

# PCC's Virtual Suggestion Box

## Suggestions & Responses

### **Suggestion Box Comment 37 (4/19/21)**

Regarding graduation, everyone around us is trying to move forward from the pandemic. We are hosting an online graduation because we "didn't think enough people in our area had been vaccinated", as stated in Town Hall? Sure, you said the graduates could come back next year and walk with the next class- which is almost insulting considering all of our partnering high schools are having some sort of graduation to honor their students. PECIL students located and housed on our campus, are also having an in-person graduation. Roxboro continues to have outside events that PCC attends. This feels like we are moving in the wrong direction and I am little embarrassed at the college/ graduation committee.

**Response:** Thanks for providing an opportunity for me to further clarify our thinking in keeping our upcoming graduation event virtual, despite all of our high school partners moving to face to face graduations.

It is the overwhelming preference of the college's leadership for graduation and similar events to be face to face.

There's no better memory than to watch the sun set on our beautiful courtyard as graduates walk through the phalanx of faculty and staff holding college program flags. It's nothing short of magical. Watching students light their candles to mark their transition from student to graduate at other traditional ceremonies is equally powerful to watch.

These are events that are important in the lives of our graduates and to the PCC Pacer family. So, we've created virtual events that allow those celebrations to happen, but in a manner that we feel is safe.

I'm proud that so many of our partners have figured out safe ways to hold their graduation events. I'm impressed with their creativity, and dedication to providing events that are closer to a traditional ceremony. Our circumstances, however, are unique, challenging and different.

Because we serve two counties, Person and Caswell, planning overall events as the state reopens requires us looking at COVID trends in **both** counties, not just one. I'm keenly aware that just last week plans by our ABS staff to restart testing at the Dan River Prison in Caswell were abruptly called off because the county is on **Red** status, the highest level of infection and COVID deaths for a ten-day period.

Combine that with feedback from students about last year's drive through event indicating that they appreciated the focus on each individual graduate, we reached the conclusion that we would stick with virtual ceremonies. It's our hope that the rate of vaccination in our community will climb so we can all get back to traditions we love.

This decision was made with an agonizing duty of care for our students, PCC employees, and the community. We don't have to agree on everything but be clear about our motives – it was made from care, not as an insult to the people we serve.

#### **Suggestion Box Comment 36 (3/14/21)**

I think it is confusing when professional development opportunity emails from CETL look the same as required meeting emails such as for policy review. It's very easy to overlook some of these. Can we get one weekly email updating the PD opportunities that then direct us to the CETL Blackboard shell? Should every meeting invite come from CETL?

**Response:** Professional development opportunities from CETL will now be sent on a weekly basis in an email that includes the dates, times and ways to register for each opportunity rather than being sent as individual calendar invites.

#### **Suggestion Box Comment 35 (3/10/21)**

Could we have the same amount of time and opportunities for job postings for all or an explanation for reasons. Some posts are only a week. This does not give time for those outside the college to apply. Some jobs are not posted at all. Some are posted for several weeks.

**Response:** North Carolina community colleges have autonomy and may adopt their own protocol for posting and funding positions. Piedmont Community College posts most full-time position 7-15 days to gather a qualified applicant pool. However, if there is not enough interest or qualified candidates in that time frame, the position may be reposted.

In some cases, an internal move due to reorganization may create the need to change a title or transfer from within. In these cases, there may not be a recruitment and selection process, and interviews may or may not be conducted.

Part-time positions may be filled using existing applicant pool or re-advertised when deemed necessary.

The President and/or hiring Vice President, along with the Office of Human Resources & Organizational Development, determine the recruitment and selection process based on specifics of the position and the needs of the college.

#### **Suggestion Box Comment 34 (2/21/21)**

I believe the suggestion was a great initial thought. However, nowadays it has become a place for disgruntled employees to complain anonymously, instead of focusing on their job duties. Might be time to table this idea for now.

**Response:** The suggestion box is a place where people can offer positive and negative feedback. It is still beneficial to offer the option for people to make comments anonymously.

**Suggestion Box Comment 33 (2/16/21)**

When the sheriff's deputies are on the person campus, they sit in their car, often reading. How does that help us with security measures? Shouldn't they be walking around campus?

**Response:** The Person County Deputies have been really responding to the recent request. The Deputies will come into the Student Union during lunch times, purchase from the Café, and converse with students/staff in line. Then will eat outside on the picnic tables in Courtyard or outside of Bookstore. Afterwards, they will patrol on foot around the Courtyard and pop into buildings from time to time. More focus has been placed on patrolling all of the parking lots areas instead parking lot #2 as well.

