



SPECIAL REPORT

CORONAVIRUS UPDATE

**SOUTHWEST EXTENDS SPRING BREAK THROUGH MARCH 21
CLASSES RESUME ONLINE MARCH 23**

Tennessee eCampus Students Resume Normal Schedule March 14

FROM THE PRESIDENT

Navigating a new normal

Hello, Southwest:

I hope all is well as you continue your spring break or your duties as a staff member to keep Southwest moving forward as we navigate the global coronavirus pandemic. Thank you to those who attended the College's first-ever virtual town hall meeting March 12. The engagement was outstanding as nearly 800 audience members tuned in online, submitting more than 400 questions and comments before, during and after the meeting.

The virtual town hall meeting was just one of our communications tactics aimed at ensuring you are aware of two prevailing facts as the pandemic progresses across the world and here at home:

- 1) Southwest is operating as transparently as possible and
- 2) We heard you and we are responding to the new normal in which we now live.



Dr. Tracy D. Hall
@Southwestnpres

The following pages of this report contain a comprehensive plan of:

- 1) The actions we are taking to provide the safest teaching and learning and work environments possible,
- 2) How students and faculty will transition and operate in the virtual teaching and learning environments and the support mechanisms in place to ease the transition and foster continued student and employee success,
- 3) How staff will operate in the virtual environment and how existing and emerging policies and procedures could impact work schedules and compensation, and
- 4) How the College will continue its business processes and services to ensure students, faculty, staff and the community can continue their business with the College and the College's business with the community and beyond.

I encourage you to review all sections of the report as they contain useful information for students, faculty and staff, alike. Please know that we have received and reviewed every question and comment and have crafted the action plans contained in this report to address them.

We are ready. We are responding. We are here with you, working to ensure safety and continued academic progress. Our guiding principle and mantra in times such as these is "do no harm." We are doing all we can to ensure we meet this standard each day and welcome your feedback and suggestions to djthomas@southwest.tn.edu.

The contents of this report also will be available online on the coronavirus section of our website to serve as a valuable resource as you move forward and stay the course toward your goals. Know that we want nothing less than the best for you and we are working to ensure we provide the finest teaching and learning and working environments possible under the circumstances.

I urge you to stay abreast of developments by monitoring your email and the College's website and social media channels (@SouthwestTN on Twitter and Facebook) and to sign up for RAVE, the College's emergency communications system that sends alerts via text and email.

Let's be as safe as we can by following good hand washing hygiene and other Centers for Disease Control and Prevention guidelines. Public health is all of our responsibility. Let's work together to stay healthy and continue on in our studies, work and lives.

Be well,

Dr. Tracy D. Hall
President

STUDENTS

FAST FACTS

- Classes begin for Tennessee eCampus students **March 14**
- Classes begin for all other students **March 23**
- All Southwest classes will be taught **ONLINE March 23-April 5**, barring no developments in the coronavirus outbreak
- Commencement is still scheduled for **May 2, 2020** at FedExForum
- ETS Proficiency Profile exams will be administered **ONLINE** through PAWS
- Students with labs will begin taking them again **April 6** when on-campus classes resume
- No labs until on campus classes resume April 6; you will be given ample opportunity to make up hours
- Limited number of Chromebooks are available for checkout
- Campus libraries and computer labs will be **OPEN** for students who do not have a device or internet access
- Admissions, Financial Aid, Advising, Cashier and all other College offices are **OPEN**
- Student safety is a **PRIORITY** at Southwest
- No on-campus student activities until April 6, when on campus classes resume
- Check your Southwest email and stay tuned to the College social media channels @SouthwestTN on Twitter and Facebook and the [coronavirus section](#) of www.southwest.tn.edu.

STUDENT AFFAIRS

FROM THE VICE PRESIDENT OF STUDENT AFFAIRS

Jacqueline Faulkner

@RealJacqueO

Dear Students:

The past few weeks have been extremely challenging for us as a country and a Southwest family as the novel coronavirus that causes COVID-19 has impacted life as we have known it. I remain impressed with the calm and resilience that you have exhibited while the College has worked to effectuate plans to minimize the impact of the virus on our academic community. Our focus and decision making have remained laser focused on ensuring that we keep the entire campus community safe, healthy, and conducive to teaching and learning.

As you were previously made aware, Southwest Tennessee Community College is extending spring break for students to March 21 in light of the escalating situation in Shelby County and the World Health Organization's declaration of the virus as a global pandemic. All classes will resume online March 23 and continue through April 6. On-campus instruction resumes April 6, barring any new developments regarding the spread of coronavirus.

