

FAS Administrators' Town Hall

March 26, 2020
Zoom



Agenda – Updates from Senior Leaders

Opening Remarks

Leslie Kirwan

Financial

Leslie Kirwan, Jay Herlihy

Human Resources

Chris Ciotti

Travel & Card Services

Stacey Clifton

HUIT: Remote Work/Teaching Resources

Catie Smith, Alan Wolf

Research Administration Services

Pat Fitzgerald

Facilities

Zak Gingo

Administrative Operations

Mary Ann Bradley

Closing Remarks

Leslie Kirwan



Opening Remarks, Financial Updates

Leslie Kirwan

Dean for Administration and Finance

Jay Herlihy

Associate Dean for Finance



Human Resources Updates

Chris Ciotti

Associate Dean for Human Resources



COVID-19 Response @ Harvard

*As we navigate these uncharted waters together, please consider the University as a central resource for responses to COVID-19 questions. We encourage you to leverage the following resources as a **first stop** for all related questions and updates.*

- Harvard Coronavirus website:
<https://www.harvard.edu/coronavirus>
- Harvard Coronavirus FAQs:
<https://www.harvard.edu/coronavirus/faq>
- Harvard Coronavirus Workplace Policies
<https://hr.harvard.edu/corona-virus-workplace-policies>

Keep in mind that the information on these websites changes and evolves on a regular basis, given the unfolding circumstances around COVID-19.



COVID-19 HR Key Focus Areas

	What you need to know now
Hiring	<p><i>Previously Extended Offers:</i></p> <ul style="list-style-type: none">- All previously extended offers (both verbal and written) will be honored.- Managers should work with these candidates to determine the best start date. <p><i>Open Requisitions (both new and replacement roles):</i></p> <ul style="list-style-type: none">- No new job offers should be made for any currently open requisition until further notice.- Recruiting efforts should continue only for those positions deemed critical by Leslie and Claudine.- Further guidance will be provided regarding an approach and process for determining if positions are critical.- Managers should not open a new requisitions without getting it approved as a critical position.



COVID-19 HR Key Focus Areas

CRF Process	What you need to know now
Classification requests	<p><i>New CRF Requests:</i></p> <ul style="list-style-type: none">• Managers should refrain from making any new classification and reclassification requests through the CRF process. <p><i>Existing CRF Requests:</i></p> <ul style="list-style-type: none">• Any reclassification and classification requests that have already been made within the CRF process will be suspended until further notice. <p><i>Exceptions to the above:</i></p> <ul style="list-style-type: none">• CRF requests for new positions (increases to FTE) or vacant reclassifications (replacement positions) that have been deemed critical may move forward for CRF review.



COVID-19 HR Key Focus Areas

PMF Process	What you need to know now
People and salary-related requests	<p><i>New PMF Requests:</i></p> <ul style="list-style-type: none">• Managers should refrain from making any new people or salary-related requests (e.g. term extensions, reclassifications, equity increases, FTE increases, etc.) through the PMF process. <p><i>Existing PMF Requests:</i></p> <ul style="list-style-type: none">• Any people/salary-related requests that have already been made within the PMF process will be suspended until further notice. <p><i>Exceptions to the above:</i></p> <ul style="list-style-type: none">• PMF requests relating to positions and term extensions that have been deemed critical may move forward for PMF review.



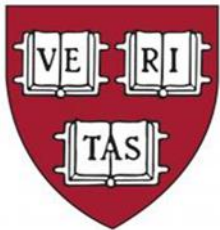
COVID-19 HR Key Focus Areas

	What you need to know now
Use of Contingent Labor (LHTs and Temps)	<p>Contingent labor should be limited or suspended in areas where work is slowing down, ceasing, or cannot be done remotely.</p> <p>Bringing on or extending contingent staff should be necessitated by critical work that cannot be performed by existing regular employees (either remotely or non-remotely).</p> <ul style="list-style-type: none">• Are LHTs and Temps eligible for the 30 day paid excused absence? No. Please see https://hr.harvard.edu/corona-virus-workplace-policies for more information.• Are LHTs eligible to file for unemployment? Yes. https://www.mass.gov/info-details/employee-unemployment-faq-covid-19



COVID-19 HR Key Focus Areas

	What you need to know now
Questions About Time Reporting	<p>Harvard has provided updated guidance regarding time reporting during COVID-19. Please refer to:</p> <ul style="list-style-type: none">- Harvard's Coronavirus Workplace Policies webpage https://hr.harvard.edu/corona-virus-workplace-policies- This includes detailed information about the new 30 day excused absence benefit (for benefits-eligible staff).



