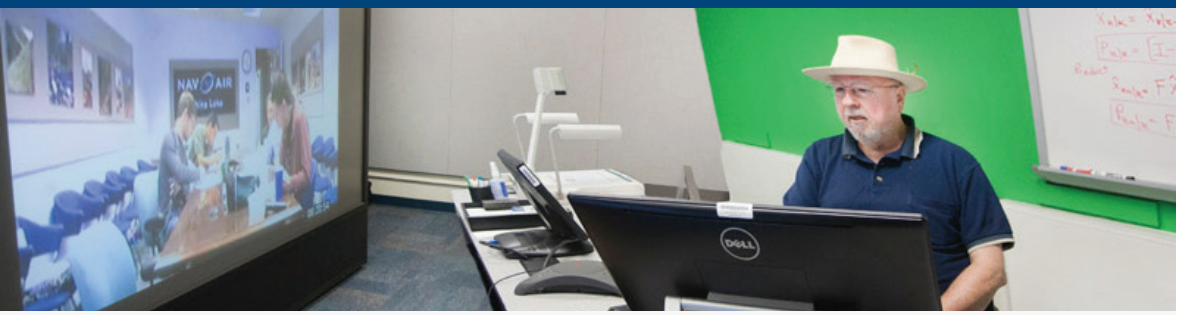

UPDATE NPS
NAVAL POSTGRADUATE SCHOOL

NPS Continues Prep to Start Spring Quarter Classes Online

By Matthew Schehl

As the Naval Postgraduate School (NPS), and the world, continue taking measures to mitigate the reach of the novel Coronavirus pandemic, unprecedented efforts are underway to ensure the university continues on course to deliver excellence in advanced education, anytime and anywhere.

Under a mandate by NPS President retired Vice Adm. Ann E. Rondeau, all residential unclassified classes will transition to distance learning (DL) when the Spring Quarter launches, March 30. Conducting coursework online, for as long as it needs to, will afford the university its best opportunity to pre-empt the virus' transmission throughout the NPS community, treating the state's guidelines on shelter in place and social distancing with due urgency.

"At this scale, we are navigating through uncharted waters," Rondeau observed in a message broadcast to NPS students, faculty and staff. "In times like these, our commitment to working together is essential and your collective efforts to date have been extraordinary and inspiring."

The university boasts a long history of DL education, dating back to the mid-1990s, but it's the relatively new Teaching and Learning Commons (TLC) that is serving as a central hub for communication, information, references, and web-based resources and tools to support the transition.

For those faculty members new to virtual classrooms, the TLC is offering workshops and individual coaching to utilize Zoom video conferencing, the Sakai collaborative learning management system and other DL technologies. The TLC serves as the locus for a "common teaching experience," enabling NPS faculty to come together to share lessons learned and helpful tips, explained Dr. Ralucca Gera, TLC director and Associate Provost for Graduate Education.

"The TLC will collect and make available, to the wider campus, faculty and departmental resources as they are shared," she said. "In response to the rapid switch from resident to DL, the TLC is supporting learning-focused communities of practice and is providing leadership and resources as NPS goes fully all-in and online."

The keyword in this process is flexibility which, as Rondeau noted, affords faculty and students the ability to successfully meet the demands of a new normal.

"Faculty are free to decide how best to teach their courses online," she said. "While we prefer you teach synchronously during your regularly scheduled class times, we understand that this may not be feasible for all faculty. Those who, because of childcare or other issues, cannot hold online synchronous classes may record them at home for asynchronous delivery.

"These are unprecedented times and I am very proud of how everyone is coming together to support each other professionally and personally," she continued. "This is what makes the NPS community so special. Take care, be safe and we'll get through this as a team!"

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Special Edition:
Coronavirus Updates

March 27, 2020

Managing Telework Best Practices

The Human Resource Office and Local 1690 have developed the following list of best practices in response to the numerous inquiries each has received due to the call to maximize telework.