The Division of Student Affairs has taken intentional steps to ensure that you continue to receive the critical support services to help you be academically successful, even through this transition to online learning. Any students who may experience difficulties accessing online classes may visit libraries and computer labs on the Macon Cove and Union Avenue campuses and the Whitehaven and Maxine A. Smith centers. Limited Chromebooks are available for check-out through the Office of Retention & Student Success, but are available on a first-come, first-serve basis.

Student Affairs offices will remain open to serve you who rely on our services, including the Academic Support Centers, in the event that you experience difficulty with the transition to the online learning environment. As we prepare for registration for the Summer and Fall, the Office of Academic Advising will continue to offer on-campus and virtual advising appointments, as needed. Furthermore, for any students or prospective students needing to submit important documents, several offices allow electronic uploads or Dynamic Forms to still accommodate you, in the event you are unable to come to campus. For students currently enrolled with the Office of Student Disability Services, that office will be working with faculty to ensure that your approved accommodations continue, and if you experience any difficulties, feel free to contact us.

Many of you have inquired about how this situation might impact your graduation. The college

STUDENT AFFAIRS

is working closely with the FedExForum in monitoring plans daily. Currently, the commencement ceremony will proceed as scheduled for Saturday, May 2, 2020 at 10:30 AM. This is such an important time for our college and we are taking every measure to ensure that we have an opportunity to celebrate the accomplishments of our graduates, while keeping our campus safe and healthy. As a graduation requirement, many of you are required to take a major field exam and/or the ETS Proficiency Profile test. Major field exams have moved to an online environment via PAWS, and are accessible from any location. If the situation escalates prohibiting candidates for graduation from meeting the ETS requirement, we will review those requirements and seek viable solutions that ensure this extenuating circumstance causes you no harm.

Once again, your safety and well-being are of utmost importance to us. We urge you to take appropriate preventative measures as advised by the Centers for Disease Control and Prevention. As this situation remains fluid, please continue to monitor our page for most current information at www.southwest.tn.edu/coronavirus.

Again, thank you for your patience and grit as we work through this together.

All the Best,

Jacqueline Faulkner
Vice President of Student Affairs



FACULTY

FAST FACTS

- Classes begin for Tennessee eCampus students **March 14**
- Classes begin for all other students **March 23**
- All Southwest classes will be taught **ONLINE March 23-April 5**, barring no developments in the coronavirus outbreak
- Commencement is still scheduled for **May 2, 2020** at FedExForum
- Southwest locations are open for your use
- Allied Health Building remains **CLOSED** until April 6
- **PAWS TRAINING IS AVAILABLE ON CAMPUS AND ONLINE!**
- Begin scheduling your department meetings Monday, March 16!
- All class material must be accessible online by federal law
- Labs will **NOT** occur until on campus classes resume April 6
- Clinicals will continue as normal, unless prohibited by clinical site
- Internships, practicums and field observation continue
- Campus locations are open for students without access to devices and internet
- All accreditation visits will be virtual until further notice. Contact Institutional Research to arrange virtual accommodations for SACS-COC visitors.

ACADEMIC AFFAIRS

Dear Faculty,

Spring Break has been extended until March 21. All classes resume online on March 23 and continue online through April 5. Tennessee eCampus students resume classes March 14.

A primary reason for extending spring break is to provide faculty time to prepare for what is certainly a unique and significant challenge. Although many faculty members are very experienced in excellent online instruction, an even greater number are not. The fact that we have many faculty who are well-versed in that modality makes Southwest well-suited to meet this challenge.

Moving forward

Department heads are encouraged to group faculty who are experienced and expert in the virtual learning environment with faculty who are less so to capitalize on their collective knowledge and skill in PAWS and Digital Learning. Additionally, the Digital Learning Department is providing training on the College's Learning Management System (LMS), also known as PAWS. Please refer to the training schedule at the end of this communication. In addition, Teaching Academy staff will provide training that addresses best practices for moving on-campus teaching and learning practices to the online environment using video lecture replacement tools Microsoft Teams and Screencast-O-matic. Digital Learning will provide training on a third video option that operates within PAWS.

The move from on-campus to online learning will require significant investments of time and effort. Departments are urged to set meetings as soon as Monday morning to organize and begin the work. Next week is NOT a vacation week, but rather one that will be filled to the brim with training and online launch preparations. Take advantage of this precious time that has been set aside to provide an optimal opportunity for you to focus your efforts on preparing for the upcoming challenge.

