SNAPSHOT

ADMINISTRATIVE SERVICES

COVID-19 UPDATES

I hope that you are safe and well amidst these unprecedented times. Our team has been working hard to continue supporting remote instruction as well as the operational needs of the College. Our snapshot features efforts and resources to assist you with administrative processes and procedures during the campus closures. Thank you so much for being patient as delivery method of our services could look different or be delayed as we continue to navigate through the impacts of Coronavirus (COVID-19) in our College community.

Official updates for students, faculty, and staff are available at COM website. Please continue to practice personal hygiene and observe the shelter-in-place order by the State. With collaboration and resilience of our College community, I am hopeful that we can overcome these challenging times. Please let us know if you have any questions.

Greg Nelson
Asst. Superintendent/Vice President
of Administrative Services

IT RESOURCES

The Coronavirus poses challenges that have required us to offer remote instruction. In support of distance learning, we encourage our users to get familiar with our online tools. We will be providing hoc training as needed.

If you are a COM employee, with @marin.edu email account, you are qualified for a PRO Zoom license. This will allow you to host online meetings. Please note that other attendees are not required to have Zoom accounts or to register with Zoom. Citrix provides a secure virtual platform to deliver applications and desktops to staff and students off-campus. The system is optimized to successfully serve multimedia applications, such as Adobe, AutoCAD, Rhino, etc. on personal computers and mobile devices. Please explore the **Citrix Remote Apps** from the MyCOM portal or using the link below https://apps.marin.edu. For technical support on your personal devices, please see the Citrix support page.

COM ServiceDesk is the College's IT helpdesk system. It supports tickets for Information Technology, Enrollment Services, Student Accesibility Services and Institutional Data Team. All MyCOM users, including students, may search the integrated knowledge base for answers and/or submit tickets. Please explore the COM ServiceDesk from the MyCOM portal or visit https://servicedesk.marin.edu/helpdesk/User/Login.

CONTENTS

COVID-19 NOTICE
UPDATES AND RESOURCES
CLICK TO LEARN MORE

HOW TO QUICKLY ADAPT TO TEACHING ONLINE

What's the best way to manage class time?
Think about how much time you're willing or able to devote to the class to ensure you can balance your other obligations. Give yourself extra time in the first few weeks to adjust with what you need to do.

How long should an online class session be?
Teaching and learning online can be challenging so adjust as necessary. Fatigue is a huge factor to consider. Use surprising questions, groups, and small activities (writing, problem solving, videos, or shared documents, for example) to break up the monotony. It is suggested that you offer a break after 90 minutes. For yourself, get comfortable and have plenty of sleep the night before. Exercise, have coffee or favorite food, or spend some time to relax your mind and motivate yourself before it's time to "go live". Remember, you are here to help your students.

How should I set up my home office for a class session?
If you're teaching synchronously, make sure you are comfortable before class starts. Have writing supplies, lesson plan propped, and take notes during class if something comes to you, so you can refer to it after class. Other tips for running a successful class from your home:

- Limit distraction- post a sign that you're live with students. Inform your household of your schedule so you won't be disturbed.
- Reduce noise – turn off email notifications. If you're using Zoom, there is a way to turn off notifications as students join in. Turn down your heating or the cooling system for a little bit if you can.
- Use the biggest monitor that you have so you can see yourself and the students if they are sending or streaming videos. *More on page 2.*

TEACHING ONLINE *Continued*

- Get the lighting as optimized as possible. There are many tutorials about lighting for video conferencing online.
- Decide whether you'll wear a headset or use speakers. Most video conferencing software now has good-quality audio. Your students should also use headphones to cut down on feedback.
- Make sure you check that the audio and video are both clear before you go live.

How fancy do I need to be with the technology?
Keep your technology simple and lean. Use tools that you and your students know, rather than make the learning curve even steeper. Making this move is a big adjustment for all of us; don't add to the complexity unless you must. For synchronous meetings, use functionality built in the platform to share screen and use chats, polls, and Q&As. For tracking attendance, you can create a poll and require everyone to respond, using that list as attendance. Or just take screen grabs of the participant video array or participant list at the beginning and the end of each session.

How can I be more efficient when creating a course online?
Reuse when you can. Talk to colleagues who may have content that you can repost. When you create an assignment, think about how you might modularize it so that you can just copy and paste parts of it the next time you teach the course. With online courses, you can reuse a tremendous amount of content.

How does grading change in online classes, especially when using a forced curve?
Whatever grading mechanism you use in the traditional classroom absolutely can translate to the online classroom. For a forced curve where you have to give some lower and some higher scores, make sure your system is transparent and students are aware of the criteria.

How can I assess how I am doing?
Pay close attention to the quality of your students' responses and deliverables to see if they are learning at the pace you expect. Record synchronous sessions and watch at least parts of the recording to spot tendencies you'd like to change. Work with colleagues to review one another's classes. Create a survey for the class to ask how things are going and ask for suggestions for improvements.

Schiano, Bill. "Harvard Business Publishing Education." Harvard Business Publishing Education, Harvard Business School Publishing, 10 Mar. 2020, hbsp.harvard.edu/inspiring-minds/how-to-quickly-adapt-to-teaching-online.

Reprographics new set up at 941 SFD

COLLEGE SERVICES HAS MOVED

College Services has relocated to our new location at 941 Sir Francis Drake. While we continue to support the College's needs for design, print, receiving/courier and mail services, we are also taking all the necessary steps to protect our team members. For now, please be advised of the following service adjustments for our department.

Design and Print services: Submit printing and design requests through the online Storefront https://marin.webdeskprint.com/. Please submit your request to us and we will contact you regarding your project if needed. Due to stay-at-home order, we will inform you if we anticipate any delays with your order.