Telework Best Practices/Guidance for Employees and Supervisors:

Telework authorizes an employee to work from an approved alternate duty location. It does not authorize an employee to work from any remote location and it does not change an employee's work schedule (hours assigned to work).

Communicate Expectations:

For all types of telework, this discussion is important to ensure that managers and employees understand one another's expectations. Here are a few expectations concerning basic issues that managers should consider when entering into a telework agreement with an employee:

- Discuss telework expectations with your manager, including work, tasks, projects, equipment, etc.
- Discuss with your coworkers how telework will affect the dynamics of your team
- Adapt communications to leverage modern information technologies, e.g., setup a group chat on Teams
- Make sure to report work to your supervisor and the entire team
- Be flexible — this is a new situation for all of us, and it may cause changes in management style, communications, tasking, etc.
- Be patient — adapting to the new environment will not happen overnight
- Be willing to listen and learn!
- Maintain your daily routine — get up for work at the regular time; take lunch at the usual time; maintain contact with your team; etc.
- Eliminate distractions — setup a dedicated work space at your telework location
- What duties can and cannot be accomplished at the telework location?
- Identify changes that need to be pre-approved.
- What will the daily telework schedule be; will the hours be the same as in the main office, or will they be different? In most instances, schedules will not change. Keep in mind that telework addresses work location not necessarily hours of work.
- What are the expectations for availability by phone, email. Note: teleworking employees may be momentarily unavailable just as non-teleworkers have brief moments of on unavailability.

Digital Tools:

Employees and their supervisor have some excellent resources available while maximizing telework. The following link provides great information both Zoom (recommend for faculty) and Microsoft Teams (recommended for staff).

Teams brown-bag sessions will take place from 17–20 March, T–F, from 1200–1250 in Reed Hall Rm 102.
Access remotely at **https://zoom.us/j/183047677.**

Performance Management: It is important to note that performance standards for teleworking employees must be the same as performance standards for non-teleworking employees.

Like non-teleworking employees, teleworkers are held accountable for the results they produce. Good performance management techniques practiced by everyone will mean a smooth transition to a maximized telework environment. Resources for performance management are available from OPM at **www.opm.gov/**.

Timekeeping: When an employee is teleworking, it is important to capture this through SLDCADA. On days that ad-hoc or situational telework is performed, employees should enter "**TS**" in the Ehz field in SLDCADA. Employees that perform regular and recurring telework should be utilizing "**TW**" in the Ehz field in SLDCADA.
NOTE: *It is a supervisor's responsibility to review and validate the accuracy of the timecard when certifying timecards in SLDCADA.*

Emergency Operations:

Telework is generally a voluntary agreement between an employee and a supervisor. However; during certain emergency situations, supervisors can mandate telework to ensure continuity of operations whether an employee has a valid telework agreement or not.

Not all employees can work remotely due to the nature of the duties they perform, but traditional exclusions to telework may not always apply during emergency situations. Currently, the prohibition pertaining to telework and dependent care has been waived through 31 Dec 2020. Please contact HRO for assistance or to discuss options if you believe an exclusion may apply.
Both supervisors and employees have an important role to play in an agency's emergency planning and response. Emergency responsibilities include:

- Understanding the agency's emergency plan (continuity plan, pandemic plan, etc.) and its role in executing the plan;
- Notifying employees designated as emergency personnel for a continuity or pandemic event;
- Communicating expectations to both emergency and non-emergency employees regarding their roles and responsibilities in an emergency;
- Establishing communication processes to notify emergency employees and non-emergency employees of the activation of the agency's emergency plan and the agency operating status during the emergency;
- Integrating emergency expectations into telework agreements as appropriate;

Conclusion:

Teleworkers should be treated like non-teleworkers to the greatest degree possible. Transitioning from a traditional to a telework environment should be relatively seamless and should not result in a loss of productivity. Teleworkers must attend all assigned meetings, albeit virtually, and meet the same deadlines and other expectations as non-teleworkers. In short, you should be able to reach out to, assign work, and communicate with your teleworking employees to the same degree that you communicate with your non-teleworkers.

