

Dear Faculty Colleagues:

Good evening. Please allow me to first start this message with a sincere expression of understanding and gratitude for the incredible work ESU faculty are doing to transition our spring semester academic offerings to remote delivery. We are working diligently with our D2L support staff to the nth degree to best support the transition and the launch on March 23. Further, both Academic Computing and D2L Support Team will continue to provide support throughout the semester, including the deployment of more than 30 D2L Faculty Mentors who have volunteered to provide added support.

As we move into this “remote” world more and more fully – maintaining our physical distance from one another, I know the stress of concern for family and friends often consumes our thoughts. I hope that the fact we can connect, thanks to technology such as ZOOM, smartphones, email, social media, brings some comfort and reassurance that we are still very much a community that cares for our students and one another. The deans and others have shared with me the many acts of kindness that colleagues are extending to each other and their students. I trust that our work and its accompanying mission - to be “a scholarly community that promotes diversity and views teaching as the university's primary focus” - will support us and bring us through this “once in a lifetime” shared-experience of a pandemic. Please be safe and truly take solace in your family and friends, and yes, the important and vital work we do as members of the ESU Academic Community.

Below, in an effort not to send numerous emails to you, we have collected key updates on support services and guidance for you and your students with the remote delivery during the days ahead. Yes, the list below is extensive, but it supplements my prior emails to you and will be posted once again on the Provost web page at [Office of the Provost](#) under academic continuity planning.

1. Revised Deadlines for Tenure, Promotion, Adjunct Reviews, Post Tenure Reviews, Probationary Faculty Reviews

I am pleased to share with you the “hot off the press” a revised schedule for spring 2020 faculty evaluations, including the extensions of deadlines. This is the result of State APSCUF working this past week with the Office of Chancellor. Please refer to the attached first document.

As a result of the announcement last night by Governor Wolf and then by President Welsh, **“As the Governor’s directives indicates, all employees must remain off campus, with the exception of those required to perform life-sustaining functions. If in doubt, contact your supervisor,”** we are no longer making the candidates’ dossiers available to members of the ESU Tenure and Promotion Committees as a precautionary message and the difficulty in cleaning such items as loose-leaf binders.

2. IT Team Update Regarding VPN and ZOOM

As IT continues to help all of our faculty and staff to work through questions and issues related to online and phone connections in order for most of us to work remotely, please know that the following details are important. Specifically, if you do not have to use VPN, don't – having so many individuals access VPN truly taxes the system and makes it difficult for those who need to use VPN. Thanks in advance.

- **VPN:**

Please do not use a VPN connection unless it is necessary. VPN access is NOT needed for Zoom, D2L, or e-mail access. To access these systems, please open a web browser and insert the link. VPN is necessary only for non-portal Banner access (Enrollment Services, Admissions, IR, Business Office, Chairs) and SAP non-portal access (Business Office, HR employees). Instead, you may use the following direct links to access these services:

D2L	https://esu.desire2learn.com/
Old Faculty/Staff E-mail	https://esumail.esu.edu
New Faculty/Staff E-mail (Office 365)	https://portal.microsoftonline.com **
Student E-mail	https://portal.microsoftonline.com **
ZOOM	https://esu-online.zoom.us/

** To access, you must log in with full e-mail

- **ZOOM:**

If you are a faculty member and have not used ZOOM before under ESU's contract, Note for Faculty: If you have never used Zoom under the ESU contract, you must first sign in to establish your account/credentials before using it through D2L. To do this, navigate to <https://esu-online.zoom.us/> and sign in. Use your username (example: vbraddock) and your normal password used to access D2L. This will get you into Zoom and create your account. You can add/edit meetings from this log in or you can access Zoom via D2L once you have completed this first step.

If you are having difficulty accessing these tools, please contact ESU's HELP Desk at 570-422-3789, Monday through Friday, 8 a.m. to 8 p.m. and Saturday and Sunday from 8 a.m. to noon. We appreciate your patience during these challenging times.