Mail services: USPS and inter-campus mail will be processed twice a week, Tuesdays and Thursdays. We will distribute mail in the LRC mailroom until it is relocated into the AC building. Outgoing mail can be placed in the LRC mailroom and will be processed Tuesdays and Thursdays as well.

Mailroom: The mailroom at Kentfield will remain in the LRC until further notice. Notifications will be sent out before it gets relocated.

Courier/inter-campus deliveries: The courier run and mail between Kentfield and IVC will be performed twice a week only, on Tuesdays and Thursdays.

Receiving/warehouse: Receiving for all shipments, packages, and deliveries will be Tuesdays and Thursdays, 9 am to 1 pm. Please limit any large orders unless absolutely essential as there are limited hours and extremely limited space until the new warehouse opens.

Please don't hesitate to call 415.485.9393 or email anytime aricciuti@marin.edu. Stay safe, healthy, and well.

FACILITY RENTAL AND EVENTS

As we continue to monitor the changing situation around COVID-19 and to reduce the risk of virus transmission and spread, all facility rental use has been suspended until at least May 31st. Planning for summer and fall events will continue until further notice. For questions, email lbacigalupi@marin.edu.

FISCAL SERVICES

Fiscal Services staff are assigned on rotating shifts at both campuses in order to provide essential business. Service delivery and methods have been adjusted and we appreciate everyone's patience as we continue to navigate through the fast-changing conditions around COVID-19. Please read and adhere to previously sent notifications for payroll timecards, accounts payable, and procurement activities. If you have any questions, please ask your supervisor or manager. Our staff directory is available at Fiscal Services website. We will provide updates as procedures get enhanced to support students, faculty, and staff during this time. We hope you and yours are staying safe and healthy.

HUMAN RESOURCES

Working Remotely

Most employees will be working remotely, except for essential personnel. Please note, those designated as essential personnel may change depending on the circumstances, which are changing rapidly. Your supervisor will provide department-specific guidance for working remotely or will inform you if you need to report to campus. If you need resources or tools to work remotely, please let your supervisor know. If your supervisor has not contacted you, please reach out to them as soon as possible.

Essential Personnel

If you have been identified as essential personnel to be on campus, please ensure you are following the social distancing guidelines. Stay home if you are sick and call your primary care physician or the nurse advice line if you have a fever, cough, or shortness of breath. Continue to practice good hygiene and respiratory etiquette; this is still the best way to reduce the risk of becoming infected with a respiratory virus.

Contact Information

Employees should ensure their employee contact and emergency contact information is up to date. Instructions for Updating Personal and Emergency Contact Information.

Employee Assistance Program

We recognize how stressful these times are and want to make sure you are aware of resources you might find helpful. The Employee Assistance Program (EAP) offers confidential resources and up to six free counseling visits per issue.

You can find out more about our EAP by visiting the District's benefits website at Employee Wellness or reaching out to the EAP directly at 800-999-7222.

- Remote Work Tools and Resources - Information Technology Support
- Learning and Training Resources - Training/Employee Development
- District updates and resources - Coronavirus (COVID-19) Updates and Resources

Local Health Agency Updates

- Marin County Health and Human Services
- California Department of Public Health

If an employee experiences a disruption in employment, you may be eligible for unemployment insurance. For more information, please review the online options.

- Human Resources
- Labor & Workforce Development Agency (LWDA)
- Employment Development Department (EDD)
- Employment and Taxes (CA.gov page)

CORONAVIRUS SAFETY ✚ American Red Cross
Follow these easy steps to help prevent the spread of COVID-19.
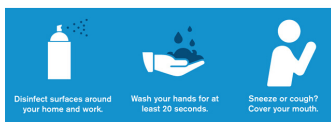
MAINTENANCE AND OPERATIONS

The College custodians are being assigned on weekly rotating shifts at both campuses to clean behind the few remaining faculty and essential personnel who still have to visit campus to ensure that remote learning can be provided to our students. Many of the essential staff have been provided with OXIVIR wipes to sanitize the high touch areas they come into contact with.

Oxivir® Powered by AHP® Technology

Potent disinfectants can often be quite toxic. The goal is to remain potent and minimize toxicity. Accelerated Hydrogen Peroxide® (AHP®) has achieved this key balance. Now there is an alternative with proven efficacy that is gentle to end-users and surfaces. AHP® is a patented, synergistic blend of commonly used, safe ingredients that when combined with low levels of hydrogen peroxide dramatically increase its germicidal potency and cleaning performance.

Source: https://diversey.com/en/solutions/infection-prevention/oxivir

Other Maintenance and Operations personnel are on a weekly rotation as gate operators to limit access to the Indian Valley Campus. This is being done to limit access to IVC for COM employees who need to be on site to perform their duties and for contractors who are exempt from the current shelter-in-place order.
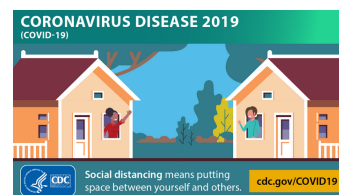
CAMPUS POLICE

The police department remains fully staffed for campus security. If you have specific needs on campus, just call the police department, or drop by our office next to the volleyball courts.

The police department is keeping track of all persons on campus. This will help us maintain a safe campus and be able to track any persons who may be infected with COVID 19. The tracking allows us to clean and disinfect facilities as appropriate.

If work requires you to come to campus, please email us at police@marin.edu, with the date, time, and specific location you will be on campus. We are working with IT on a spreadsheet form, which will be sent out soon.