Please contact Telework Manager Kenneth Stewart at **kastewar@nps.edu** or X2007 for questions or concerns not covered in this notice. Bargaining unit employees may also reach to Alex Savattone at **jasavatt@nps.edu** or X2816.

Current status of base services

What is the current status of Base Functions and Services?

Most base services are working as normal to support NSAM tenants, but some are closed or have adjusted hours/services:

Entry Control Points:

- The Sloat gate and Annex gates remain available 24/7.
- The Del Monte gate is closed until further notice due to reduced traffic.
- The Visitor Control Center is limited to 1 customer at a time inside the visitor control center building. VCC open and under normal hours.
- The 3 NPS turnstiles on the main campus are closed to inbound foot traffic to ensure 100% receive verbal questioning at our entry control points as a method to minimize COVID-19 exposure to the base.
- The Annex turnstile is out of service awaiting repair.

Navy Lodge: Playground closed. La Mesa and Ord Military Community Housing playgrounds also closed.

NGIS/Navy Lodge: Status Open for military/tenant required travel. Guest with current leisure travel reservations between now and 11 May will be cancelled.

Fleet and Family Services: FFSC is still currently open, but is not seeing clients in person due to the COVID-19 precautions. Clients that want to speak to a PFM can schedule an appointment and the counseling will be over the phone. Call 831-656-3528 to schedule an appointment.

MWR ITT Ticket Office: Closed.

Golf Course: Closed.

NSAM Dental Clinic: Providing emergency care only. Exams are deferred unless there is absolute urgent need for the exam to be done, which will be considered on a case by case basis (being dental class 4 doesn't qualify as an emergency). We will still allow check ins to drop off their dental records but prefer them to call first (our clinic front desk number 831-656-2477).

Medical: Medical sick call is open on a walk-in basis (0630-0730).

NSAM ID Card Lab: ID Card lab services will be limited to those in emergent need only, and services are limited to: Initial CAC issuance, Lost/Stolen CAC or Teslin ID card issuances, CAC/Teslin card renewals for cards set to expire in the next 30 days, and pin resets.

Starbucks, Café Del Monte, Trident Room: Closed until further notice.

El Prado: Breakfast, Lunch and Dinner for to-go, takeout options.

NEX/Gas station/Autoport: Open. NEX will be closed on Sundays only, due to a low volume of business. It will remain open for normal hours Mon-Sat.

NEX Barber Shop: Closed until further notice.

Gym: Closed.

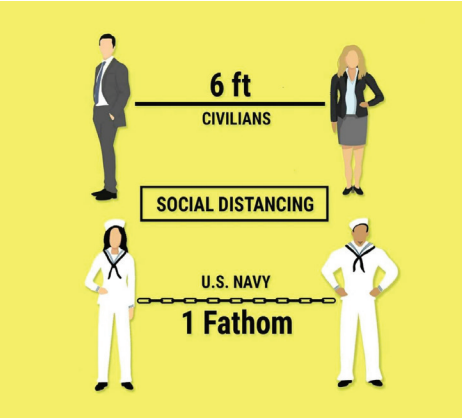
Chapel: Closed for worship services. Counseling services available and will continue to be provided. 831-656-2241

RV park: Open. No reduction in services.

Post Office: Open.

N9 Admin office: Closed. Staff to telework.

Child & Youth Programs (CDC/SAC): Effective 30 March 2020, only patrons designated as Mission Critical by their command (without the ability to telework or distance learn) will receive care. Single/Dual Military parent NPS Students will be deemed as Mission Critical. Use the Essential Childcare Declaration sent out by the Child Youth Programs office for school signature for your Mission Critical designation.



