Online Preparedness Task Force
Ongoing Academic Support Working Group

Service Delivery

Recommendation 1: Mitigating Time Zone Issues
All service units (see Appendix A) should consider their ability to offer some services at alternate hours to ensure students in other time zones still have some access to services. This may involve reorganizing some staff work hours.
Rationale: Assuming that a reasonable number of students may be attempting to access support services from outside of the Atlantic time zone, they may require support outside of the 9-5 AT window.
Next Steps:
1. Check with each appropriate department head about recourse for asking staff to work flexible hours.

2. Consult with HR to see what has been done to this effect already (if anything) especially ask about how that works for people whose contracts do not currently specify that they should be expected to work irregular hours.
3. Each unit should determine what would be reasonable expanded hours of service and how to communicate this effectively to students and the StFX community (e.g. website, email signatures, etc.).
4. Consult with FM and security about the potential of having people in their offices beyond normal working hours and the impact on that (e.g. working alone).

Recommendation 2: Ensure staff can deliver services from remote locations (i.e. their homes).
Staff responsible for delivering services remotely from an off-campus location should be provided with university-issued laptop computers and financial support for high-speed internet using turbo sticks or other solutions. Resources should be made available for staff to set up proper workstations (desks, monitors, keyboards, chairs …) to work safely and effectively remotely.

Rationale: Any University staff asked to regularly conduct business from an off-site location (i.e. at home) should not be required to provide their own equipment to complete their required duties. It should be noted that the ability to maintain an at-home workstation may continue, on a part-time basis, for some time in order to keep the number of people on campus at any one time to a minimum.

Next Steps:
1. Managers of service units should compile an inventory of staff that would require laptop computers and other devices to perform their duties effectively.

2. Determine what a needs-based assessment would look like to determine the extent of need per individual.
3. IT Services to facilitate purchase of new equipment forthwith.