CCɑ   **Nancy Chan <nchan@cca.edu>**

[Staff-l] HR News: Adjusted Campus Access, CCA Emergency Student Fund, HR UPdates, ETS Updates, and Workday Updates

Human Resources <hr@cca.edu>   Fri, Mar 27, 2020 at 12:39 PM
To: staff-l@lists.cca.edu

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California College
of the Arts

STAFF WEEKLY UPDATE

Dear Awesome Colleagues,

Thank you to the many of you who joined yesterday's All Staff Meeting. It was great to come together to share challenges and tips for our new remote work environment, as well as hearing the progress we've made for our students through distance learning, and also the current efforts underway to care for employees. COVID-19 has affected us all in some way, and we are surely in this together!

Below are some key updates we'd like to share with you. You can find more key information on COVID-19 Workplace Guidelines and on the main COVID-19 information page. We're also compiling additional resources to support you during this time that we'll post on the portal.

Have a great weekend!

Warm Regards,
Leslie Gray, Vice President, Human Resources

OPERATIONS UPDATE - ADJUSTED CAMPUS ACCESS

CCA Campuses will be accessible to students, faculty, and staff to retrieve personal and work items as of **Monday, March 30, 2020** during the following days/hours:

- **SF Campus:** Tuesday and Thursdays 11a-1p

- **Oakland Campus**: Monday and Wednesdays 11a-1p

When you arrive at campus contact Public Safety at:

- **SF patrol phone: 415-726-2061**
- **Oakland patrol phone: 510-385-1821**

Public Safety will meet you, check your ID, have you sign in, provide necessary access and wait until you leave to secure the building. For the safety and security of all,
PLEASE BRING YOUR CCA ID TO SHOW THE PUBLIC SAFETY OFFICER!

For Access to **Dogpatch**, to retrieve personal items only:

- If access is *critical* on **Friday, March 27,** please email dogpatchfacilities@cca.edu and Facilities/Public Safety will do their very best to accommodate your access needs.
- **Starting March 30, 2020,** keycard access will be available (until further notice) on **Mondays, 11a -2p and Wednesdays, 3p-6p.** This access is only to retrieve items. A member of the Facilities or Public Safety teams will be there to assure that the facilities are secure by 2p on Mondays and 6p on Wednesdays.

Questions? Please reach out directly to Noel Knille at nknille@cca.edu.

ADVANCEMENT UPDATE - CCA EMERGENCY STUDENT FUND

Many of our students are struggling and have lost off-campus part-time jobs, a vital piece of their financial plan for college. **The CCA community is coming together to help these students-in-need through the Student Emergency Fund.** Administered through the CCA Cares Program, this critical fund provides direct student aid where it is needed most – food insecurity, household needs, health and wellness support, etc.

Click Here to Support the CCA Student Emergency Fund

On behalf of our students, THANK YOU!

Questions regarding making a donation? Please reach out to Cecily Gofrain in Advancement.
Questions regarding use of funds? Please contact Student Affairs.

HR UPDATES

Free Online Professional Development Courses:
HR is making online professional development courses available to regular staff who can take advantage of this as they have time to do so. The following is information on how to access these courses, which includes topics ranging from performance management, wellness and leadership, among others. Hourly workers

should consult with their managers on courses of interest, which should be taken during regular work schedules as time permits.

- View the course catalog found here.
- To register for an online course please email the full name of the course(s) that you wish to take to benefits@cca.edu. Your request will be processed on or before the Friday that you submit your request.
- Once processed, you will receive two emails from welcome@myhrworkplace.com and noreply@thinkhr.com with instructions on how to log into the site and access your course.

Questions? Please contact benefits@cca.edu.

Retirement Resource on Market Volatility:

- If you missed the free SageView webinar, Market Volatility and Your Retirement Plan, you can access the recording by clicking here.

Employee Assistance Program (EAP) COVID-10 Resource Center:

- Visit Claremont's COVID-19 Resource Center by clicking here for easy access to global resources and Claremont virus-related materials.

Visit the Positivity Center by clicking here with links to the Greater Good Science Center's COVID-19 information.

Update on CCA Hiring Process:
CCA will be placing all hires on hold for the time being until we have a better understanding of the repercussions of COVID-19. If you have any questions, please connect with your department VP.

ETS UPDATES

Help Desk and Staff Support Available:
The Help Desk and Staff Support are operating business as usual, albeit remotely. We have lined up some additional staff available to pitch in as needed to make sure you receive support and answers to your questions in a timely manner. We appreciate your patience while we adjust to a modified process for staff support, and will respond to your tickets as soon as possible.

A friendly reminder that all help requests MUST go through Help Desk (helpdesk@cca.edu). This allows us to more efficiently and effectively route your request to the right resource. Please refrain from contacting any of the support teams directly through email, chat or phone.

Using Your Personal Computer for Work:
During normal operations, CCA requires that staff use CCA-managed computers for work purposes, and does not allow the use of personal computers. This is

primarily intended to ensure the protection and preservation of CCA-managed files and data that may be stored on a computer, in the event of theft, damage or loss, as well as when staff separates from the college.