TELEWORK instructions

To telework, you will need to:

1.Complete a very modest amount of training that is required regardless of whether or not you plan to enter into a Situational Telework Agreement. The instructions for that training is found here:

2. Have a CAC reader and internet access at home

3. Utilize One Drive to save documents instead of your desktop or local c: drive

4. Make sure everything works before you need it to.

Telework requests can be made by:

1. Logging into at **TWMS**.

2. Selecting Tools/Functions under the available choices under the "Actions" heading

3. Selecting Telework Request Management

4. Clicking the link titled, "Create New Telework Request" and following the simple instructions that follow.

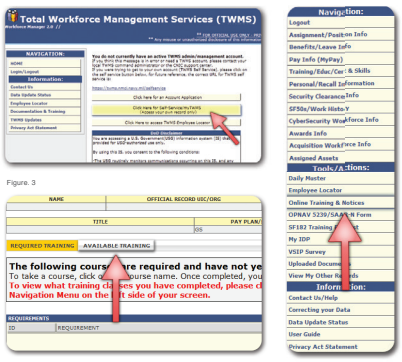


Figure. 3

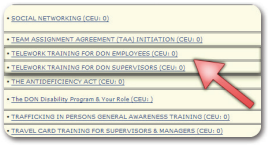


Figure. 4

Ten Tips for Student Success in Distance Learning at NPS

1. Get connected. Make sure you have access to **Sakai** — the collaborative learning environment (CLE) used for NPS distance learning (DL) courses, through the network you use at home or at work.

- For assistance connecting to Sakai, email the CLE Help Center (**CLEhelp@nps.edu**).

2. Read the syllabus. The syllabus for a course outlines the course description, learning objectives, books and other materials, schedule and assignments, and other vital information.

- Read it as soon as possible. To access a course syllabus in Sakai, go to the Syllabus tool in the left-hand navigation column.
- If you don't find a syllabus there, email your instructor and ask for one.

3. Zoom-in. Most NPS DL courses use the online collaboration tool Zoom for lectures, real-time discussions, virtual office hours, and other virtual classroom activities.

- See the **Student Guide to Zoom** to get started and test your internet connection, computer, speakers and microphone and/or headphones, and web camera to make sure you can join Zoom sessions by audio and video.

4. Get onto the cloud. NPS offers students two options for cloud storage of documents, spreadsheets, images and video, and other materials you will use and create for courses.

- Cloud storage options, Box and OneDrive, enable you to safely store and back-up files online and access them anywhere on a computer or mobile device with an internet connection.
- This is especially useful for backing up assignments, projects, and saving Zoom recorded sessions etc.

5. Manage your time. Don't attempt to complete an entire week's activities in one sitting. Instead, make the course a part of your regular daily schedule.

- Set aside some time every working day to participate in the course. This doesn't have to be the same time every day, but if possible, schedule it during the time of day you are most productive.
- Treat this time as you would treat the time scheduled for a face-to-face course.
- Make it a time commitment, not an extra task you can squeeze in when you have some unscheduled time.

6. Defend your space. Create a workspace that maximizes productivity and minimizes distractions.

- Set up your work area at a location with adequate internet connectivity that can be as private as possible given your duty and living situations.
- If you will be studying in your living area, occasional interruptions by family, roommates, pets, and others with whom you share living space may be inevitable.
- Reduce the impact of these interruptions by reminding family members etc. that your study time is work time, and you are not just playing on the computer.

7. Stay on schedule. It can be very tempting to skip online lectures, let deadlines for assignments slip, etc. when you don't have to physically show-up for class every day. Don't.

- Make the same level of commitment to attend virtual class sessions and complete work on time that you would if you were taking the course in a traditional brick-and-mortar classroom.
- Demands of work or family emergencies can sometimes result in missed deadlines—we've all been there. If that happens, do the best you can to catch up as soon as possible.