COVID-19 HR Key Focus Areas

	What you need to know now
Claims for Unemployment Benefits in Massachusetts	<ul style="list-style-type: none">• Please refer to the Unemployment FAQ for all necessary information, which includes a link to the Massachusetts DUA site, which is needed to file an unemployment claim: https://www.mass.gov/info-details/employee-unemployment-faq-covid-19• If you need additional information that cannot be answered by the above site, please reach out to your HR Consultant.
I-9 Employment Verification	<ul style="list-style-type: none">• The Department of Homeland Security recently provided additional flexibility for I-9 compliance during COVID-19• Please refer to the below website which provides detailed guidance on I-9 compliance: https://oc.finance.harvard.edu/guidance-regarding-i9-collection-during-covid19



Travel & Card Services Updates

Stacey Clifton

Sr. Manager of Travel, Expense and Card Services

Strategic Procurement

Travel Cancellations and Reimbursement Updates

- Travel Cancellation and Reimbursement Guidelines and FAQ's can be found on the Travel Website -
<https://travel.harvard.edu/coronavirus-reimbursement-faqs>
- **Airline Cancellations:**
 - Refund vs. Credits:
 - Refund - Amount refunded back to the original form of payment
 - Credit - Credit is applied to Traveler's "Travel Bank" or Airline account for use at a later time
 - Airlines have waived cancellation fees, non-refundable tickets are still non-refundable
 - Re-booking rules vary by carrier, agents will be able to assist when re-booking
 - If booked through one of our preferred agencies – name changes might be allowed (depends on carrier)



Travel Cancellations and Reimbursement Updates Cont.

- **Airline Cancellations cont.:**
 - No visibility to tickets purchased directly through the airline or non-preferred agency
- **Hotel/Conference Cancellations**
 - Contact the Association or Hotel directly if a credit has not been automatically issued
- **Meeting Cancellations**
 - Each contract and meeting is different. Strategic Procurement is working on Guideline to assist meeting planners
 - Questions can be sent to - spcontracts@harvard.edu



Card Services Update

New Cards:

- Cards will temporarily be sent to cardholders at their homes

Citi Credits:

- Send cardholder name, amount of credit and 33 digit coding to fad_travelmgr@Harvard.edu.
 - Checks will be requested and applied to coding provided
 - Credits will in hidden in Concur

Limit Increases –

- Limits and MCC codes are being updated as needed
- Since increasing limits on the cards:
 - Citi is monitoring for “suspicious activity/potential fraud” and reaching out to cardholders
 - Card services is monitoring the declines





