College of Communication and Information
Remote Operations Plan

Submitted March 20, 2020
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2020 Remote Operations Plan

Overview

The College of Communication and Information is composed of two schools (The School of Journalism and Media, School of Information Science), two departments (Department of Communication, Department of Integrated Strategic Communication) and an interdisciplinary graduate program. The College also houses UK's independent student media operations, The Kentucky Kernel and KRNL, and the Intercollegiate Debate Team. The College has 116 full-time employees (81 faculty, 35 staff) and 127 part-time employees, mostly part-time instructors, graduate assistants, and STEPs employees.

The College is well positioned to offer instruction and move operations entirely remotely through the end of the Spring 2020 semester or longer, depending on the severity of the situation. Much of the work our faculty and staff has been adapted in the past week so that it can be done remotely.

When we first began thinking temporary remote instruction might be a possibility, all academic units started assessing the technology needs of their faculty. When this was announced as a two-week virtual instruction period following Spring Break, all unit heads and IT teams started ensuring the faculty had the equipment and training to make the transition. We held workshops and paired faculty with experienced online pedagogy experts in their areas and across the College. Our faculty have been supported so that they can provide instruction from their homes, and most of them can carry out the bulk of their scholarship (research and creative activity) and service activity using the tools they have in their homes. The instructional plan, which details our plans to provide continuity of instruction in a fully online and virtual environment, is attached as **Appendix A.**

This document outlines our functional operational plans for remote work as a college (faculty, staff, students).

When it became clear that all operations would have to move to an online, remote operation, we began working collectively with unit heads and staff teams to ensure access to technology, setting up virtual teams, installing video conferencing applications on all devices, etc. Since Fall 2019, the College has been working to move as much of our operations from a paper-based to a digital environment. We were in the transition to this model, largely pushed by changes in the dean's office, including a new budget officer, when the Covid-19 outbreak necessitated remote work. The beginnings of this shift have been to our advantage in this difficult time.

Rather than have each employee request the option to work from home on the UKHR form, all supervisors and staff teams met to devise creative ways to complete tasks from home. This allowed a unified approach and distribution of tasks that considered the expertise and access of each team member. Most staff teams were ready to proceed with remote work by the end of day

on Monday, March 16, and the last staff teams left our buildings on March 17. Although we put signs on the doors, most of our buildings were locked on March 18, meaning no one was accessing doors on which we posted the signs. All employees either forwarded their phones to their cell phones or set up their phones to deliver messages to their e-mail. After we had our full plans for virtual operations and people were working safely at home, we asked all staff employees to fill out the UKHR telework form to document that we were all working remotely.

We have asked faculty to come to the office and get the materials they need to work at home (as some of them were away for Spring Break), including technology. Most did so by March 20. The dean, who has been communicating with the College daily, asked faculty and staff to work remotely as much as possible and to stay in their homework locations until further notice.

To work remotely, our faculty and staff are using a combination of their own home equipment (with the VPN authentication installed by our tech personnel), portable college equipment (laptops, iPads), and desktop and office equipment that we allowed them to take home. All have been VPN enabled with the new network. To track equipment that was brought home and to address unanticipated technology needs for people who have begun working at home, we developed a tech survey that inventories what was taken home and assesses what additional technology is needed. The survey was distributed on March 18, the day after all staff started working at home.

Further, because we have a decentralized IT team in the College, we used the CI-TECH@LSV.UKY.EDU listserv to serve as a centralized hub for requests. All have been instructed to send tech needs to that e-mail address, which goes to a team of six IT experts in the College. One of the members opens a ticket for complex issues to ensure that a member of the team is addressing it and closing the ticket when the issue is solved.

Units and specialized faculty and staff teams are using listservs, emails, phone, Slack, Skype, Zoom, Google Docs, SharePoint, Office 365 and Microsoft Teams for workplace communication. These tools will continue to be used to help keep all employees touch with each other. Most regularly scheduled meetings have been switched to Zoom. Most supervisors are checking in with their employees daily by phone or Zoom and then communicating throughout the day by e-mail, chat and teams. We have phones forwarded to home and cell phones (or e-mail) and everyone is available by e-mail in their homes.