**Suggestion Box Comment 32 (2/4/21)**

Who is cleaning the buildings and picking up trash during the day on the Person County Campus?

**Response:** The college has a responsibility to be a good steward of our financial resources in the short and long term. In that vein, we have made the difficult decision to outsource our housekeeping responsibilities for the Person County Campus. Supreme Maintenance Organization (SMO), a company known for its ability to keep facilities clean and healthy since 1989, has acquired the contractual responsibility of providing custodial services.

This process began February 1, 2021. Please be patient during this transition and notify Cory Melton, Director of Buildings and Grounds, when custodial services are needed. The cleaning of our facilities and picking up of trash occurs between the hours of 5:00 pm until 10:00 pm each weekday.

Our off-site facilities, the BDEC, the Kirby and the Caswell Campus, will continue to be maintained by our current staff. Also, we continue to employ Michelle Evans from the custodial department to assist with housekeeping needs throughout the workday on the Person campus.

**Suggestion Box Comment 31 (2/4/21)**

Because of Governor Cooper's announcement about students returning to in person school, will PCC change from virtual learning to in person learning?

**Response:** Piedmont Community College will continue to work with our local schools in both Person and Caswell Counties to best serve our students. Governor Cooper urged schools to reopen face-to-face

instruction with safe practices, including use of Plan A and Plan B. Please see attached link for more information. [Click Here](#)

This semester, we followed this plan in Person County with limited face-to-face classes adhering to space and safety guidelines. We recently learned that Caswell County is moving to a similar plan; we will adjust accordingly.

#### **Suggestion Box Comment 30 (2/4/21)**

Does PCC plan to offer a COVID-19 vaccine clinic like we do for the flu vaccine when North Carolina moves to group 3, which the college would fall in this group?

**Response:** We have already reached out to Blue Cross and Blue Shield of North Carolina and we will offer a COVID-19 vaccine clinic for college employees when the state moves to Group 3. We will set it up so that people will need to register in advance so that appointments are staggered, and we will follow proper cleaning protocols.

#### **Suggestion Box Comment 29 (1/8/21)**

Hey! "As North Carolina marked a second straight day with more than 10,000 new coronavirus infections, Dr. Mandy Cohen, state secretary of Health and Human Services, said the anticipated holiday surge is upon us. "This is the most worried that I have been for our state," Cohen said. North Carolina set records for new COVID-19 cases, hospitalizations and deaths on Thursday. On Friday, there were 10,028 new positive tests reported." That is from WRAL..... Over 10,000 cases two days in a row.....any consideration of all classes Zoomed from home again? It is getting seriously worse.....

**Response:** We will continue to follow the guidance of the governor and will move to strictly online instruction should another stay at home order take effect.

#### **Suggestion Box Comment 28 (11/5/20)**

What will the spring schedule be for the college and students? How will the classes be administered?

**Response:** Hopefully, by this point in the semester, your direct supervisor has had a discussion with you about your Spring teaching schedule. If not, please reach out! Because of so many unknowns related to COVID, overall, the SP term will look very much like the FA term. Limited numbers of face-to-face classes, except where hands-on labs are essential, and even those will be done with small number sections. The one change you may notice for the SP term, is that we are adding multiple 8-week sessions to the overall schedule. Research from other community colleges has shown that students experience higher levels of persistence and performance when allowed to focus on fewer subjects over a shorter period. All other campus student support services will continue to largely be available by appointment, and virtually when possible.

From the COVID Taskforce - We are preparing an updated document with links and reminders of resources that faculty can link to from their BB class sites. The updates will include reminders about resources to navigate these times, from computers and hot spots available (for students and employees) for check out, computer lab availability, phone numbers/emails for accessing tutoring, advising, internships, and more.

If there is a radical shift in COVID cases due to a vaccine this spring, we will reconsider this plan. We are also looking at a COVID attestation app that may make this process easier for those who are on campus for the spring. If you have other suggestions for ensuring a smooth spring in these circumstances, please share with your direct supervisor.

**Suggestion Box Comment 27 (11/5/20)**

We are entering into the cold months where the Coronavirus will surge. Will there be another work from home order?