HUIT: Remote Work/Teaching Resources

Catie Smith

Managing Director, Strategy and Planning

Alan Wolf

Managing Director, Academic Technology Services

IT Resources for a Virtual Campus

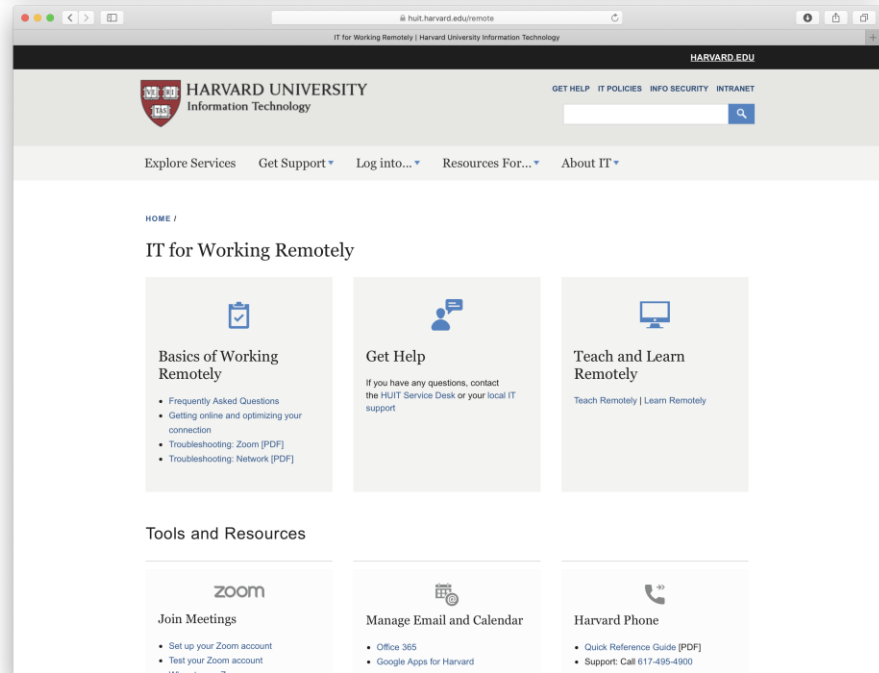
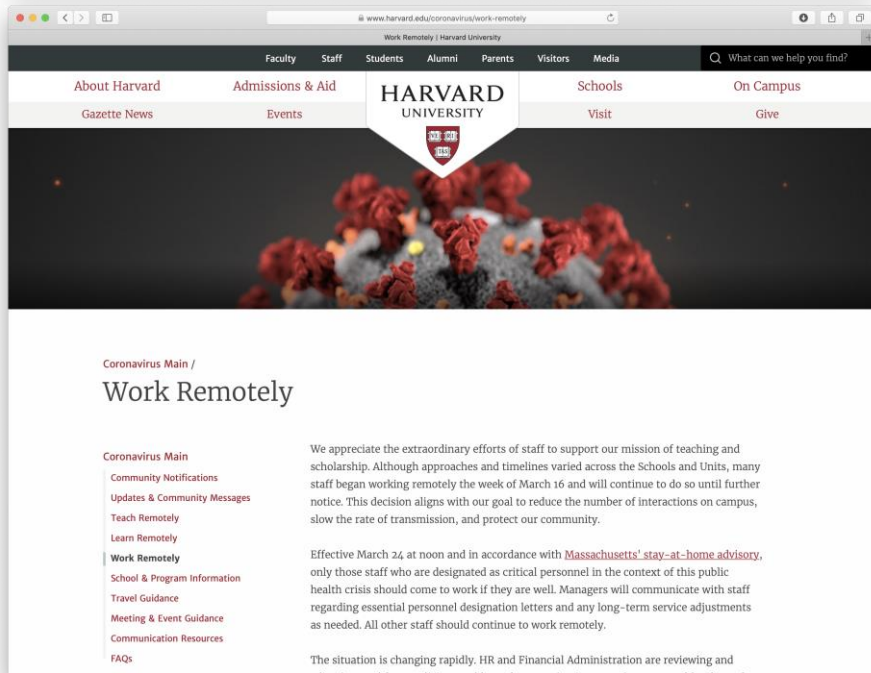
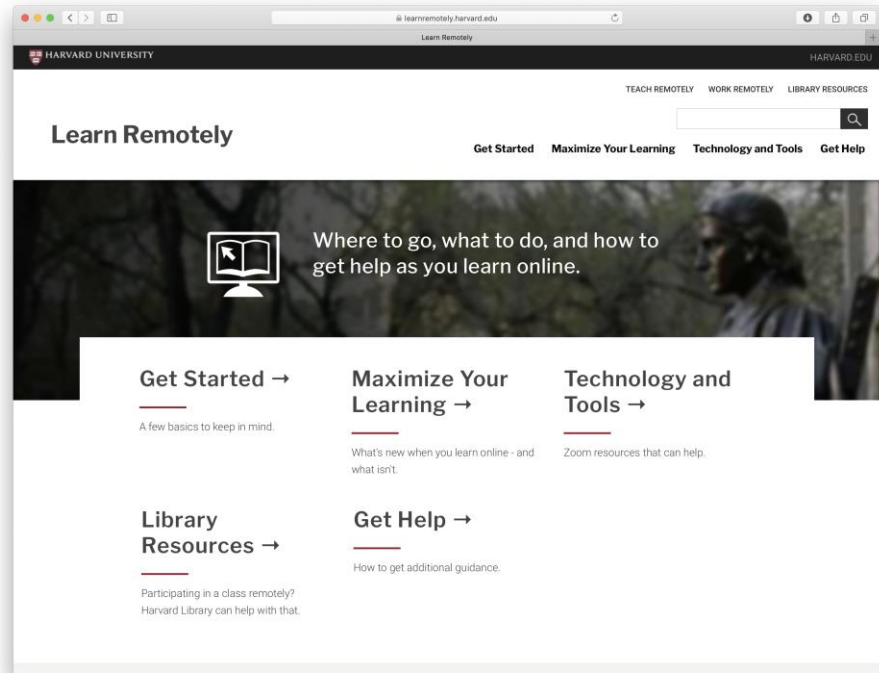
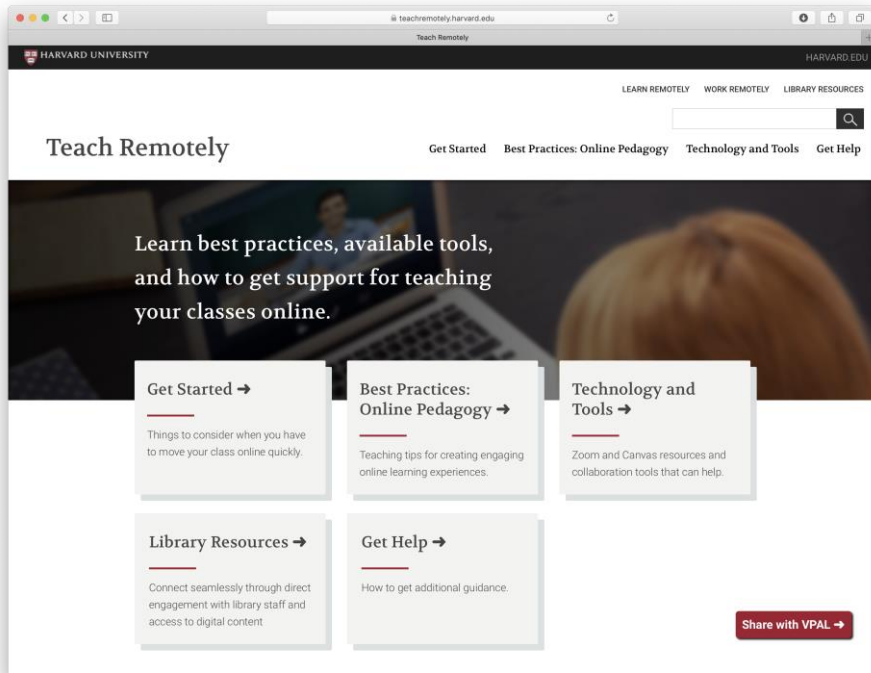
Websites