3. D2L Support Update – D2L Mentos

Please note Faculty who have individual requests for support in remote delivery of their course content should reach out directly to Devin Feighan (dfeighan@esu.edu) and Luis Vidal (lvidal@esu.edu) who will match faculty with one of our 25 D2L mentors depending on need and skill set. A request form was created and is now available on the [Office of the Provost website](#).

A special thank you to our D2L Support Team, Justin Amann, Devin Feighan, Luis Vidal, and David Barnes, for providing extensive and intensive training to almost 300 faculty. And thanks to the faculty for their commitment and participation – quite a heavy lift for all!

4. Online Student Support

As all of our courses move to an online instructional format effective Monday, March 23, 2020, for the balance of semester using D2L, Zoom, email, combination, we are pleased to share with you that student support services that were traditionally delivered face-to-face will also be available online.

- **Online Academic Support [Tutoring]:**

The ESU Warrior Tutoring Center (including large class student assistants), Math Question Center, and the Writing Studio are pleased to announce a completely online tutoring platform that works on a computer, tablet, or mobile phone. This online platform will be a seamless interface so that students will use this link esu.mywconline.com to set up an account. They will be able to access all tutoring at ESU from their account by using a simple drop-down menu (see attached).

The Math Center and Writing Studio will follow the same practice/procedure that was followed when students used in-person tutoring on campus. Tutoring will be able to make an appointment in advance or the student will be able to “walk-in” (virtually) if the tutor does not have an appointment. For the Tutoring and Math Center, tutors will be able to work with up to five students at one time. They will be able to chat via audio, video, or text. They also will be able to use drawing and math tools, and a synchronous whiteboard, and upload papers.

- ✓ Online tutoring will begin on Wednesday, March 25th.
- ✓ The online platform is available 24 hours a day.
- ✓ ESU tutors will be available in the virtual Writing Studio Mondays-Thursday, 2 p.m. - 8 p.m., Fridays, 2 p.m. - 5 p.m., and Sundays, 2 p.m. - 8 p.m.
- ✓ ESU tutors will be available in the virtual Tutoring Center and Math Question Center Mondays-Thursdays 9-9 p.m., Fridays 9-4 p.m., and Sundays, 5-9 p.m.
- ✓ The virtual Tutoring Center, Writing Studio, and Math Question Center will be open until final exams week.

Please refer to the attachment with this email for further information related to student log-in. Additional information for faculty will be forthcoming.

- **Additional Online Support for Students Experiencing Issues in the Online Environment:**

Beyond tutoring, an online support system has also been developed to assist students with needs, other than tutoring, that may arise as they navigate from face-to-face to online instruction (e.g., Wi-Fi, computer-related, health & welfare, financial aid, scheduling, etc.).

Taking advantage of ESU's *Early Warning Alert System* used by the Department of Academic Enrichment and Learning (DAEL), faculty will easily be able to refer students for non-academic support. To refer a student for support beyond tutoring:

1. Go to the homepage for the Department of Academic Enrichment and Learning: [DAEL](#)
2. Click on "Early Warning Alert"
3. Fill out the referral form to include student name and ID as well as your concern
4. Click "Submit"

Once received, the form will be reviewed and a faculty advisor, academic coach, or support liaison will contact the student personally and provide assistance accordingly. If a concern is not resolved in a timely manner, please contact your department chair, college dean, or Dr. Terry Barry, Interim Associate Provost.

- **Library Online Support**

- ✓ LibGuide on Library services: <https://esu.libguides.com/spr2020>

5. **Counseling Services Available to Students through Counseling and Psychological Services (CAPS) of our Health and Wellness Center**

As we know many of our students are already showing stress as a result of the pandemic situation and disruption to their education, the faculty and staff of the Health and Wellness have been working diligently to also provide online support to our students. Please note, as per Dr. Amy Freeman (Director of Health and Wellness Center), that CAPS is providing services to students via ZOOM and/or phone. Clinical services include basic risk assessment/protective factors, coping skills, support systems, continuity of care, local referral. CAPS are accepting new students, but services are limited to students that are residents of PA. For out of state students, CAPS and/or our Health and Wellness Case Manager will work with students to connect them to services within their own community.

