



March 23, 2020

Dear Members of the University Community,

As noted on Friday, **we will send regular updates on Monday and Friday of each week with other notices sent by** the President or other members of Cabinet when necessary.

First, we want to remind you to visit the COVID-19 Website: www.scranton.edu/covid-19 The redesigned website includes the most up-to-date information to answer your most commonly asked questions.

Key Information and Communications to Expect This Week

- With advice from campus constituencies and the Incident Management Team, the President's Cabinet is expected to share decisions about several larger issues this week, including the following:
 - Update on plans for after Easter Break on April 14, including the status of campus-based instruction and Commencement.
 - Address questions from residential and meal plan students about possible refunds for time away from campus.
 - Guidance for off-campus and other students regarding access to campus at the conclusion of the extended spring break.

Updates

- **International Service Program (ISP) Trips Cancelled:** The University has decided to cancel ISP trips that were scheduled for May and June. This decision relates only to these trips and was necessary because of the advance planning involved with these trips,
- **Technology Support Center Hours:** The Center moved to remote operations as of Friday, March 20. Hours of operations will be as follows for the next three weeks:

Week of March 23 to March 29

Monday through Thursday: 8:00 a.m. to 9:00 p.m.

Friday: 8:00 a.m. to 6:00 p.m.

Saturday and Sunday: 12:00 p.m. to 6 p.m.

Week of March 30 to April 5

Monday through Thursday: 8:00 a.m. to 9:00 p.m.

Friday: 8:00 a.m. to 6:00 p.m.

Saturday and Sunday: 12:00 p.m. to 6 p.m.

Week of April 6

Monday through Wednesday: 8:00 a.m. to 9:00 p.m.

Thursday: 8:00 a.m. to 4:30 p.m.

During these hours, faculty, students and staff will hear a greeting with several prompts for assistance including Duo, Zoom, Banner, D2L, Student Registration, and all other inquires. The first five prompts will be directed to “live staff” answering the calls and messages directly going to email lists for staff to answer as they arrive. The “other inquires” will be sent from voicemail to email for the TSC staff to triage

- **Building Access:** All information regarding building access and the dining services schedule can be found under [University Operations on our COVID-19 website](#).
- **Campus Mail:** Beginning March 25 mail and packages for designated departments and students remaining on campus are to be picked up from the Print Shop at 315 Jefferson Avenue. Royal Card access is required. Outgoing mail for campus offices can be dropped when picking up mail. Hours for campus pick-up at 315 Jefferson Ave. will be:

Monday: 10 a.m. - noon

Wednesday: 9 a.m. - noon

Thursday: 10 a.m. - noon

Friday: 9 a.m. - noon

Communications Since the Last Update

- Earlier today, Father Pilarz [confirmed the first case of COVID-19 among a member of the community](#).
- Father Pilarz shared [a video message with University alumni](#) reflecting on the current situation and the University’s response to it.
- Institutional Advancement [sent an appeal to alumni](#) who may wish to support students and families through these uncertain times by contributing to the James P. Sweeney, S.J., Family Outreach Fund

You should expect your next regular update on Friday.

Sincerely,

Robert W. Davis Jr., Ed.D.
Vice President for Student Life

Jeff Gingerich, Ph.D.
Provost/Senior Vice President for Academic Affairs

Patricia Tetreault
Vice President for Human Resources