

**Joyce Introduction Remarks**  
**All Staff Zoom**  
**April 6<sup>th</sup>, 2 p.m.**

Good afternoon Staff and thank you for joining me. These are certainly challenging times. I've found comfort and hope though seeing you all lean into this challenge.

Examples include:

- Student Aid and Scholarships staff rotate staffing and file review
- Finance and Budget staff creating exceptions for reconciliations, moving purchasing forward, and ensuring they are still providing a level of service we are all proud of them for continuing
- Foundation Staff and ASG partnering to get resources to our students who need it most.
- Custodial, Security, and Maintenance staff still working to get and keep our college clean, disinfected, well maintained, and secure. I cannot forget the IPAs who are moving processes along from home.

The list could go on for quite a while. What I mean to share is how grateful I am to look around the campus and see the helpers who are making this challenging situation work for the students we serve – so thank you.

As you are aware, the Governor has extended the Stay Home, Stay Safe order through May 4<sup>th</sup>. When this was announced on Thursday, we were already in action responding to the changing environment before us. It was at that time we realized we needed to make a decision that provides you with something you have likely not had for a while – structure and consistency. To that end, we've made the decision that we will continue operating in the current structure for staff through the end of Spring Quarter on June 17. And that we will deliver instruction online only through Spring Quarter as well.

As a college, we've struggled like much of the world to access personal protective equipment, but we've diligently exceeded recommendations on disinfecting and cleaning. We've established guidelines for social distancing and implemented liberal teleworking. We've created signs and scripts to communicate in addition to our daily emails and website announcements. But we have also committed to navigating this challenge with two values for our employees: compassion and doing the least financial harm possible.

At this time, I have asked the Vice Presidents to work with their teams to balance our need to function as an essential business identified by the Governor with our ability to provide teleworking, rotations of on-campus staff presence, and essential services for students. There will be exceptions that occur along the way and I intend for those exceptions to be careful decisions made by the Vice Presidents for the best possible outcome for our students and staff.

As we approach this unprecedented opportunity, I also want us to do this in a way that prepares us to come out of this challenge a better college. We are identifying and implementing innovations that may prove to make the future more efficient. We are learning that we can do things in new and incredible ways. It's my hope that as we take this time to respond to this international pandemic, we will also hold on to the lessons we are learning about our resiliency, our ability to innovate and take risks, and emerge a stronger community.

Before I open this up to questions, I want you to know that the Executive Team and I know that this has been a personally challenging experience for you all. That many of you have faced deep anxiety about health issues, about caring for your children, and about the future. Know that we care deeply for you – our most important resource is YOU, our people who make the mission at Clover Park happen every day.

### **Q and A Session:**

Q: We have a work study who won't have much to do without campus open. Can we bring her in summer quarter?

A: We continue to identify ways that work-study students will be able to have employment. Celva Boon, Director of Financial Aid, is watching the federal regulations unfold and will share details as she gets them.

Q: Who will be writing the 20-hour contracts? The Dean of my department?

A: For those impacted, the Deans will write these contracts.

Q: How are we keeping track of the changes/innovations that are happening? How will we really figure out what we've learned from this experience?

A: The VPs are collecting this data in each area. We've not yet identified a way to do this college wide.

Q: Is it possible to take leave without pay during this difficult time without having to use up a person's leave first? If so, how would that effect a person's medical benefits?

A: Please contact payroll/HR to learn more about your situation and the options available to you. Many programs exist to assist people during this time.

Q: How does this impact the process and timeline for transitioning to ctcLink?

A: No changes to the timeline at this time.

Q: With the extension of the work from home date, will there be more remote access granted?

A: We need to balance the security of our network and our data while ensuring appropriate access for staff. We continue to work with IT to give VPN access to employees who need it in order to work in our on-campus systems such as SMS, PPMS, and FMS. Should you have an access issue please work through your supervisor and appropriate VP to identify the need and a resolution.

Q: I have already had students contact me having trouble/frustrations trying to navigate online options for those not inclined & specifically choose CPTC for more hands-on options. Do we have someone who can contact them specifically?

A: Yes, our e-Learning staff are providing support to students, there is a Canvas training session today and tomorrow for students, and it's important to connect students with their faculty members directly as well.

Q: What are the options for staff that do not have a lot of options for working from home due to being a customer service-related role?

A: We have continued to provide training and non-traditional teleworking options for employees. Please work directly with your supervisor and appropriate VP on a plan for your specific situation.

Q: When do you see the nursing department being let back into the skilled nursing homes to complete the WA State requirements to complete their hours? How do you see it moving forward?

A: We are working to clarify guidance from the state and to ensure that our faculty and students are willing to move forward with the potential the nursing program will be considered essential and may operate with appropriate social distancing standards in place.