**Response:** Piedmont Community College will continue to follow the guidance of the Governor's Office and local health departments. A campus wide work from home order can come from either of those sources. We are working hard to avoid becoming a hotspot and having a local shut down order in place for one of our campuses. We know that COVID fatigue is real, but we need everyone to remain vigilant in practicing the three W's and ensuring that EVERYONE who is on our campuses has completed the health attestation. If a shutdown order comes, you will hear from your direct supervisor, from the PCC COVID taskforce and the college's leadership. Additionally, we will post this info to the college's website. As a proactive step, please make sure you have appropriate supplies and that your laptops are set-up properly for teleworking. We are monitoring this situation on a day-by-day basis and will keep everyone informed.

**Suggestion Box Comment 26 (11/5/20)**

I think the IT department needs additional full-time employees to help with the demand and maintenance. What about a Blackboard administrator?

**Response:** We agree that the IT department needs additional FT employees. They are difficult to find! The College is in the process of hiring a full-time IT Director, but as of 11/23/20, we have been unable to fill that position.

Our increasing dependence upon technology has increased the level of skill and experience needed for that position. Resultantly, we are actively exploring the idea of a regional IT Director in concert with a sister institution. This would still provide local management for routine matters and has the advantage of allowing us to leverage critical IT talent of two institutions. In the interim, as we continue to recover from the fall cyber-attack, the System office has agreed to provide weekly project management assistance as we leverage external resources with expertise in networks, infrastructure, and overall support through dollars made available to us from the Rural Broadband Grant.

Dr. Don Miller, Dean of Learning Commons, recently hired Donna Whitlow as a Distance Education Instructional Design and Joseph Solomon has been integrated into the IT department to provide additional across the board support. Cross-training efforts will be forthcoming to better prepare our IT staff to assist to with the increased volume of Blackboard questions and maintenance inquiries.

**Suggestion Box Comment 25 (10/27/20)**

What is the reason behind favoritism between VPs and certain staff members?

**Response:** It is hard to work with the same people over time and not come to depend on certain team members – to those new to the organization, this may come across as favoritism. Most supervisors appreciate folks who work hard, and are resourceful in recommending solutions, not in just pointing out problems. Everyone is encouraged to find ways to share individual skills to improve the College. The leadership team encourages everyone to talk with their supervisor to see where they may be able to make a great impact.

**Suggestion Box Comment 24 (10/27/20)**

I thought the college was going to work on addressing racial issues or was that just for the moment. Why is it that African American employees still get reprimanded and punished more than white employees? Does our president or VPs know of these things or is it just going unnoticed?

**Response:** The conversations about improving student equity are not a flavor of the month. The leadership team began those conversations last year, looking at disaggregated student data, and noticing disturbing gaps by race and gender among students in post-completion income, for example. This information was shared with the PCC Board during their retreat last year.

This year, we invited a larger conversation on the topic that began at convocation. Follow up has included Civil Discourse training, and several other professional development sessions shown [here](#) (scheduled for this Fall and into the Spring). The ransom ware attack PCC suffered over a month ago required us to delay planned professional development and instead refocus on ensuring our infrastructure was sound. As the recovery process continues, we will re-shift focus back on this topic. An RFP for a salary and equity study will be submitted this week. Additionally, all employees are required to complete 4 hours of online Title VI and IX training this Fall.

If you have personal knowledge that African American employees (or any employees!) have been reprimanded inappropriately, you are encouraged to follow PCC's grievance policy process at the link [here](#). Otherwise, we cannot get to the core of the issue, and ensure that this is a great place to work for everyone.

**Suggestion Box Comment 23 (10/27/20)**

PCC doesn't show that they care or appreciate part time employees. When an employee suffers a medical issue like a Covid and are out of work, PCC doesn't offer any Financial help or anything that may help with money during the two - three weeks you are out of work.

**Response:** At PCC, our part time employees greatly contribute to our success and we consider them a vital part of our College family.

PCC's subcommittee on COVID-19 is proactively asking both full and part time employees to quarantine if they have been in contact with anyone who has been diagnosed. We are protecting all our College community with these precautions.

In our State of Emergency Leave Policy (5.4.17), Section 2 which clearly states that:

“Up to ten days of paid “state of emergency leave” is approved for all employees who request leave due to having symptoms potential related to COVID-19, subject to the availability of funds.”

Further into the policy, we also included:

- iv. “We further reinforce that “COVID-19 state of emergency leave is available to both regular full-time and temporary Full-time employees, as well as permanent part-time and temporary part-time employees.”

If you have been asked to quarantine due to COVID-19, please speak with your supervisor and/or Dr. Julie Gilliam, Director of Human Resources, to request pay equivalent to the number of regularly scheduled hours you would have worked during the time you were quarantined.

