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TO: College Presidents and Deans; Vice Presidents of Administration  
Cc: Félix Matos Rodríguez, Chancellor; José Luis Cruz, Executive Vice Chancellor and Provost  
FROM: Hector Batista, Executive Vice Chancellor and Chief Operating Officer *HB*  
DATE: March 11, 2020  
RE: Operations Continuity: Instructional Recess and Remainder of Spring 2020 Semester

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As Chancellor Félix Matos Rodríguez announced earlier today, starting on March 19<sup>th</sup>, CUNY is implementing a comprehensive transition to distance education for the remainder of the semester. As part of this transition, CUNY will be in an instructional recess for pedagogical retooling from Thursday, March 12<sup>th</sup> through Wednesday, March 18<sup>th</sup>.

While no scheduled in-person classes will run on these days, colleges will remain open, and CUNY's administrative and operations staff will continue to support the academic staff and faculty in transitioning to distance learning.

The below guidelines are being provided to help you maintain college operations and business, while also supporting the overall health, safety and well-being of the CUNY community.

### **HUMAN RESOURCES**

It is very important that during this time, we let all our staff know that we are doing everything we can to respond to their concerns by following the guidance from the Center for Disease Control and Prevention and the New York State Department of Health. We are especially sensitive to the concerns our staff have expressed with traveling on crowded subways during rush hour or being in areas where there are large crowds. Therefore, we are implementing the policies below to support the needs of the Colleges and the Central Office accordingly.

While employees are still required to report to work on campus during this instructional recess, staff may work modified schedules, including flexible hours and condensed work weeks to allow them to commute to and from work during non-peak hours. This can be modeled after what CUNY implements during the summer. This should only be done after consultation with and approval by their managers.

Some employees may be able to work from home or an alternate CUNY location; please see attached for further guidance on remote work. This should also only be done after consultation with and approval by their managers, and managers should communicate clear expectations around telecommuting.

Employees who seek additional accommodations based on CDC or DOH guidelines should contact their local human resources office.

New York State and New York City payroll will run uninterrupted according to the usual payroll process and schedule. The Office of Human Resources is also working with the State and City to create separate payroll codes to enable distinct tracking of COVID-19 related activities.

Vice Chancellor Gloria and her team remain committed to supporting your campus HR Departments with any questions or concerns they may have as you implement any of these practices.

Finally, to prepare for any possible future scenarios, we ask that you update your essential personnel list as soon as possible, using the attached protocol as a guideline, and send that list to my office.

## **TECHNOLOGY**

There are a number of technology tools available to support our CUNY workforce from an out of office perspective and many of them are used every day by college and Central Office staff.

These systems and services from a staff and administrator user perspective include on-line access from anywhere to CUNYfirst, DegreeWorks, Blackboard, Microsoft Office 365 for Education (this includes One Drive and the cloud versions of Word, Excel, PowerPoint, Teams, and SharePoint), and Dropbox.

In addition, to facilitate online meetings and conference calls, CIS will soon enable WebEx accounts for all University staff. All of the systems above are accessible through the CUNY Technology resources page using your @login.cuny.edu credentials (username and password). To access that page, go to: <https://www.cuny.edu/about/administration/offices/cis/technology-services/>.

To further support the efforts underway, we would like to remind you that there are extensive user guides and training videos available to our CUNY workforce that will allow familiarization with these invaluable tools.

Colleges should use the instructional recess to make these resources more broadly known to their staff and schedule additional training as needed. As more training materials are created, they will be posted to CUNY.edu. Below is what is available now:

- For information regarding **Microsoft Office 365**, including FAQs, training materials and videos please visit: [www.cuny.edu/office365ed](http://www.cuny.edu/office365ed)

**Microsoft** has provided other valuable training materials and ideas to consider:

- [Online Teams Trainings for End Users](#)
  - [Brainstorm's Quickhelp Platform for End Users](#)
  - [The Crisis Management Power App and Sample Template](#)
  - [Remote Work Tips](#)
  - [Getting started with Office 365 and Windows 10 Educator Course](#)
  - Examples where schools are using Microsoft technology to promote remote learning within their institution: [University of New South Wales](#) and [Northern Illinois University](#)
- To claim a **Dropbox** account and access training materials and FAQs, please visit: [cuny.edu/dropbox](http://cuny.edu/dropbox)
  - For **Blackboard** training videos, guides, and FAQs, please visit [cuny.edu/blackboard](http://cuny.edu/blackboard)

Please also see attached Frequently Asked Questions for further information on technology capabilities.

Vice Chancellor and University CIO Cohen and his team remain committed to supporting your campus CIOs with any questions or concerns they may have as you implement any of these practices.

### **FINANCE**

The University Office of Budget and Finance is available to assist your team with any financial needs, including sourcing the necessary products and services related to COVID-19 emergency preparedness. We have a strong and ongoing relationship with our suppliers, and are monitoring the availability of certain products. If your staff has any concerns regarding the delivery of products or services related to COVID-19, please reach out to the Coronavirus Taskforce at [Coronavirus.Taskforce@cuny.edu](mailto:Coronavirus.Taskforce@cuny.edu).

