



**TRENHOLM STATE COMMUNITY COLLEGE  
OPERATIONAL CONTINUITY PLAN  
EFFECTIVE APRIL 6, 2020**

As part of our campus response to the COVID-19 pandemic and in line with the directives of the ACCS and the Executive Orders of Governor Kay Ivey, the following Operational Continuity Plan is effective immediately until further notice.

**I. STAFF AND FACULTY**

Due to COVID-19, all employees are to work off-campus, if possible. All supervisors will work closely with their staff to continue essential functions of the College. If working off-campus is not feasible, supervisors must contact the Office of the President immediately and provide recommendations on how to continue those necessary functions while minimizing the employee exposure to COVID-19.

Some offices may choose to have an on-campus presence to provide operational support. However, those offices should include limited time or flex work. Employees in these offices who are permitted to Telework may be called back to the office to help provide short term or rotational support at the supervisor's discretion and consistent with applicable current health and safety guidelines.

Supervisors are encouraged to be especially vigilant in considering teleworking options for employees identified by public health officials as being at high risk for COVID-19 infection and those who are caregivers for someone who is at high risk.

**Communication and Work Plan.** Employees must be available by phone and email during scheduled workhours. Given the reality of childcare requirements during this crisis, supervisors must be flexible about exact work hours that are expected of employees with children at home, although you may set core hours to meet ongoing business needs.

Supervisors must inform employees how often they should send updates on work plan progress and what those deliverables should include. Supervisors should also communicate how quickly they expect the employee to respond while teleworking and the best ways – including phone, video, or other media - for the employee to communicate with their supervisor while working remotely. Employees at a minimum should communicate with their supervisors twice a week.

The IT staff will work remotely supporting faculty, staff, and students by means listed below. Check your email, text, website and social media platforms for IT guidance. You may contact [rrollins@trenholmstate.edu](mailto:rrollins@trenholmstate.edu) if you have questions.

**Faculty/Staff support.** Request for service will be done through the online support ticketing system located on the intranet. Support will be handled remotely using Microsoft Teams. Communications to IT will be primary through Microsoft Teams as well as mobile phone support.

**Students support.** Student support will be funneled through the instructors. Instructors are to create a support ticket with the students' ID numbers, Trenholm State email address, and contact information. The IT department will follow-up with the student prior to and when the issue is resolved.

**Equipment, Materials and Security.** The College will provide a teleworking employee with office supplies as needed for work related deliverables. No work off-campus equipment will be purchased unless otherwise approved by the President. A teleworking employee understands and agrees that College-owned resources will be used primarily for College business in accordance with College policies and will take reasonable steps to protect all College property from theft, damage, or misuse. A teleworking employee will follow all appropriate data security and record management practices and protocols, to at least the same degree as is expected of employees in the customary worksite, including their vigilant compliance with all data security and confidentiality requirements, as established by applicable law and policy. A teleworking employee agrees to comply with the licensing agreements for all software owned by the College, whether used on or off campus to conduct work. The College assumes no responsibility for any damage to, wear of, or loss of the teleworking employee's personal or real property.

**Travel.** In accordance with the Alabama Community College System's Urgent Travel Directive dated March 12, 2020, all College-related and out-of-state travel has been cancelled until further notice. In-state travel for non-essential purposes has also been cancelled.

## **II. INSTRUCTION**

Trenholm State Community College will adopt a modified schedule of instruction that will include the following:

Trenholm State Community College will be on Spring Break the week of March **16-20, 2020**. All courses that are currently online will be used as templates for the development of new courses. The college is currently working to place CANVAS training online for faculty to have access by no later than **March 20, 2020**. This will allow faculty who have not received CANVAS training or in need of a refresher with professional development training. The College will also provide training for Microsoft Teams which will allow faculty to offer synchronous instruction via a virtual classroom. Additionally, instructional clusters will be created to assist novice faculty with set-up and assistance of online course delivery. Newly created online classes will be active **March 23 -27, 2020**. Instructors will be required to post all assignments and assessments via use of multiple College platforms which include CANVAS, Microsoft Teams, Google Teams and email.

All classes currently online will continue instruction on **March 23, 2020** as outlined in instructional course syllabi. Instructors who have any required on-campus meetings (testing/tutoring) will revise syllabi and utilize the College's LMS or other meeting platforms for delivery of content and student services.