#### **Suggestion Box Comment 22 (10/1/20)**

What is the plan (class schedule/format, employee schedule, COVID-19) for Spring 2021? Note: COVID task force meeting scheduled for 10/12/20

**Response:** Against the backdrop of so many unknowns related to COVID, we feel it is prudent for us to prepare for spring in a similar way that we approached this fall. We will work with faculty and employees to limit direct personal interactions where possible, and we will continue to operate on a staggered work schedule for office coverage. We are preparing an updated document with links and reminders of resources that we'll ask faculty to link to from their BB class sites, and we'll post on the college's main website. It will include reminders about resources to navigate these times, from computers and hot spots available (for students and employees) for check out, computer lab availability, and phone numbers/emails for accessing tutoring, advising, internships, and more. If there is a radical shift in COVID cases due to a vaccine this spring, we will reconsider this plan. We are also looking at a COVID attestation app that may make this process easier for those who are on campus for the spring. Additionally, in the spring, we will be adding multiple 8-week sessions to our schedules as research is showing that students often have greater success rates when taking shorter classes. If you have other suggestions for ensuring a smooth spring in these circumstances, please share with your direct supervisor.

#### **Suggestion Box Comment 21 (9/30/20)**

When will the college hire a director of Human Resources?

**Response:** We are making a shift in this area to better reflect the need to have deliberate focus on our organization's development and culture. The focus of our Organizational Development and Human Resources department is on, “Making PCC a great place to work.” Check out the first part of last week's Town Hall session to see the slide that provides more detail. [https://zoom.us/rec/share/-j2A2\\_W8KoAbzSrg69eGpbkoVY-EhYHCuO\\_1gu3MzVpusjHbVAWzWqrHuM6rzzW.gubuWkZ64IbMui6P](https://zoom.us/rec/share/-j2A2_W8KoAbzSrg69eGpbkoVY-EhYHCuO_1gu3MzVpusjHbVAWzWqrHuM6rzzW.gubuWkZ64IbMui6P)  
Passcode: 2s^^VZ2n

Julie Gilliam has transitioned into the Organizational Development and HR director position. We are working to hire an HR business analyst to replace Shawne Armstrong, who will leave the college at the end of November.

**Suggestion Box Comment 20 (9/29/20)**

Will we receive a raise in 2020? A bonus? If not, what incentives are in place or planned for 2020 or early 2021? With the new organizational changes were raises and/or incentives a part of the changes. How is the PCC Leadership Team working on boosting morale?

**Response:** The General Assembly's budget allocation to the college did not include funding for raises in 2020. However, we are examining our current budget allocation to determine the possibility of a **one-time bonus payment** in this calendar year. More on this in the coming weeks. We are also looking at the college calendar to identify **additional administrative leave days** that employees could take that will require approval of our Board of Trustees during the November meeting. Some of those impacted by the organizational changes received raises based on several factors including increased number of direct reports, increased number of programs of responsibility, and overall degree of change to position responsibilities. We are also working to complete the **RFP for a salary and equity study** to further identify where there are pay equity gaps that we are committed to addressing. Depending on the extent of these gaps, **any raises we are allocated will be distributed to close pay equity gaps** instead of an across the board raise that we have typically done. Additionally, we've appointed a committee, led by Rhonda Strickland and Jan Winstead who will figure out how we can **Merrily and safely mingle** in place of our traditional Merry Mingle event at the Homestead. Let them know if you're interested in volunteering to assist. We may still be able to do some caroling and find out just who has THE ugliest Christmas sweater, but just not all together in a small space at the same time. Finally, one of the top priorities of our newly organized Organizational Development and HR department is to explore a new model for professional development. Instead of just having flat requirements for a certain number of hours, we want to instead have professional development that **encourages student and community engagement** along with other methods of growth beyond attending conferences based on Odessa Community College's professional development program. We're working to boost morale by doing all of the things just outlined. We will continue to be transparent in our communications, by having monthly town hall sessions, by having a virtual suggestion box, by encouraging managers to meet regularly with employees, including one-on-one conversations with direct reports. We welcome suggestions of other things we can do. Drop Julie an email.

**Suggestion Box Comment 19 (9/10/20)**

Will PCC be participating in the federal payroll tax holiday?

**Response:** With all of the changes we're currently undergoing due to the cyber attack and working remotely due to COVID, administering the withholding of payroll taxes and then administering their repayment is simply too great of a lift for us. PCC will not be participating.