8. Ask questions. Do not hesitate to ask questions on assignments and activities.

- Even when courses include real-time online lectures, instructors in distance courses can't read clues from facial expressions and body language to see if the points they're making are coming across clearly.
- If you need clarification on an assignment or have questions on readings or other course materials, contact your instructor, or, better yet, post a question in a Q&A forum on the course's Sakai site if one is available.
- If your instructor offers virtual office hours, join-in as often as possible.
- Asking questions can help both your fellow students and your instructor, because if you find something to be unclear, chances are others will find it confusing as well.

9. Take care of yourself. Distance learning is challenging and requires physical, mental, and emotional readiness.

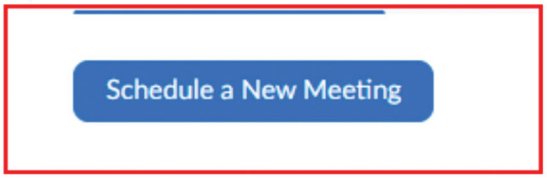
- This may be the first time you've gone "back to school" in quite a while, a change that requires adaptation to a new set of rules and expectations.
- Stress from academics, work, family, and military duties adds to the challenge.
- Take the time and effort to maintain your physical and emotional health and fitness and see the Dudley Knox Library Learning Tools page for a list of resources for staying ready to succeed.

10. Remember you're not alone. Working and studying while physically separated from other students, instructors, and a campus academic environment can create a sense of isolation.

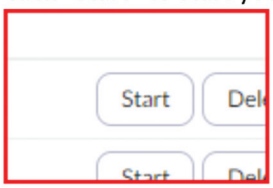
- A sense of isolation is one of the main reasons online learners fail to complete courses.
- Do not keep your struggles and frustrations to yourself. You will find that other students are struggling with many of the same issues or have faced them in past courses.
- Other students can offer encouragement and practical suggestions to help you overcome the obstacles you're dealing with, and you can do the same for them.
- The Student Muster site has lots of helpful information on how to stay current and connected to the NPS community. Stay on course and help others complete the mission.

Meeting Checklist

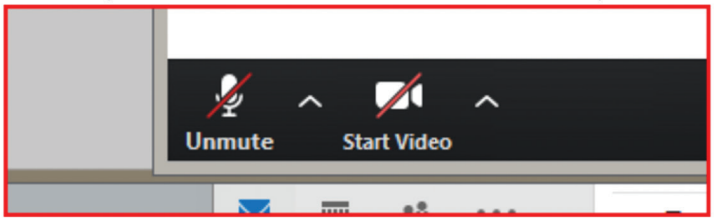
1. **Before your meeting**
   a. Create a meeting in your Sakai course or in Zoom.us using the "Schedule a New Meeting"
   If you create it in Zoom.us, rather than Sakai, make sure to get the session ID to the students.



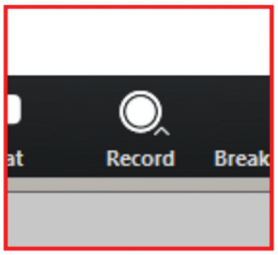
   b. Have all of your presentation materials, documents, and applications open and ready on your computer
2. **At the time of your meeting**
   a. Click "Start" to start your meeting