**Clinicals/Preceptorships:** All decisions about clinical instruction will be guided by recommendations or directives received from statewide governing and national accrediting bodies. The College will follow the Alabama Board of Nursing directive which states: Students who have completed 50% or more of the clinical or preceptorships rotation will have completed the clinical requirements. If less than 50% of the required clinical or preceptorship hours have not been met, the health program faculty will assess each student individually to determine what is needed to complete the 50% threshold.

**Career and Technical Education Courses:** Theory components of Career and Technical courses will be placed online. In order to assess technical proficiency, faculty will utilize online simulations and/or devise comprehensive questioning that will assess higher order technical skills where appropriate. Conversely, students enrolled in laboratory sections of CTE courses are at various stages of completion. Therefore, any

student who will not be able to complete the course due to the on-campus limitations will be awarded a grade of I-Incomplete and will be provided an opportunity for make-up during the next two subsequent semesters,

**Academic Courses:** All non-online academic courses will be transitioned to online platforms. Online platforms provided by publishers will be utilized to complete coursework and laboratories. For example, math and biology courses will utilize MasteringBiology (virtual labs) and MyMath Labs, respectively.

**Dual Enrollment:** Dual enrollment will follow the same transitional guidelines as traditional students. In order to complete the semester, the College will communicate with representative faculty and students at the high schools to complete course requirements.

**Grades:** The College will follow the current grading policy as outlined beginning on page 30 of the College catalog except for the grade of I-Incomplete. Due to the current circumstances, the policy will be amended to allow students a maximum of two semesters to complete course work instead of one as denoted in the policy. This will enable faculty an additional semester to work with students who may not return during the summer semester. Faculty will be required communicate with students in order to complete a “Incomplete Grade Contract”. If an entire class is awarded an I-incomplete, one contract may be submitted along with an attached listing of all student names and student numbers. Faculty will work with individuals or cohorts of student throughout the summer and fall semesters to complete the course competencies and receive a final grade.

**\*Dual Enrollment Incompletes:** In the event that a dual enrollment student receives an I-incomplete, he/she will be provided the same opportunities as our traditional students to complete the course. However, if a graduating senior is unable to complete coursework, he/she may receive a W-withdrawal grade. Students will be required to follow the College’s process for withdrawal.

### **Adult Education**

Adult education instructors participated in the College’s CANVAS and Microsoft Teams training March 23-26, 2020 with the anticipation of using this platform for online learning with Adult Education students. Students were moved into the online learning platform TABE 11/12 Academy and GED Academy by the end of week.

- a. Instructors are expected to offer online instruction during their regularly scheduled time and offer virtual classroom instruction.
- b. Students who will not have the ability to work online will be provided learning packets based on their plans of instruction.
- c. Students who will not have the ability to work online will be provided learning packets based on their plans of instruction.
- d. Student will be awarded 10 minutes of class time per page of work completed so that they can continue to work towards their next post-test and instructors can continue to collect contact hours. Students will be provided a schedule of completion for their work in order to keep them on task. Instructors will follow-up and maintain contact with students via phone/video conferencing apps when applicable. These faculty-student interactions will be logged as contact hours.
- e. Copies of the student’s work and the COVID 19 Home Study procedure will be maintained in students and instructors OFFICIAL AAESAP Folder.
- f. Tutoring sessions will be provided via phone, CANVAS or Microsoft Teams platform, and/or Zoom.

### **Adult Education Recruitment**

Enrollment into the Adult Education program remains an ongoing process. The Adult Education program operates as an open-enrollment program in which students are enrolled on a continual basis. The following recruitment activities will be utilized in recruiting adult education students during COVID-19 transitional period: Social Media, Facebook page, College webpage and/or Facebook page, current and former students, TV/Radio advertisements and virtual ads

## **Workforce Programs**

**Ready to Work (RTW).** The RTW curriculum is an online program. The RTW instructor will provide supplemental instructional materials (e.g., videos) and interact with students via Google Classroom, Microsoft Teams Meeting and/or Zoom for weekly discussions.

Instructor(s) are expected to offer online instruction during their regularly scheduled time and offer virtual classroom room instruction.