**Suggestion Box Comment 18 (9/4/20)**

Lisa Wiley in our IT department deserves recognition because she goes above and beyond her job title to make sure both campuses are functioning above its normal level.

**Response:** Agreed. She, along with every member of our IT department have simply been phenomenal in dealing with an incident we didn't ask for, while keeping critical systems online, allowing us to continue instruction. **Wow.** Just AMAZING!

**Suggestion Box Comment 17 (9/4/20)**

The lack of communication with PCC in Caswell has put them in a tight situation. The campus is left with no camera system. Now with the cyber attack there is a lack of phone communication, internet service which makes it even more difficult to feel safe. Cell service lacks in the area due to being in a wooded rural area. Yes we have security but they need the tools to do there job also.

**Response:** We are **ALL** suffering from the cyber attack, not just Caswell. For two weeks straight, the cyber incident team has been working diligently to fix these issues without causing additional damage to our infrastructure. These issues are proving more complicated to address than anticipated, but we're working on them. Hopefully, you've seen members of the cyber incident team onsite in Caswell, at the BDEC, and in Person, working to get **all areas** of the college back up. We will continue to do so in a way that doesn't compromise our systems. The silver lining from this cyber attack is that our new infrastructure will be better in numerous ways so we can continue to serve students and employees. We continue to request your **patience** with us as we work to make the entire college whole from this incident.

**Suggestion Box Comment 16 (9/4/20)**

Director of maintenance Corey Melton needs to follow safety rules as everyone else. There have been several complaints that he refuses to wear mask and follow the rules on Caswell Campus.

**Response:** Agreed. Not just Cory, but all employees must do so, and the vast majority are! If there's confusion about when they must be worn, please reach out to Alisa Montgomery, chair of our COVID-19 taskforce. She'll be glad to clarify guidance on when face coverings should be worn. As colleagues, we can and should encourage one another to wear masks appropriately. If you're not comfortable doing that (it shouldn't be done in hostility!), please let your supervisor know so we can handle these situations in the proper way.

**Comment from Cory Melton (9/17/20):**

PCC Family, Thank you for your concern on keeping our community safe. I've been struggling with wearing the face covering because of complications due to medical reasons. My doctor has provided me with written documentation that indicates I should refrain from wearing a face covering to prevent reoccurrences and further medications/treatments.

When I am in your presence inside buildings, unable to maintain the social distance and not having these issues, I will do my best to wear a face covering. If I'm working on something outside or inside, I will more than likely not use a face covering. I may even ask you to leave the work area until my task is completed so that we can both stay safe.

Thanks for understanding,

Cory

**Suggestion Box Comment 15 (9/4/20)**

PCC leadership team needs to be more open to hearing the opinions of others that are under them. As a team we work better together.

**Response:** Agreed. We hire smart, experienced people, so we want to hear their best thinking. That doesn't mean that what one person wants will always be the option chosen, but everyone deserves the opportunity to share their opinion with their supervisor. The flip side of sharing your opinion, however, is that once the discussion is over and a way forward is chosen, the expectation is that employees will be gracious and supportive of the direction. We'll continue to offer coaching and professional development for all of us in leadership positions, so we strike the right balance.

**Suggestion Box Comment 14 (8/24/20)**

Please ask maintenance staff and vendors to place masks over nose and mouth when inside buildings. Thank you.

**Response:** Thank you for this important reminder. Just last week, I had to be reminded that all of the experts who've converged on the college to help us recover from our cyber-attack should be screened. We've fixed that and are now doing that daily.

We will continue to remind all staff and employees of the expectation of face coverings being worn when social distance cannot be maintained, which includes all indoor spaces unless you're alone! Repeat offenders are being handled by direct supervisors through the college's discipline policy. We are grateful that the vast majority of PCC Pacers are complying with this important safety precaution.

**Suggestion Box Comment 13 (8/21/20)**

Hi! It's disconcerting and discouraging to me as an Asian that whenever diversity speakers are mentioned or consulted the assumption is made that if there is a white and a black representative (i.e. On June 25 from 2 - 3:30, two other African American NC Community college presidents along with myself,...) then all voices have been heard. All Lives Matter....give voice and appropriate representation to all to have true inclusiveness. Thank you for changing this focus.

**Response:** Our intention in having discussions about diversity in higher education is to improve outcomes of **all** students and to create a more inclusive work environment. The session mentioned was created in the wake of George Floyd's death, an African American male. We were trying to process our collective grief over the incident and share ideas for improving student equity. There was no intention to discourage or exclude other groups. You're spot on that the diversity tent is larger than the focus of that session. Be aware that at PCC, African American, Hispanic, and Native American students, males in particular, generally have higher rates of inequity than any other group on nearly every measure. I hope that as we continue to have such conversations at the college, you'll feel comfortable reminding us to include other groups in the conversation, but based on our data at PCC, the focus is rightly on improving the outcomes of the particular groups mentioned.