With the move to go fully remote, we have worked to address employees concerns about whether their current job functions can be performed remotely. We're all adapting to a lot of sudden change but supervisors and staff have been creative and flexible in addressing the different units. We continue to have conversations with supervisors about how staff can be trained to perform other duties, complete professional development opportunities or help with other projects that have been on the back burner. Remote work is possible is possible for our staff; it just might look different than the work a staff member normally does. Further details about how remote work is being assigned and monitored can be found in the individual unit continuity plans that follow.

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Our College has also launched an internal site where our stakeholders can come for help finding information, resources and more importantly, community. At this site, you can find the latest information from the University of Kentucky's COVID-19 page, as well as updates from me to our faculty, staff, students, and you, our alumni and friends. This site has all dean's office updates, a "Daily Dose of Good News" for our college community and resource pages for faculty, staff, students and external partners.

The faculty and student resource menus are noted below in Appendix A (our Instructional Operations Plan), so I will highlight the staff resource menu here as an example of the support we provide on that page:

Staff Resources

- UK Work Anywhere
- Contact College Technical Staff
- Remote (Work from Home) Form
- Equipment Checkout Form
- How do I request VPN Access
- How do I forward my office phone
- HR Heatlh and Wellness

Facilities Access: As of end of day Tuesday, March 17, the College was not using any of its six buildings for day-to-day operations. However, some faculty and staff have been coming into their offices to briefly work (and practicing social distancing). We have not had more than one person in each office during these times. In most instances, we have fewer than three people per floor. We have asked faculty, staff and students to notify their supervisor if they will be in their workspace for any reason. This has been done by e-mail. We initially set up a calendaring system (see https://ci.uky.edu/booked/Web/view-schedule.php), but the traffic was so light, we chose not to employ that system.

No one must work in the buildings, given the preparation and teamwork to enable full remote operations. However, we do anticipate that individuals may have to come in occasionally to get things they need for their work or to pick up a piece of equipment. We have communicated to employees through their supervisors that they are responsible for regularly wiping down and sanitizing their own offices when accessing even if it just for a brief moment to grab something. Further details about access to facilities and social distancing practices can be found in the individual unit continuity plans that follow.

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CI Dean's Office: Work Continuity Plan

Number of Staff: 12
Locations: 3rd Floor Lucille Little Library, Blazer Dining, Taylor Education Bld.
Staff Positions:
Dee Beegle, Accounting Supervisor
Maggie Chapman, Administrative Services Coordinator
Jennifer Greer, Dean
Catherine Hayden, Communications Director
Josh Maddox, College Technology Officer
Charlene Monaghan, Dean's Assistant
Tina Navis, Budget Officer
Tina Pugel, Director of Philanthropy
Hailey Salyers, Media Assistant
Megan Sizemore, Chief of Staff
Nathan Stevens, College Media Officer

The dean's office worked rapidly to be well positioned to be fully functional as a remote team, and we can do this for as long as is necessary. To ensure that people could contact us, we all are checking e-mails daily. Further, we forwarded the main number (859. 218. 0290) to dean's cell phone, and most staff have forwarded their office phones to their home/cell phone. Additionally, everyone is set up to receive email delivery of voicemails left on their office phones. We also have created some forms to gather information as needed from the areas of the college.

The dean operates a leadership team consisting of three associate deans, four-unit heads, and key personnel in the dean's office. That team will continue to function via regular Zoom meetings, and the dean sends updates to the team almost daily. The leadership team operates to help develop plans and strategies in dealing with this situation with a unified College-wide approach. In addition, for academic matters, the dean meets with the four-unit heads and the and associate dean who oversees the graduate program. The dean briefs the leadership team on university-wide announcements and changes that will affect their operations. The dean also chairs the Faculty Council, which provides input on curricular initiatives and approves course proposals. This group will continue to operate remotely as long as needed via Zoom with work also being done in SharePoint.

The College of Communication and Information has identified successors for the positions of Dean of the College and Associate Deans in a case of prolonged absence.