Presently, there is not an online option for proctoring module exams, therefore the focus will be instruction until further testing guidance is provided.

The Workforce department is continuing to provide workforce training via distance learning where possible. We are currently using Amattol for our manufacturing courses and use online lectures for our automotive courses. Also, we will continue to communicate with our business and industry partners to address training needs for employees that lost their jobs. We will also revise our marketing strategy to attract new students to our online courses as well as collaborate on addressing the needs of the service industries to address online learning opportunities for new employees.

## **Non-Credit Offerings**

- Truck Driving – postpone all classes until social distancing mandate is lifted (truck driving requires confined space instruction which is unsafe; furthermore, the students are currently unable to obtain their CDL permits due to closure of the office)
- CNA –current class was transitioned to online instruction until theory portion was completed; the remaining component is for students to complete their clinical requirements; as for now, the clinical faculty has restricted access to the site until further notice; once the facility allows students to enter the facility, the current students will complete their clinical requirements and complete course requirements. All future classes will be postponed until social distancing mandate is lifted.
- Pharmacy Technician Program –current class was transitioned to online instruction; students will be able to complete the remainder of the course requirements via online instruction and take their certification exam up completion. All future classes will be conducted using online platform.

## **Grants**

- All workforce grant expenditures will continue as proposed with one exception. The WIOA OST training grant was originally scheduled to end on April 30, 2020. The Alabama Department of Commerce has provided notification that this will be extended to June 30, 2020. The non-credit CNA and Truck Driving classes within this grant program will be postponed until the social distancing mandate is lifted. The other programs within the grant will continue with online instruction.

**Library Services:** Instructors will utilize the College library databases and multimedia sources which are organized by institutional programs to supplement online instruction.

(<https://www.trenholmstate.edu/current-students/student-resources/library/> )

Instructional administrators will communicate with their respective faculty members minimally twice a week to receive programmatic updates. All instructors will be expected to communicate with students minimally twice a week via email, discussion boards, or Microsoft Teams. However, since courses will be transitioning to online format faculty must respond any student inquiries withing 24 hrs. Monday- Friday.

The College will remind and encourage students to use the online tutoring service, Smarthinking for access to on-demand, individual instruction and other academic support assistance from expert online tutors.

The College will return to traditional scheduling during the summer 2020 academic term. However, if national and state mandates require that the College remain closed, the following actions will be taken:

- a. An alternative online course schedule will be implemented.
- b. Any CTE laboratory courses that cannot be completed via online simulations or alternative instructional methods will be removed from the schedule.
- c. Faculty may receive a reduced load and the College's summer instructional policy\* will be implemented.

### III. STUDENT SERVICES

The Student Services staff is available and ready to assist our students. The office is available remotely during normal business hours: M-Thurs from 7:30 a.m. to 5:30 p.m. and Friday from 7:30 a.m. to 11:30 a.m. Student Services has a webpage with contact information for the various areas. We will add this link to YAMMER and add a link to the homepage of the website for one click access.

<https://www.trenholmstate.edu/current-students/student-services/staff-contacts/>

The Student Services Division will update students via email, discussion boards, Microsoft Teams, Facebook, Twitter, Instagram and the College's website.

### COUNSELING AND STUDENTS WITH DISABILITIES (ADA)

As a result of COVID-19, all returning students with ADA accommodations need to contact the ADA office via email or phone if you are continuing your accommodations for the summer semester. Contact [jalloway@trenholmstate.edu](mailto:jalloway@trenholmstate.edu) or call 334-420-4326. New students to Trenholm or returning students who have never requested ADA please visit <https://sway.office.com/mdGI0r69vHI4Krw2?ref=Link> for guidelines on how to request ADA accommodations and required forms needed.

**Guidance and Counseling.** Along with the Student Success Center, the College Counselor will continue to provide guidance and counseling services. Students requiring services may contact JaCorey Calloway at 334-420-4326 or [jalloway@trenholmstate.edu](mailto:jalloway@trenholmstate.edu) or Monica Robinson at 334-420-4418 or [mrobinson@trenholmstate.edu](mailto:mrobinson@trenholmstate.edu). Technology will be utilized to video chat when deemed necessary or requested by student.