**Suggestion Box Comment 12 (8/15/20)**

If I elect to work on campus and happen to contract COVID-19 or am exposed to someone on campus who tests positive, I will have to quarantine for two weeks. Will I have to use my leave for this time? What if I contract it from a student or coworker who is asymptomatic, and there is no way to determine the contact source? Am I still going to have to use my leave for the time I have to be out of work?

**Response:** Employees required to quarantine due to exposure to COVID will not have to use their personal leave time **if they are unable to tele-work**. The state has provided a bank of leave specifically for this scenario. This is why it is CRITICAL that employees affected notify HR so that appropriate leave categories and details around work expectations can be coordinated with your supervisor.

**Suggestion Box Comment 11 (7/20)**

The issue of faculty overload should be addressed. Most faculty would like to do overload since it is the ONLY way to increase salary. Since some salaries (in some areas) are not competitive with the outside market, it's difficult to understand why overload is so discouraged by admin. Why hire adjuncts to teach online sections since those are the sections with the highest enrollments? If enrollment and retention are so important, it seems you would want full time faculty teaching those sections. Also, with the adjunct pay rate being what it is and with adjuncts getting paid an office hour, does the school really save that much money? Doubtful. This is just one issue that causes consternation among faculty. I do appreciate the fact that Dr. Senegal mentioned the issue of unevenness in salaries. She is the first President at PCC to ever do so. Thank you for that!!!

**Response:** In an effort to meet our student's needs, and continuously improve our growth, PCC uses strategic enrollment management tactics, offering multiple sections of classes during prime times. This strategy allows us to work with both full time and adjunct instructors.

Adjuncts are necessary because we acknowledge that a teaching load is a full time job, especially when faculty also help with advising and other college responsibilities. We do not want faculty to suffer from burn out and we do want them to take advantage of professional development, student engagement, and innovative class development opportunities. Please note that summer courses, and when possible, an overload class is available during the fall and spring. In addition, adjunct faculty are valued members of our college family, bringing a wealth of diverse ideas and knowledge to our College.

Concerning the question/comment about salary - it gives us a sense of pride when we are able to provide raises across the board, which occurs when funds have been available. Do we wish it were more? Of course, but unfortunately, we are limited. However, based on this comment and other conversations, PCC will undertake a salary survey for all employees during this academic year. Should the legislature provide funding for raises, those dollars will be used to address salary pay scale discrepancies, instead of being awarded across the board. The net effect of such action will be that some employees will not receive a raise while others will.

**Suggestion Box Comment 10 (6/23/20)**

Sure these options have been discussed, but just want to mention them.

- Instead of teaching DL classes Person joined with Caswell, can we teach Person classroom to Person classroom. Thus two rooms but one instructor. And instructor can rotate each day or during the class.

-Synchronous classes were mentioned in Town Hall. They should also be recorded and uploaded to Blackboard. Also, if we are recording and posting videos do the students need to sign a waiver?  
- If "laptop and/or internet for use at home" is added as a requirement on syllabus will financial aid pay for it?  
- Should classroom doors be propped open by the instructor so touching only once? Also, have the foot opener installed for opening the doors- especially the bathrooms.

**Response:**

DL classes can be joined. Conversations are taking place around recording classes. Financial aid has always paid for laptops but students who need laptops or hotspots for virtual learning are encouraged to check those items out from the Learning Commons. Classroom door cannot be left propped open due to heating/cooling issues and the possibility of unwanted "visitors". Door wedges are in each classroom and door can be propped open during student arrival/dismissal times. Conversations are taking place around installing foot door openers on doors where the device will work, such as restroom doors. They cannot be installed on doors with knobs, which are most of our classroom doors and any outside facing restrooms.

**Suggestion Box Comment 9 (6/23/20)**

Comments on communication: sometimes disconnect between town hall information and what is actually happening. For instance, in the meeting today Dr. Senegal said conversations going on with faculty about fall 20. In at least some areas that hadn't happened, but email went out right after town hall. Also, minutes of executive council meetings are only sent to faculty in groups of weeks or a month+ at a time. Fixing things like these could help communication.