- Teach Remotely – teachremotely.harvard.edu
- Learn Remotely – learnremotely.harvard.edu
- Work Remotely – harvard.edu/coronavirus/work-remotely
- IT for Working Remotely – huit.harvard.edu/remote

At-a-glance guides

- Zoom troubleshooting tips
- Home network troubleshooting tips
- Managing meeting participants in Zoom

Slack



Zoom Troubleshooting tips

Before you start using Zoom

1. Make sure you have the bandwidth to run Zoom. [Check your internet speed](#), and then [check Zoom's system requirements](#).
2. Test your Zoom connection. Visit [Zoom's help page](#).
3. If you don't have the bandwidth to run Zoom, you can request an invitation to dial into Zoom from your instructor.

What to do if you're having trouble

If Zoom is not working as it should, try the following:

1. Wait 90 seconds. Zoom will automatically restart the meeting.
2. Move closer to your wi-fi router. See more tips for improving your connection.
3. Turn off video. Video uses more bandwidth.
4. Sign out and sign back in again. This will refresh your connection.
5. Join by phone. You can dial into the meeting using the phone access numbers provided in meeting invitations.

Remember, even though you're having trouble

If you need help, contact the HUIT Service Desk.

HUIT Service Desk
617.495.7777

Monday - Friday: 7:30 a.m. - 6 p.m.
Saturday: 12 p.m. - 4 p.m.
Sunday: 12 p.m. - 4 p.m.