**Enrollment, Registration and Financial Aid.** All applications will be process by Student Services pursuant normal operations procedure. Priority registration for Summer 2020 for current students began March 25<sup>th</sup>. Students were directed to register online through their Student Portal or email their advisor for assistance. Students can validate their Summer 2020 schedules beginning May 10 via their MyTrenholmPortal! Applications will continue to be submitted online <https://sway.office.com/mdGI0r69vHI4Krw2?ref=Link>. Please check your email and Yammer for information. For further information, contact Valerie Allen-Porterfield at 334-420-4464 or [vallen@trenholmstate.edu](mailto:vallen@trenholmstate.edu) for any enrollment questions.

A financial aid banner is posted to the College's website <https://www.trenholmstate.edu/future-students/financial-aid/>. This will be posted to social media outlets regarding important dates in order to be considered for financial aid for the 2020 summer term and Fall. We will send reminders to all students regarding financial aid for the 2020-21 academic year. We are also available by phone and email to respond to students' questions. For further information, contact Betty Edwards at 334-420-4321 or [bedwards@trenholmstate.edu](mailto:bedwards@trenholmstate.edu) or Wanda Campbell at 334-420-4321 or [wcampbell@trenholmstate.edu](mailto:wcampbell@trenholmstate.edu).

A pre-registered students list will be reviewed to determine financial aid eligibility beginning the week of April 6, 2020. Federal Pell Grant aid cannot be applied to the students accounts until May 10, 2020. All other forms of financial aid posted to students' accounts can be applied as they register online for the 2020 summer term.

Each week, all processed Institutional Student Information Records (ISIR) will be imported into EDEXPRESS in order to review and award new applicants financial aid.

The Financial Aid Director and the Business Office will move unconditionally admitted new students to registered status and will send programmatic list of these students' email, telephone numbers to respective advisors, program coordinators and division directors.

The advisors, program coordinators, and division directors will use the list to contact new students who are registered in the Orientation to College course and continue to advise the new students for additional online classes.

We will notify you if any additional information is needed for enrollment and financial aid.

Online bookstore is available online: <https://www.trenholmstate.edu/future-students/student-resources/online-bookstore/>

Several admissions and pre-enrollment webinars are being planned for all conditional and unconditional students addressing key student services including admissions, financial aid, advising and registration. Students should check email and Yammer for dates and times.

Students who need to withdraw from classes for the 2020 spring semester can do so electronically. The Withdrawal forms are handled in Student Services. Contact Dr. Tennie Sanders McBryde at 334-420-4306 or [tmcbryde@trenholmstate.edu](mailto:tmcbryde@trenholmstate.edu) for further information.

**Transcripts.** If you need a copy of your transcript or have questions, contact Dr. Tennie Sanders McBryde at 334-420-4306 or [tmcbryde@trenholmstate.edu](mailto:tmcbryde@trenholmstate.edu).

**Student Development.** All student activities have been suspended for the duration of COVID-19. This includes all activities within all student clubs and organizations. Exception – SGA elections will be held electronically. Ballots will be sent to all student email accounts. Contact Valerie Allen-Porterfield at [vallen@trenholmstate.edu](mailto:vallen@trenholmstate.edu) if you have questions.

## **GRADUATION**

### **Virtual Graduation-May 8, 2020**

The Virtual Graduation will be held May 8, 2020 at a designated time specified by the President. The President or her designee will provide the words of wisdom. We will communicate the logistics to all summer and fall 2019 graduates as well as the spring 2020 candidates.

### **Proposed Graduation Ceremony-July 31, 2020**

We are proposing to hold Commencement ceremony on July 31, 2020, which is the end of summer term 2020 and will contact the venue to see if the time is available. Many of our students who completed requirements for graduation for summer and fall semesters 2019 have already picked up their degrees and certificates.

For further information on graduation, contact Dr. Tennie Sanders McBryde at 334-420-4306 or [tmcbryde@trenholmstate.edu](mailto:tmcbryde@trenholmstate.edu).