**Response:**

Folder has been created on T:drive labeled "Executive Council Meeting Minutes". Tammy will add minutes here going forward. Info on where to view the minutes will be provided to new employees.

**Suggestion Box Comment 8 (6/19/20)**

Would appreciate college survey to take pulse of faculty/staff about return to campus in fall 2020, as being done at other colleges and workplaces where options being offered for those feeling uncomfortable to return. Many positions in close contact with multiple groups daily and have concerns - especially those at greater risk. Believe survey taking the pulse beneficial because culture likely discourages open expression of concern.

**Response: From Executive Council Meeting:**

The Leadership Team is currently working on a survey to send to employees.

**Suggestion Box Comment 7 (6/17/20)**

It's imperative at this time to hold mandatory bias/diversity training. Leadership first, then wider PCC employee community. Some of our department heads are not prepared to adequately respond to the closed door concerns of their direct reports. That could serve to encourage rather than diffuse tensions between colleagues. I'm sure you're already planning to lean in to this moment... the dissolution within our ranks is already happening.

**Response: From Town Hall meeting & Dr. Senegal's follow-up email in attachment: PCC Town Hall 062220.pdf on June 22, 2020 (attachment also shared in 7/1/20 e-newsletter to employees):**

(1) We are adding racial sensitivity training to the convocation schedule, the CETL calendar and are working on a longer term partnership to ensure we are doing this work with an eye towards equity for all. **It all Matters...We all Matter Panel**: On June 25 from 2 - 3:30, two other African American NC Community college presidents, along with myself will participate in a public panel discussion. The audience is for community college employees at all levels to walk away with strategies to prevent racism, and to promote equity. To join the webinar, email [jcgreenlee@gtcc.edu](mailto:jcgreenlee@gtcc.edu) for an invite to this MS Teams meeting.

**Suggestion Box Comment 6 (6/15/20)**

Equitable pay system is needed. For example, a white male applied for a position that was equal to the same position occupied by a black female. Both had the same level of education/degrees. She had been with PCC for many years. Yet, when he was employed, he was offered a larger salary than hers. Seems to be no apparent reason for this difference in their salaries.

**Response: From Town Hall meeting & Dr. Senegal's follow-up email in attachment: PCC Town Hall 062220.pdf on June 22, 2020 (attachment also shared in 7/1/20 e-newsletter to employees):**

College needs to conduct a salary study to determine if this claim has merit. Will see if can be done internally, cost estimate of third party. Once understand budget impact, will fix over a three-year period from study results.

Considering turnover of HR directors, prior lack of clear salary ranges by position, we will likely have areas to address. In the meantime, documenting why deviations made to compensate someone outside of the posted salary range

**Suggestion Box Comment 5 (6/15/20)**

To inform, PCC personnel are not wearing mask on Caswell Campus in K213. Also, mask are not being worn properly not covering nose. I am wearing gloves and mask doing everything to keep myself safe and others. Can we place a sign or something before you enter in Suite K213 you must have a mask on due to the closeness of this area. Thank you.

**Response: From Town Hall meeting & Dr. Senegal's follow-up email in attachment: PCC Town Hall 062220.pdf on June 22, 2020 (attachment also shared in 7/1/20 e-newsletter to employees):**

Safety is our highest priority – we've invested in face coverings sufficient to provide to students, faculty, and staff as needed, signage indicating expectations, marked distances for reception areas, hand sanitizer in public spaces and are making updates to classroom spaces. Regarding enforcement of the three Ws - it is a MAJOR shift, so it's going to take time and EVERYONE helping to model and reinforce. We will do this *gently, kindly, and in a spirit of caring* that reflects who we are as PACERS!

**Suggestion Box Comment 4 (6/15/20)**

(1)The college needs racial sensitivity training. (2) The college needs to have better communication from Dr. Senegal, the VPs, and especially the deans. Employees should know what the plans are for the present and the future.

**Response: From Town Hall meeting & Dr. Senegal's follow-up email in attachment: PCC Town Hall 062220.pdf on June 22, 2020 (attachment also shared in 7/1/20 e-newsletter to employees):**

(1) We are adding racial sensitivity training to the convocation schedule, the CETL calendar and are working on a longer term partnership to ensure we are doing this work with an eye towards equity for all. **It all Matters...We all Matter Panel**: On June 25 from 2 - 3:30, two other African American NC Community college presidents, along with myself will participate in a public panel discussion. The audience is for community college employees at all levels to walk away with strategies to prevent racism, and to promote equity. To join the webinar, email [jcgreenlee@gtcc.edu](mailto:jcgreenlee@gtcc.edu) for an invite to this MS Teams meeting.