For those faculty unaccustomed to online instruction, this will involve not just rethinking how we have done things in the past, but also learning new skills and preparing and presenting materials, tests and assignments in a completely new way. This spring break extension is designed to allow those faculty members experienced in online instruction to devote their full efforts to helping others make this transition as effectively as possible.

Stay tuned for communication from each academic dean as they will schedule a virtual meeting with their division Tuesday. You will receive an email from them containing a link to login to the meeting soon.

ACADEMIC AFFAIRS

Online Classes

Courses that are already fully online will continue as normal. However, given the extended spring break and the general nature of the unprecedented situation in which we find ourselves, please be flexible with students, particularly regarding assignment deadlines.

Lecture Classes

For clarity, typical face-to-face lecture-only courses will be fully online. All sections of courses have a course shell in place. If the course already has an online version, Digital Learning is working to copy the online course content into all other sections. This work should be completed by Monday, March 16. In cases where no online version of the course exists, faculty should be working to move instruction online. This should include having lectures online, (recorded or in real-time, making assignment submissions in PAWS, tests and quizzes in PAWS, and lecture notes, course content, etc.). This is the heaviest lift for you and your efforts are appreciated!

Lecture/Lab Courses

As above, if a fully online version exists, Digital Learning is copying that course for you. Otherwise follow the same process for the lecture portion of your course outlined above. Labs will not occur when classes go online March 23, they will be delayed until classes resume normally April 5. The expectation is that the labs would then be compressed into the remaining time of the semester. Please reach out to your department chair or dean with specific questions or concerns.

In the event that the online modality is continued past that date, please work on plans within your departments to have staggered labs that decrease the number of students in close proximity at the same time.

In cases where the labs are not able to be completed during the regular semester calendar, College policy allows the option of awarding an "I" grade for the student. Please work with your department chair and dean in cases where this may occur.

ACADEMIC AFFAIRS

Accessibility

Federal requirements dictate that all online material is accessible. This includes any lecture offered real-time and/or recorded for later use. Digital Learning and the Teaching Academy can provide assistance with any materials during the scheduled training times next week.

As a reminder, accommodations from the Office of Student Disability Services are required regardless of delivery method. Academic Affairs will collaborate with Student Affairs to provide faculty accessibility guidance and support.

Digital Divide

An additional accessibility concern is the digital divide. For students lacking computers, mobile devices or reliable internet service necessary to perform the requirements of the online modality, all campuses and sites except Millington Center will remain open to provide students access to over 300 workstations within labs to perform their academic requirements. The Somerville Site's hours of operation at the discretion of The University of Tennessee at Martin and are subject to change. We will provide information on scheduling changes in the coronavirus section of the Southwest website.

Work-based Learning

- **Clinicals:** Clinicals will continue as normal. If or when clinical sites have been declared closed to students, the pursuit to locate another site will take place or the attempt to move towards a simulation-oriented experience will be employed. Faculty should work with the department chair and dean on specific case-by-case issues.
- **Internships, practicums, and field observation:** Students in internships or field observations will continue to attend those experiences, unless the employer or site no longer accepts students. Faculty, please work with displaced interns to help these students complete any requirements in alternative means. For education majors in field observations, the academic department will issue waiver letters for students unable to complete hours.

ACADEMIC AFFAIRS

Campus Access

Southwest locations also will be open to faculty to work in their offices if they so choose. Adjunct faculty are welcome to work in labs or spaces normally available on campus. When working on campus, please help limit the spread of coronaviruses by avoiding large groups. For example, hold virtual department meetings using Microsoft Teams, conference calls, etc. Please work with your department chair and dean regarding any telecommuting. Information Technology Services has telecommuting information resources available at <http://www.southwest.tn.edu/its/remote.htm>

Accreditation

- There are three academic audits remaining for this spring. They will be virtual and faculty will begin working with the IR office to accommodate that modality.
- The College has already informed the Southern Association of Colleges and Schools, Commission on Colleges (SACS-COC) of our intent to enact the Emergency Temporary Relocation of Instruction.
- If you have a programmatic accreditation, please seek updates on guidance they are giving regarding requirements in our current COVID19 world. Communicate those updates with your chair and dean.

We Are Here to Help

PAWS Training

Contact Digital Learning
distance@southwest.tn.edu
901-333-4612

Technical Support

901- 333-HELP (4357)

General Faculty Assistance

Contact your department chair.

