-11 a.m. -- [Creating Tests in Blackboard](#) (Working Lab - Library 103 or [join us via Skype](#))

Wednesday – 4 p.m.-5:30 p.m. – [Setting Up Discussion Boards in Blackboard](#) & [Sending Messages in Blackboard](#) (Working Lab - Main 211 or [join us via Skype](#))

Thursday – Noon-2 p.m. -- [Using Blackboard Collaborate](#) (Working Lab - METZ 305 *Bring your own laptop or [join us via Skype](#))

Friday -- By Appointment – 7 a.m.-5 p.m. (ljalviar@ollusa.edu/jmquintero@ollusa.edu)