HARVARD UNIVERSITY
Information Technology

Zoom Managing meeting participants

Enable enhanced privacy features before your meeting begins

As a host, you can enable enhanced privacy features to add an additional layer of security and control who participates in your meetings and classes. Click on the headers below for instructions on using these features.

- [Require a meeting password](#). Adding a password requires the correct password of your choice.
- [Add a waiting room](#). A waiting room allows you to admit participants one-by-one or all at once.
- [Lock your meeting](#). When everyone is in the meeting, you can lock the meeting to prevent others from joining.

Manage participants during the meeting

Hosts can control the ways that participants can interact during a meeting or class by using the following features:

- [Mute a participant](#). People often leave their microphones on, which can hear their background noise. You can mute a participant to simply prevent interruptions during a meeting.
- [Stop a participant's video](#). If a participant has video on, you can switch it off to save bandwidth.
- [Disable screen sharing](#). To ensure you can control what participants see from sharing their screen.
- [Remove participants](#). In the rare event that a participant is disruptive, you can remove them for any other reason, and they will be unable to rejoin.

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Network troubleshooting tips

Before you start working

- Test your network speed. [Check your internet speed](#). You'll want at least 5Mbps to use Zoom and other collaboration tools.

What to do if your connection is slow

- Move closer to your wi-fi router. Getting closer to your router can improve signal strength. Wi-fi extenders can boost the signal in other rooms.
- Restart your router or computer. Most routers have a reset button. If your computer isn't connecting but other devices are still working online, reboot your computer.
- Close other programs and limit streaming/large downloads while you work. Other programs on your computer may consume processor or network resources. Try disconnecting or limiting use of other non-essential devices on your network.
- Call your internet service provider or check their status website to determine if there are any known issues. This will help you learn if the problem is widespread in your area or specific to your home.
- Use a mobile hotspot. A hotspot lets you share your phone's data with other devices to access the internet. Check with your mobile provider to see if a hotspot is an option for you.

Slack Overview

Slack is a powerful tool to help Harvard engage our community in a remote environment. Slack enables students, faculty, and staff to engage in discussion through channels, direct messages, and more.

Community	Approach and Status
FAS and University Faculty	<ul style="list-style-type: none">University-wide faculty and instructional staff workspace: Teaching OnlineAvailable now!
Harvard College Houses, Yards, Student Groups	<ul style="list-style-type: none">Creating 17 Slack workspaces for the Houses and YardsLaunch date: End of this week / early next week
FAS Courses	<ul style="list-style-type: none">Creating a Canvas button to enable faculty to create a Slack workspace directly from their Canvas sitesLaunch date: Pilot this week, available next week
FAS Labs, Research Groups, Areas, and Departments	<ul style="list-style-type: none">Piloting 5 departments/labs nowAvailable soon
GSAS	<ul style="list-style-type: none">Planning approach and schedule now

IT Resources for a Virtual Campus

- Get IT help

huit.harvard.edu/ithelp

(617) 495-7777

ithelp@harvard.edu

- Questions?



Research Administration Services Update

Pat Fitzgerald

*Associate Dean for Research
Administration*



Travel and Salaries on Sponsored Awards

Travel cancellations and allowability of non-refundable travel and related fees

- OSP FAQs for COVID-19 Sponsored Guidance
- RAS advice and support: contact Charlotte Gallant (cgallant@fas.harvard.edu)

Allowability of salaries on sponsored awards if work is not being conducted as planned

- NIH, NSF, DoD, DOE guidance enables us to continue to support researchers during period of remote work, even if work is reduced
- Awaiting guidance from non-federal sponsors



Research Purchases Shipped to Home

What can be purchased and/or shipped to home (or other remote sites) to complete work after lab wind-down?

- March 12, 2020 message from Deans Gay, Doyle and Stubbs notifying research groups to ramp-down research by March 18th
- The continuation of research projects requiring physical experimentation at a home during the university wind-down is **prohibited**
- Work at home raises a number of health and safety, and potential building and fire code related concerns that are subject to routine health and safety inspections and mitigation measures at the university laboratories and cannot be verified in a residential setting.