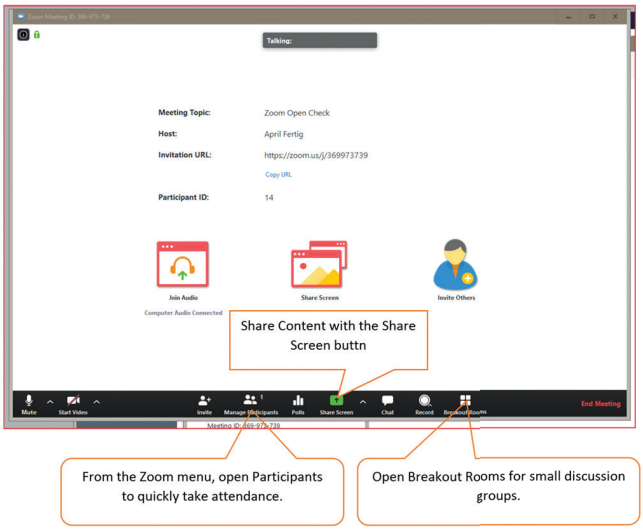


   b. Unmute your mic and click "Start Video" to turn on your camera

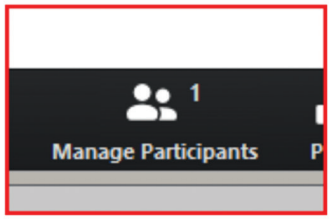


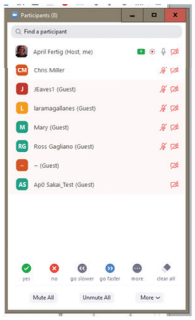
   c. Click "Record" to start recording

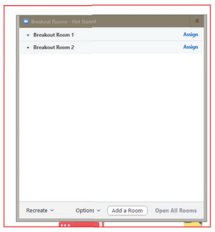




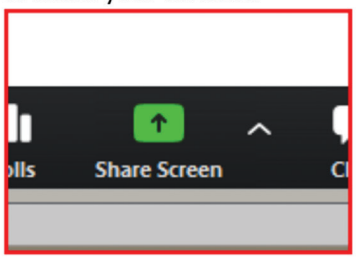
   d. Open the "Manage Participants" and "Chat" windows from the menu bar





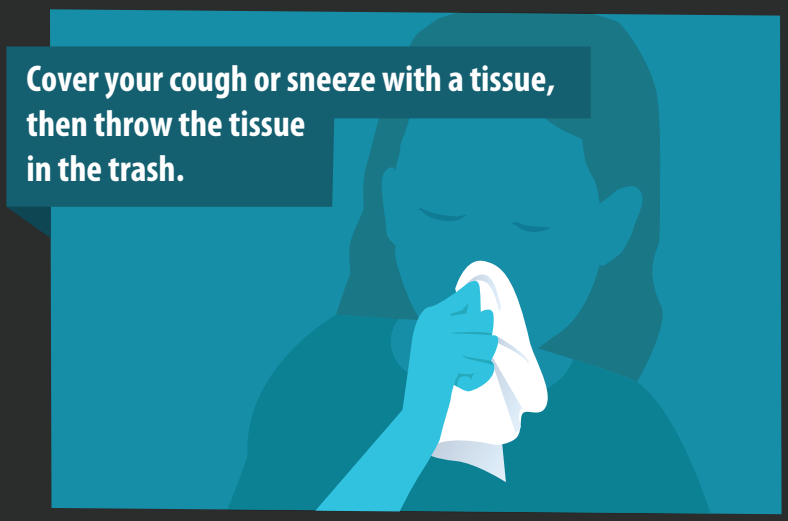


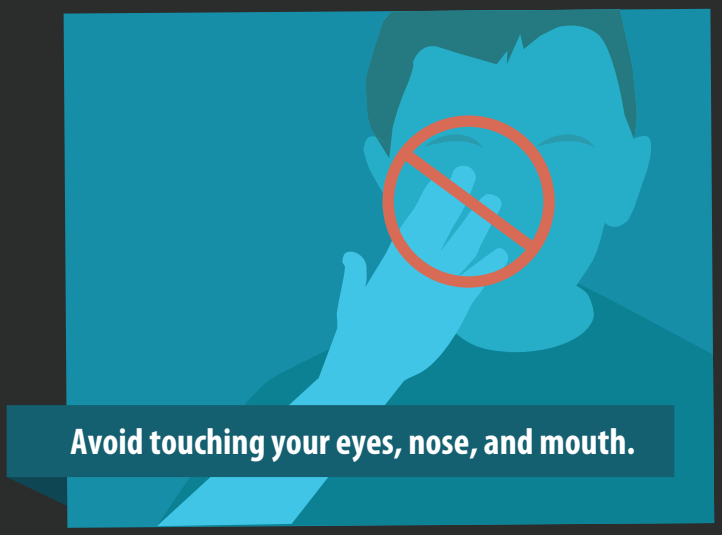
   e. When you're ready, click "Share Screen" to share your content.



STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.





cdc.gov/COVID19

CLEANING FOR COVID-19

COVID-19 (novel coronavirus 2019) is a respiratory illness that primarily spreads through the air and through personal contact with surfaces and infected people. COVID-19 is an enveloped virus, meaning it is easily compromised by proper cleaning and sanitizing. It is unknown how long COVID-19 can survive on surfaces, but it is recommended to clean and sanitize high contact surfaces at home, school, and the work place.

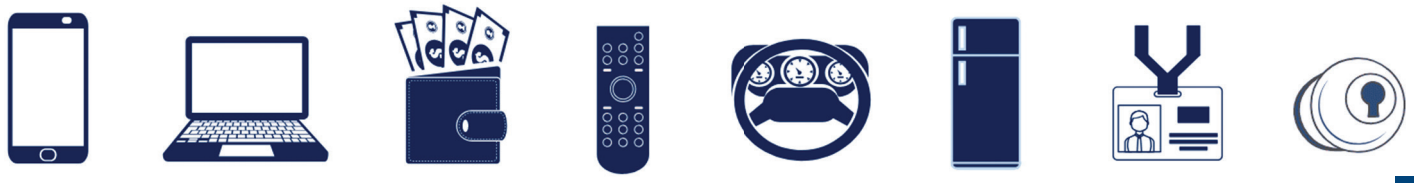
Remove visible soil and dirt from surfaces using soap and water.

Apply an EPA registered disinfectant to kill pathogens, including COVID-19. Common cleaners include:

- Clorox Disinfecting Wipes
- Lysol Brand Bleach Multi-Purpose Cleaner
- Purell Multi Surface Disinfectant

For effective sanitizing, wait the proper contact time as indicated on the product label.

DONT FORGET TO DISINFECT...



DEFEND THE DODIN

Do your part to protect the Department of Defense Information Network while teleworking

NETWORK UTILIZATION

DO:

- Log off of your VPN connection at the end of the work day
- Verify your local internet connection before calling your IT service desk, if you're having connectivity issues
- Use your organization-approved file sharing service/capability to share files with others
- Use your organization's approved communication and collaboration methods for official business
- Use DoD SAFE to share large files/videos (i.e., over 10 MB) with DoD and non-DoD recipients
- Limit all non mission-essential activity on government-furnished equipment (GFE) (e.g., social networking, audio and video streaming, personal shopping)
- Sign government emails
- Study and follow the Acceptable Use Policy for government systems
- Request assistance from knowledgeable co-workers for tips before calling your IT help desk
- Consider providing alternate phone numbers – other than your office phone number – on email correspondence, out of office replies, and/or voicemail for contact while teleworking
- Work offline when possible

DON'T:

- Use your GFE for non mission-essential activity (e.g., social networking, audio and video streaming, personal shopping)
- Use internet-based, unofficial audio and video on-demand and streaming services or websites
- Email large files or videos
- Leave video collaboration tools connected when not in use
- Auto forward your office phone to an off-site number unless your organization specifies it
- Hesitate to call your IT help desk if network limitations impact your mission
- Dial into phone or video conferences unless you were invited
- Leave applications running that you're not actively using (e.g., email, video, voice, etc.)

For additional information please visit: https://cyber.mil or https://public.cyber.mil

COVID-19 website

www.nps.edu/covid19

Illustration by Luca D'Arbino

Virtual Town Hall

April 2, 1500