(2) We have made a concerted effort to do better in the area of communication. I hope you're plugged into one or more of the options available. Based on the poll conducted during today's session, 55% rely heavily on email from their direct supervisor to learn about internal college news, followed by Town Hall sessions, and internal newsletter

### **Suggestion Box Comment 3 (6/13/20)**

Face to face classes could potentially be a hotbed of viral spread this fall. It would not be difficult to spread the infection across campus if one or two individuals are sick and in class with others. And, the fact that NC is among the states with the highest increase in Covid cases this month, should suggest to leadership/Gov. Cooper to move all NC schools to virtual for the fall. If this does not happen, it could be a very sickly late fall / winter for North Carolinians. So, I think it is a mistake to open campuses up across the state this fall.

**Response: From Town Hall meeting & Dr. Senegal's follow-up email in attachment: PCC Town Hall 062220.pdf on June 22, 2020 (attachment also shared in 7/1/20 e-newsletter to employees):**

First topic is around Fall re-opening considering the effects of COVID. Some contributors expressed concern about the lack of consistent enforcement of expectations, and for general desire to KNOW where we're going. We've decided about instruction. We're going to prepare to be able to offer online/synchronous, blended and/or hybrid versions of ALL instruction possible for the Fall.

Regarding enforcement of the three Ws - it is a MAJOR shift, so it's going to take time and EVERYONE helping to model and reinforce. We will do this *gently, kindly, and in a spirit of caring* that reflects who we are as PACERS!

Safety is our highest priority – we've invested in face coverings sufficient to provide to students, faculty, and staff as needed, signage indicating expectations, marked distances for reception areas, hand sanitizer in public spaces and are making updates to classroom spaces.

### **Suggestion Box Comment 2 (6/12/20)**

(1) PCC Leadership teams needs to do better when it comes to handling sexual harassment, and racial discrimination. (2) PCC Leadership Team should work together as a TEAM and not in small groups to get

things done. (3) PCC leadership should make sure both campus are on the same page when it comes to how everyday operations should be handled. (4) No one person is better than the next we are all in this together.

**Response: From Town Hall meeting & Dr. Senegal's follow-up email in attachment: PCC Town Hall 062220.pdf on June 22, 2020 (attachment also shared in 7/1/20 e-newsletter to employees):**

Student and employee claims are handled differently and we are working to ensure both groups are aware of their rights and the process. We are adding racial sensitivity training to the convocation schedule, the CETL calendar and are working on a longer term partnership to ensure we are doing this work with an eye towards equity for all.

**Suggestion Box Comment 1 (5/13/20)**

I would like to suggest that we have a COVID-19 Committee that will address a college wide policy or expectations of safety precautions for our students and faculty/staff, which also includes the social distancing, sanitizing requirements and protective wear (mask, gloves etc.). Also, would be good for it to include guidelines for possible health screening questions that can be asked to students/staff/faculty to ensure the reduce risk of liability for PCC.

**Response: From Monday, May 18, 2020 Executive Council:**

Thanks for your suggestion! As we navigate how to safely re-open based on guidance from the Governor of NC, the Centers for Disease Control and our local health departments, we need a group of PCC employees who can offer additional insight and expertise.

We've appointed the following persons to serve on the COVID-19 committee:

- Alisa Montgomery, Chair
- Heather Albert Franklin
- Beth Townsend
- Don Miller
- Patricia Hatchett
- Adam Irby
- Emily Buchanan

As we look towards the Governor's current order expiring, we want to prepare for the next phase of re-opening the college. We will look to this group to review proposals from college leadership and offer recommendations to ensure our collective safety.

This group has been tasked to recommend a system of making **handheld thermometers** available at key campus locations for employees to check out for student temperature screening. We're also asking them to provide **training** videos on how to read them, and to establish a **range of safe** temperatures.

Through the college's Communicable Disease policy, we have the responsibility to establish procedures to protect the health and well-being of the college. Checking temperatures of those entering confined spaces *may* become one of those measures. We are securing additional masks, hand sanitizer, disinfectant spray, and gloves that employees can currently request from **Tracy Melton**.

In the meantime, please remember to practice the three Ws:

- Wear** a face covering (be on the lookout for a professional development session where we can all learn how to make a face covering – sewing and non-sewing options!) in settings where distancing cannot be assured.
- Wash** your hands regularly!
- Wait** six feet apart from others.

Be safe and take good care!

Dr. Senegal & PCC Leadership Team