But given the campus closure and remote work situation, the demand for laptops exceeded our ability to ensure that every staff member had a laptop to use at home. We appreciate the flexibility of our staff, many of whom were willing to use their personal computers for work during this time.

To support this, and to continue to protect the CCA community, we ask that all staff using their personal computers for work purposes carefully review and follow these guidelines: Staff Use of Personal Computers During Campus Closure.

Please note that if you are using your personal computer, you will receive a task in Workday to acknowledge our personal computer policy.

As a reminder, please follow the Guidelines for Data Sharing and Storing on any device you are using.

Be on the Lookout for Increase in Cyber Crime:
Cyber security experts are warning of a significant increase in cyber crime threats as the coronavirus (and related panic/confusion) continues to spread. This may include targeted phishing scams, disinformation campaigns and disruptive cyberattacks that can steal information, create panic, and worsen the economic and social impact of the virus.

Please be extremely (extra) cautious and alert about any suspicious emails or other electronic activity that may come across your screens, phones and emails. Do not click on or provide any information with suspicious links or which include requests for sensitive/private information unless you are 100% sure you can trust the source.

Please refer to our Portal guide on CyberSecurity for tips to protect yourself from cyber crime.

Delete your Voicemail on a regular schedule:
Your Mitel voicemail box has a limit of 200 messages. Once you reach that limit, the mailbox stops accepting messages.

The easiest way to manage your voicemail messages is through the Mitel Connect desktop app. You can also delete your messages over the phone by calling into your voicemail. Please see Managing voicemail and away messages in the Portal.

Depending on the volume of voicemail you receive, you may want to set up a weekly or monthly reminder for yourself to do a little voicemail management.

As a reminder, you are able to receive calls, make calls and check voicemail through your computer. Please click here for instructions.

Portal – New Features:

Portal Profile – Add Local Time

In support of CCA remote life, CCA students, faculty, and staff can now add their local time on their profile. Learn more.

Login Drop-down Menu – Local Date + Time

In the Portal login drop-down menu, your local date and time will display when logged in. For those of you who are CCA alumni, this feature applies to alumni profiles, too. Learn more.

Student Portal Profile – Add Primary Home Email

Students are now able to add their Workday primary home email to their Portal profile. Learn more.

Questions about the new features? Open a Help Desk ticket!

WORKDAY UPDATES

New Request Forms in Workday:

In an effort to improve and streamline processes, we've transitioned the process to request or donate hours from CCA's sick bank to a business process in Workday. You will also see a request form for a payroll advance, however during this interim period, Payroll is not processing payroll advances. Here is a guide for this process.

To make a request:

- In the search bar in Workday, type in Create Request
- In Request Type, select the request that you need to make
- Review the request policy and complete the fields
- Click Submit

The request will be routed in Workday through the same approval process that has been followed to-date.

For questions regarding the sick bank, please reach out to hr@cca.edu.

Workday Experience Upgrade - Coming Next Week:

We are rolling out an upgraded Workday experience for the campus, beginning with staff the week of March 30th. Students and faculty will see the upgrade over the summer.

The new experience includes these new features:

- Workday Today, a redesigned home page layout with more useful information, personalized to you
- Enhanced Search, making it easier for you to quickly find what you are looking for
- Knowledge Base, helpful guides for accessing key tasks in Workday

- Workday Assistant, a chatbot that can help you complete common tasks (like request time off) and answer questions.

Read more about the Workday Experience Upgrade in the Portal.

WELLNESS TIP OF THE WEEK
National Child Care COVID-19 Resources

Claremont EAP has many Web resources for locating Day Care Centers, Family Day Care Homes, and Child Care Financial Assistance. If you are looking for child care during COVID-19 please check out the National Care Resources found here.

Claremont EAP
www.claremonteap.com
positivitycenter.org

Reach out to your HR Team!
For general assistance, please email us at hr@cca.edu or call the HR hotline at 510.594.3700.

Claremont Employee Assistance Program (EAP)
CCA provides benefit eligible employees with support for a wide variety of challenges through the Claremont EAP. If you or a family member needs assistance with personal, family or work-life balance issues, you can contact the EAP for confidential assistance at **800.834.3773**. Benefits include up to five free counseling sessions per incident per household member and referrals to help you deal with a wide variety of life issues.

Anonymous Employee Comment Form
HR has designed a new form to provide an outlet for employees (faculty, staff and student workers) to share anonymous feedback, suggestions, comments, questions, or general concerns regarding CCA. Responses submitted via this form have no record of the sender and will be reviewed initially by Human Resources.

Submitting Content for the HR Newsletter
If you are looking to include content in the HR Newsletter, please submit your content to hr@cca.edu by EOD Wednesdays. Mary Aymor- Thuku will be compiling the content on a weekly basis. The HR Newsletter is sent out generally weekly, on Fridays.

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HUMAN RESOURCES DEPARTMENT
hr@cca.edu | o 510.594.3700, option 3

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Staff-l mailing list
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