FINANCE & ADMINISTRATION

Southwest Tennessee Community College is now at Level 1 of its Pandemic Preparedness Plan. Level 1 is defined as no human-to-human spread of a disease on the College's campus and no confirmed cases on campus. Southwest Level 1 also aligns with what was the World Health Organization's phase 3.

Please refer to the STCC Pandemic Preparedness Plan Level 1 and Status chart at the end of this document for an overview of the College's response since the outbreak.

The Pandemic Preparedness Plan includes an Incident Management Team that is comprised of the following:

- President
- Director of Public Safety (emergency lead and coordinator with other agencies)
- Director of Physical Plant
- Executive Director of Marketing and Communications
- Chief Information Officer
- VP External Relations
- VP Academic Affairs
- VP Student Affairs
- VP Finance & Administration

The Incident Management Team has established an Emergency Operations Center that will function as the command and control center, effectively a situation room, should the College upgrade the pandemic level.

Human Resources

The operating hours of the College have not changed. As the situation involving COVID-19 continues to develop, changes may be necessary and updates will be provided as needed.

Benefits and Other Resources

Doctor's offices may be very busy and may not be able to provide immediate care and/or absentee documentation in a timely manner. Employees covered by an STCC group health plan are encouraged to enroll in the Telehealth Service Program (MDLIVE for Cigna members and PhysicianNow for BCBS members) for virtual medical consults:

Cigna Members

- Log into [MyCigna.com](https://mycigna.com)
- Look for MDLive
- Or, call 888.726.3171 for MDLive

FINANCE & ADMINISTRATION

BlueCross BlueShield Members

- Log into Log into [BlueAccess at bcbst.com/members/tn_state/](https://bcbst.com/members/tn_state/)
- Look for and select talk with a Doctor Now
- Or, call 888.283.6691

All employees and their dependents who are eligible for STCC group health care benefits (even if you are not enrolled in the benefits program) have access to psychological counseling and crisis debriefing to individuals affected by the pandemic through the Employee Assistance Plan (EAP), which is Here4TN. Some employees may want counseling services that could include loss of loved ones, health issues related to the disease, or financial hardship.

Employees who are enrolled in STCC's group benefits should make sure they have a copy of insurance cards and provider contact information for quick reference and use in case of provider visits or hospital admissions (Group Benefit Quick Reference).

Time off and leave

Time off policies will be generously applied to allow staff to stay home when they are ill or to care for an ill family member. A doctor's note will not be required for most employees to confirm illness or recovery.

Employees can use sick leave if they are absent due to an illness ([Time Off and Leave](#)). Employees can use sick leave if they are absent due to care of other eligible individuals who need care ([Time Off and Leave](#)).

Employees who are not ill or taking care of ill eligible individuals can request paid Annual Leave through normal methods. Special consideration will be provided to those who have serious underlying health conditions, care of underage children, individuals caring for dependents who need specialized care, etc. Employees with insufficient leave balances can request unpaid time off through normal methods.

Employees should advise their supervisors, who will notify the Human Resources Office, when they have an absence due to a confirmed COVID-19 virus infection.

Normally, [FMLA](#) requests and paperwork are not required for short-term illness absences of three days or less, unless it involves a serious health condition as defined under the Family Medical Leave Act (FMLA) regulations. In cases where FMLA is requested, normal FMLA policies apply (FMLA).

FINANCE & ADMINISTRATION

Work Locations and Working Remotely

Employees who need to take off to care for a sick family member may be allowed, at the supervisor's discretion, to work from home if the nature of the work to be performed is conducive to such an arrangement. The guidelines in TBR Policy 5-01-01-20, Telecommuting, should be followed when deciding whether this arrangement should be utilized (Working Remotely). Employees who are approved to work from home and do not have STCC assigned PC's will be provided College owned equipment on a priority basis.

Group Meetings and Events

Group meetings should be conducted via conference call where possible. In instances where operations in a specific department or area are suspended or reduced due to COVID-19, the hourly employees in that department may be offered alternate jobs to make up for reduced hours. These employees can be assigned to other jobs depending on availability and meeting requirements of the job. Employees in affected departments should contact their managers for more information.

No student activities will be held on campus through March 31. Group events on campus of 50 or more have been cancelled through April 30. Events after April 30 are being evaluated and more information will be forthcoming.

Payroll

Employees will receive pay through normal methods on the scheduled pay dates. Faculty will be paid per their Faculty Agreements, and paychecks will be provided through the normal method.

Employees who receive an actual paycheck are strongly encouraged to complete a payroll direct deposit form (Payroll Direct Deposit).