## **STUDENT SUCCESS CENTER – ONLINE TUTORING**

We will continue to utilize SMARTHINKING. The service is FREE to all currently enrolled students at Trenholm State Community College. Currently, students can access this service from the 'Online Tutoring

Service' link on the Student Success Center webpage at [www.trenholmstate.edu/ssc](http://www.trenholmstate.edu/ssc) . Students will receive email reminders on how to access the online tutoring resources. If students have questions about the service or need assistance, please contact [mrobinson@trenholmstate.edu](mailto:mrobinson@trenholmstate.edu). All on-campus tutors will now be available to assist students remotely through Microsoft Teams and email.

## **UPWARD BOUND**

The Upward Bound Staff will continue to contact seniors concerning registration and admission for Fall semester (12 seniors). We will continue to contact Upward Bound parents providing words of encouragement, advising students on using Edgenuity, set up group chat for students, assist with homework and continue to update student through phone call and ReMind 101. Staff will maintain time and effort reports during this time. Contact Geneva Patterson at 334-420-4330 or [gpatterson@trenholmstate.edu](mailto:gpatterson@trenholmstate.edu) if you have questions.

## **IV. BUSINESS OPERATIONS AND THE OFFICE OF THE PRESIDENT**

The Business Office and the Office of the President are available remotely from M-Thurs 7:30 a.m. to 5:30 p.m. and Fridays from 7:30 a.m. to 11:30 a.m. The Business Office and the Office of the President will have limited on-campus operations.

Invoices, along with all supporting documentation should be forwarded via email to Shonda Robinson, [srobinson@trenholmstate.edu](mailto:srobinson@trenholmstate.edu) indicating whether the invoice should be approved for payment, left open or closed.

Travel reimbursements along with supporting documentation should be forwarded via email to your dean, supervisor, or Title III approver. The dean, supervisor or Title III approvers should forward to Ms. Robinson via email indicating whether they are approved for payment.

Check request should be forwarded through the approval process via email. The final approver should email all information directly to Ms. Robinson notifying her of approval to pay.

Mail will be picked up on all campuses on Mondays and Wednesdays beginning at 10:00 a.m. and will brought to B103 in the A/B building on Trenholm campus. The mail will be sorted but not delivered.

Staff will be present for deliveries for a limited time on each campus. If you have any questions, contact Robert Allen [rallen@trenholmstate.edu](mailto:rallen@trenholmstate.edu).

## **Safety and Security**

Campus security will maintain regular hours to ensure the campus buildings are secure and that no unauthorized individuals are on the premises. Unless pre-approved by the Office of the President, no one is allowed on Campus. A list of approved personnel will be provided to the campus security if your presence is necessary to perform essential functions on campus. Each dean and director must provide those names to Robert Allen at [rallen@trenholmstate.edu](mailto:rallen@trenholmstate.edu).

## **Communications**

All internal communications to faculty, staff and students will be by means of email, Microsoft Teams, Social Media platforms and Yammer. All external communication due to COVID-19 will be directed to Rachel Adams, Communications and Marketing Administrator at ACCS, 334-293-4651.

The Campus will continually be cleaned and sanitized to prevent the spreading of COVID-19 in accordance with CDC Recommendations for Institution of Higher Education.

## **WORKFORCE DEVELOPMENT – NON-CREDIT TRAINING**

- Truck Driving – postpone all classes until social distancing mandate is lifted (truck driving requires confined space instruction which is unsafe; furthermore, the students are currently unable to obtain their CDL permits due to closure of the office)
- CNA –
  - Current class was transitioned to online instruction until theory portion was completed; the remaining component is for students to complete their clinical requirements; as of now, the clinical facility has restricted access to the site until further notice; once the facility allows students to enter facility, the current students will complete their clinical requirements and complete course requirements
  - All future classes will be postponed until social distancing mandate is lifted
- Pharmacy Technician Program
  - Current class was transitioned to online instruction; student will be able to complete the remainder of the course requirements via online instruction and take their certification exam upon completion
  - All future classes will be conducted using online platform
- ED2go – online course offerings still available
- Health Ed Today – online course offerings still available
- Technology ED – online course offerings still available
- Administrative Professionals Day Conference – Postponed until further notice

## **CREDIT TRAINING**

- All Career Tech classes have transitioned to hybrid models as outlined in the College-Wide instructional plan

## **APPRENTICESHIP – ASE**

- ASE Apprenticeship activities continue based on employer's direction