Counseling and Psychological Services (CAPS)

If you would like to make a referral, please call 570-422-3277. For questions, please email afreeman11@esu.edu

6. **ESU's Textbook Response to the COVID-19 Pandemic**

As the campus moves to online course delivery, I wanted to share information concerning what we are doing to support you as faculty and to help students as they transition off-campus and to remote learning. Many publishers are making their resources available for free for the remainder of the semester. Below you will find additional information on Vital Source—free services to our students. Also, please find critical information concerning Kemp Library.

- **VitalSource:** <https://www.vitalsource.com/login>
How do students access VitalSource Helps content?
 To get started, students should visit bookshelf.vitalsource.com. Before students can begin searching for and reading e-books, they will need to log-in or create a Bookshelf account with their institution-provided email address. To access VitalSource Helps content, students *must* use their institution-provided email address.
- **Kemp Library:** <https://www.esu.edu/library/index.cfm>
 Virtual library services are available Monday through Friday (unless otherwise noted), including:
 - ✓ Interlibrary Loan 8 a.m.-4:30 p.m.
 - ✓ Research Assistance (Reference)
 - Online Chat - available on the library's webpage at the lower right corner 9 a.m.-9 p.m.
 - Email either using library website form or through klibrary@esu.edu
 - Zoom video calls by appointment with klibrary@esu.edu
 - Phone calls (570-422-3594) 9 a.m.-9 p.m.
 - Online instruction through Zoom available for instructors
 - ✓ Users have the option to return books through the Book-Drop slot on the left side of the entrance
 - ✓ LibGuide on Library services: <https://esu.libguides.com/spr2020>
 - ✓ Saturdays and Sundays, 10 a.m.-6 p.m. the following virtual services are also available: Online chat, emails, and Zoom videos

In addition, the Library staff are working to compiling a list of free e-journals and are evaluating the availability of e-books as an alternative to the textbook reserves.

7. Reminder Regarding Precautions to Consider in Light of Pandemic

If you have come in close contact with someone who has COVID-19, your healthcare provider will evaluate whether you can be cared for at home. If it is determined that you do not need to be hospitalized and can be isolated at home, you will be monitored by staff from your local or state health department. You should follow the prevention steps below until a healthcare provider or local or state health department says you can return to your normal activities. These steps can be found at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

People who are mildly ill with COVID-19 are able to isolate at home during their illness. You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis. If you are sick, please stay home.

8. Grading for Spring 2020 – Work in Progress

Thanks to the collective efforts of Local Meet and Discuss leadership and the UWCC chair in conjunction with the Office of the Provost and Registrar, we will be announcing shortly an alternate grading option for spring 2020. Please note the following update:

“In consideration of the change in delivery options for face-to-face courses because of the COVID-19 outbreak in the spring semester of 2020, undergraduate students will have the option to choose a Pass/Fail option for selected General Education courses, which are not required for successful progression in the major. For example, the Pass/Fail option will not be available for ENGL 103, English Composition. Students should contact their advisors for courses that they can take with the Pass/Fail option.

Students will need to complete all the required work for the course in order to be eligible for this option. Students should keep in mind that the Pass (P) grade does not count in the computation of the GPA; however, such classes may have implications for eligibility for financial aid and satisfactory progress. Fail grades will not count in the computation of the GPA.

Traditional grades will be posted and students will have a three-week window (May 15, 2020 to June 5, 2020) to select this option.”

Please know that more details be forthcoming as your faculty colleagues work through this expanded option for our students. You will hear shortly as to the final spring 2020 plan for grading. Upon finalization of the revised grading plan, students will be similarly advised.

Yes, truly an email to end all emails, but I hope you find the information useful and the message reassuring. Please be reminded that this message will also be posted on the Provost website. Please try to enjoy the evening and weekend. And do reach out to my office at anytime. We are there to support your good work and our students to the very best of our collective and individual abilities.

With great care and concern,

Jo Bruno

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