FINANCE & ADMINISTRATION

Links to Additional HR Resources/Policies

Attendance Policy: <http://www.southwest.tn.edu/policy/section5/5-01-00-00-18.pdf>

Time Off and Leave: <https://www.tbr.edu/hr/time-and-leave>

All payroll will operate as normal. Employees paid twice monthly will continue to be paid twice monthly. Employees that are paid monthly will continue to be paid monthly.

Employees that are not signed up for electronic deposit are strongly encouraged to do so and can find information here [Payroll Direct Deposit](#).

Telecommuting: <https://policies.tbr.edu/policies/alternate-work-arrangements>

Physical Plant

The college is engaged in the normal daily cleaning of all buildings. This will continue throughout the COVID-19 outbreak. Additional cleaning processes have been implemented and will continue beyond the COVID-19 outbreak. Also, the college is going through a comprehensive effort to disinfect all buildings with Center for Disease Control and Prevention recommended products. These disinfecting efforts are being reinforced through additional training and outside support including qualified professional service firms.

In addition to our normal cleaning and sanitizing that is occurring on all college campuses, a substantial deep cleaning effort is underway. This will occur through the first week of April.

Access to Campus and Public Safety

To facilitate technology services, students will be given access to the libraries located at Macon and Union. Students will also have access to the Maxine Smith library and two labs, and the Whitehaven library and one lab, while courses are taught online (through April 4). Public Safety will operate these locations based on their normal operating hours. Patrols for these locations will be as normal.

The Allied Health Building will remain closed through Monday, April 6 when on-campus classes resume. Patrol shifts will function at normal operating hours for the college.

FINANCE & ADMINISTRATION

Travel

All international travel has been cancelled through May 31. International travel beyond May 31, is being evaluated and more information will be forthcoming. Students that paid deposits for international travel will receive refunds by March 31.

All out-of-state travel has been cancelled through April 30. Out-of-state travel beyond April 30, is being evaluated and more information will be forthcoming.

Travel within the state of Tennessee has been cancelled for student groups through March 31. Faculty and staff in-state travel will be reviewed on a case-by-case basis.

Purchasing

Purchasing operations will continue as normal. All employees are encouraged to submit receiving reports. It is imperative that departments timely submit receiving reports as items are received.

In cases of employees working remotely, receiving will be done via official STCC e-mail from authorized approvers. During this time, additional signatures will not be required to process a receiving report. Please send your receiving information to egolden@southwest.tn.edu. The Receiving Report can be found at <http://www.southwest.tn.edu/documents/Purchasing/>.

Vendor Payments

Vendors will be paid as normal. Invoices will be processed as normal.

Bookstore

The bookstore's hours will be Monday – Friday, 8 a.m. – 12 p.m. for the extended Spring Break week of March 16 – March 20. Normal hours (Monday – Thursday, 8 a.m. – 4 p.m. and Friday, 8 a.m. - 1 p.m.) will resume on March 23.

Cafeteria

The cafeteria's hours will remain 8 a.m. – 1:30 p.m. until April 3. The menu will include salads, sandwiches and all grill items. A special menu will be provided each Thursday. Please see <http://www.southwest.tn.edu/cafeteria/> for special menu.

FINANCE & ADMINISTRATION

STCC PANDEMIC PREPAREDNESS PLAN LEVEL 1 AND STATUS

STCC Pandemic Preparedness Plan Level 1 and Status	
Description	Status
Review and Approve Pandemic Preparedness Plan	The plan has been reviewed and updated
Monitor situation	Director Webb, Public safety, is monitoring and working closely with local emergency management
Identify all essential onsite personnel	Essential personnel have been identified
Identify all essential off-site personnel	Essential personnel have been identified
Director of Public Safety fit test all essential onsite personnel and order personal protection equipment (PPE)	Public Safety is ordering and will deploy PPE
All departments identify critical departmental functions and report to VP for Financial and Administrative Services	Departments have reported critical functions to the VP F&A
Develop contingency plans for instruction and enrollment management procedure	Student Affairs and Academic Affairs have developed and it is included in this plan
Computer Services - prepare for support of remote critical functions, remote access and increased system usage	IT has done this and it is included in this plan
Develop templates for communicating pandemic events to faculty, students and staff	Communications has done this with the coronavirus website
Develop HR policies and procedures for handling work related issues during pandemic	HR has developed this and it is included in this plan
Promote Stop the Spread of Germs Campaign	Campaign is being developed