### **FOOD SERVICES**

We will work with each campus to determine the availability of food service options. Please contact your food service vendors immediately to determine their ability to continue to provide service for the remainder of the semester. The Office of Budget and Finance and the Office of the General Counsel are available to discuss any challenges. Students should be advised to contact local campus administration for guidance should they have questions regarding the availability of food services during this period.

Senior Vice Chancellor and University CFO Sapienza and his team remain committed to supporting your campus finance and procurement teams with any questions or concerns they may have as you implement any of these practices.

### **FACILITIES**

During the instructional recess, we will have an uninterrupted opportunity to conduct a thorough cleaning of our facilities. Therefore, I ask that you dedicate next Monday and Tuesday (March 16<sup>th</sup> and 17<sup>th</sup>) for cleaning and disinfecting all your facilities. As part of this effort, you should conduct an inventory of cleaning supplies and assess future cleaning supply needs. If you anticipate a future shortfall, please let me know as soon as possible. Additionally, please check every bathroom for functioning sinks and adequate supplies of soap and paper towels. Each bathroom should also have the attached instructional hand-washing poster prominently displayed.

To help guide your cleaning efforts, also attached is the New York City Department of Health and Mental Hygiene General Disinfection Guidance for Commercial or Residential Buildings. It may be updated as new information becomes available, so please check the Health Department and CDC webpages periodically for the latest updates ([nyc.gov/health/coronavirus](http://nyc.gov/health/coronavirus) and [cdc.gov/coronavirus](http://cdc.gov/coronavirus)). If you have any questions or need additional information, please contact Howard Apsan, University Director of Environmental Health, Safety and Risk Management.

In addition, there is a contract with the Department of Citywide Administrative Services for cleaning services. The contact information is as follows.

**Quality Facility Solutions (QFS)**  
**Contact: Julissa Diaz**  
**Work: 718-935-9923 ext. 117**  
**Cell: 347-546-3779**

As per the contract, QFS needs at least 24-hours notice; however, they have granted CUNY 4-8 hours after notification and if they can come before that, they will.

Below are the rates that will be associated with the services. They use BNC-15 disinfectant for cleaning. I have attached an information page about this product. Please let us know if you need any additional information.

Schedule	Supervisor Hourly Rate
Monday - Friday	\$ 55.80
Saturday	\$ 96.57
Sunday	\$ 96.57
Overtime	\$ 96.57
Holiday	\$ 160.95

Schedule	Cleaners Hourly Rate
Monday - Friday	\$ 52.65
Saturday	\$ 91.13
Sunday	\$ 91.13
Overtime	\$ 91.13
Holiday	\$ 151.88

**CUNYAC**

We will cease all non-conference regular season contests, effective immediately. All CUNYAC member schools are to play a strict conference-only schedule for the remainder of the Spring 2020 semester in all team sports. As a reminder, for CUNYAC, conference only games are confined to New York City's five boroughs, where all of our member schools are based.

By completing conference play in all sports, our institutions will remain eligible to compete in NCAA / NJCAA Division III Championships in May, should the circumstances allow.

At all athletic events, there will be a strict no spectator policy, and only essential game day staff should be present at the games. We encourage you to video stream all home competitions in order to keep our fans and alumni engaged.

At this time, the CUNYAC post-season will continue as planned. However, we will continue to monitor the situation, and in the event that games cannot be played, the conference regular season champion will serve as the conference's representative in the NCAA tournament.

We will adhere to the NCAA safety guidelines for student-athletes and follow established protocols, including foregoing several sportsmanship practices such as pre-game and/or post-game handshakes and not sharing or re-using towels, cups and water bottles.

A separate memo with further details will be going out to Athletic Directors soon.

### **NEXT STEPS**

When we transition to online learning on March 19<sup>th</sup>, we will assess the status of our operations and determine whether any of the above guidelines need to be amended. Regardless of our work arrangements, operations and administrative departments will continue to support the academic mission by ensuring the on-going function of all our offices and operations.

If you have any questions or feel that we can provide greater clarity or support to the Colleges at this time, please reach out to me, my Chief of Staff Gerri Thomas, or any of the Vice Chancellors that support the area(s) of your concern(s). We will all be sure to evaluate the concern(s) and bring it to the Coronavirus Taskforce as necessary.

In addition to the guidance below, I have asked each the Vice Chancellors to continue to explore and actively think about what other programs, guidelines, or policies we may need now and in the future to support the continuity of our operations. It is my understanding that there were lots of great thinking and planning in the past around how the University managed its 9-11 response, as well as its planning and response to Super Storm Sandy, the potential transit strike, and other City-wide events. It is these ideas that we should re-visit, assess, modify if needed, and consider at this time.

We all understand that this is not a familiar mode of operation for CUNY, but we must come together to support each other, our students and the mission of the University. Certainly, a collaborative way to approach this challenge is the best approach for all.

Finally, we receive new information and guidance throughout the day. We will continue to provide you with information and guidance as it becomes available and ready for sharing.