Increased Flexibility from Sponsors

What increased flexibility are sponsors giving to institutions to manage awards; application due dates, deadlines, cost allowability?

- Office of Management and Budget (OMB) issued a memo on March 19th allowing federal agencies flexibility in key areas of award management
- NIH, NSF, DoD, DOE have issued guidance to institutions
- Several non-federal sponsors have announced they will ease restrictions on current awards
 - Large number (330) have signed on to The Council on Foundations' pledge to loosen restrictions. Impact of this initiative is unknown until we see guidance from sponsors



COVID-19 Resources for Faculty and Staff

Office of Sponsored Programs

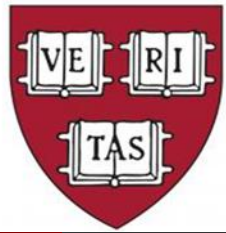
The Office of Sponsored Programs has provided guidance on travel, proposal submission, salary, remote work, and other FAQs. You will also find a compilation of resources from Federal and Non-Federal Sponsors such as NIH, NSF, American Heart Association, and other useful guides.

<https://osp.finance.harvard.edu/home>

Research Administration Services

The COVID-19 public health emergency is impacting the research community in a myriad of known and yet to be known ways. This is intended to be a clearinghouse of Harvard Guidance and Federal Information related to research.

https://research.fas.harvard.edu/files/research/files/ras_covid_resources.pdf



COVID-19 Resources for Faculty and Staff

SEAS & FAS Division of Science

This is a dedicated FAQs page with information to guide community members. Included you will find; Covid-19 reliable information sources, remote work, remote instruction, Zoom, research programs, lab operations, social /community aspects, and travel FAQs.

<https://projects.iq.harvard.edu/coronavirus>

Office of the Vice Provost for Research

The Office of the Vice Provost for Research has provided resources that can help guide faculty whose work has been impacted by COVID-19. The listed resources provide further guidance for sponsored research, laboratory operations, best practices for managing data remotely, quick links for updating data security plans, and FAQs that relate to Human Subject Research.

<https://vpr.harvard.edu/node/1132734>



Facilities Update

Zak Gingo

*Associate Dean for Physical Resources
and Planning*



Mail Information

- **Mail Delivery**

- Key resource: hums@harvard.edu
- Saturday processing suspended, otherwise normal delivery schedule
- All departments encouraged to email hums@harvard.edu to designate an off-campus address for delivery of first-class mail (one contact per department)
- Can reduce frequency of deliveries (some departments moving to weekly)

- **Loading Dock/Equipment Deliveries**

- Loading docks are still operational
- Please minimize deliveries of non-critical items



Building Information

- **Building Managers**

- Building Managers have implemented on-campus rotations, similar to winter storm response
- Building Managers and other facility staff are continuing walk-throughs of buildings multiple times per day to look for leaks, temperature anomalies, etc.
- Please continue to direct building-related questions to your respective building manager

- **Custodial Services**

- All custodians have received additional training in safe cleaning techniques
- All custodial providers reducing coverage on campus (consistent with less cleaning and social distancing guidance)
- University evaluating compensation for custodians who are not able to work on campus



Security Information

- **Security Services**

- A number of security guards have been redeployed to meet changing needs across the FAS and University campuses
- Likely some minor reductions in overall security hours if remote work policies stay in place for extended period of time
- University evaluating compensation for security guards who are not able to work on campus



Administrative Operations Update

Mary Ann Bradley

*Associate Dean for Administrative
Operations*



Administrative Operations – Training & Support Opportunities

- **April** training sessions now available in HTP:
 - **Concur**
 - **General Ledger**
 - **HART**
- Remaining **Finance Fundamentals** sessions:
 - Monitoring Funds – April 2
 - Maximizing Funds – April 29
 - Mastering Procurement – May 7
- Take one as a refresher or all six for a certificate
- **Survey coming soon!**



Administrative Operations- Additional Resources

- **Citi Card Services** – PCard, Corporate Card, Department Card
- [covid-19_invoice_payment_guidance.pdf](#)

New Website & Email address

- Leslie Kirwan's new website:
adminfindean.fas.harvard.edu
- Corona-related questions:
coronavirus_covid-19info@fas.harvard.edu