Position	Designated Successors
Dean, College of Communication and Information	1. Associate Dean for Undergraduate Affairs
	2. Associate Dean for Graduate Programs
	3. Associate Dean for Research

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Position	Designated Successors
Associate Dean, Undergraduate Affairs	1. Director of Student Services
	2. Assistant Director of Student Services
	3. Director of Recruiting & Retention

Position	Designated Successors
Associate Dean, Graduate Programs	1. Dean of the College
	2. Associate Dean for Research
	3. Associate Dean for Undergraduate Affairs

Position	Designated Successors
Associate Dean, Research	1. Dean of the College
	2. Associate Dean for Undergraduate Affairs
	3. Associate Dean for Graduate Programs

The dean's staff members are using listservs, email, phone, Zoom, Google Docs, SharePoint, Office365 and Office 365 Teams for workplace communication. These tools will continue to be used to help keep staff in touch with each other and on task. Staff all have access to the new VPN access system for remote work and have been trained on how to use Zoom to communicate and hold meetings. We will also continue to maintain or social media and web presence and are creating a special page and dedicated distribution channels for messages about Covid-19 and its effect on our operations. The dean is sending daily communications to the College, will hold one-on-one meetings, and will work with the staff teams on special projects through the end of the semester. Staff supervisors are also meeting with employees weekly and bi-weekly to ensure staff have the support and resources they need and to monitor their remote work progress.

IT Functions (Josh Maddox, College Technology Officer)
Maddox works most closely with the dean's staff and has ensured that he all members of the office have the technology and tools they need to work remotely. Further, the College is using a unified CI-TECH@LSV.UKY.EDU listserv where the dean's staff (and others) can send an e-mail to get assistance with any technical issues and equipment needs. A team of six receive this message and triage based on the problem, the expertise needed, and the individual's proximity to person needed assistance.

Business/HR Functions (Tina Navis, College Budget Officer)
HR & Finance Team
Dee Beegle – Accounting Supervisor
Maggie Chapman – Administrative Services Coordinator
Cheryl Edwards – Administrative Support Associate I

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Amber Troxell – Administrative Services Assistant Sr. (Indirectly)

Most financial tasks can be completed remotely using Global Connect. The team will have weekly scheduled group meetings via Skype/Zoom but staff will be available via Skype, Microsoft Teams, email and phone during normal working hours. Processes are subject to change based on direction of University Financial Services and central Human Resources. All documents can be digitally scanned or signed remotely according to university protocols.

- Procurement – All procurement can be purchased remotely using requests via online ticketing system or email request. Procard edits may be completed remotely based on email requests and scanned documents received from college faculty and staff
- Treasury Services – Checks will be processed and deposited according to email received 3/17 either via kiosk or local PNC Branch
- College Budget Officer will access Lucille Little Library office at least weekly as long as access is available to check for internal/external mail. Account monitoring and approvals can be made remotely by authorized personnel as needed.
- HR functions can be addressed remotely. Any items requiring physical delivery will be dropped off at Scovell Hall 1-2 times weekly as needed. Payroll entry/review/approval can be monitored remotely. College HR contact has cell phone stipend and data plan; thus, she can be reached as needed.

Facilities access: We have committed to working remotely as long as we need to. If we can return to April 13 we will. However, some members of the staff may need facilities access to Lucille Little Library even if access to buildings becomes limited. Many of these staff will be assisting with tech needs for online-only instruction. These include:
- Jennifer Greer, Dean
- Josh Maddox, College Technology Officer
- Tina Navis, College Budget Officer
- Hailey Salyers, Media/Tech Assistant
- Nathan Stevens, College Media Officer
- Megan Sizemore, Chief of Staff

These staff members will email the dean and/or their supervisor to inform them of when they will be accessing the building and for what business purpose. They will also be reminded to wipe down and sanitize any areas they will be occupying. We had planned to pilot a public scheduling system booked to ensure employees are practicing social distancing and prohibiting multiple people from being in the building at one time. That system can be found at https://ci.uky.edu/booked/Web/view-schedule.php. However, at the time, the traffic is so light in our buildings that e-mail communication can cover what is needed. For example, on Thursday, April 2, 2020, only two members of the dean's office needed to be in Little Library and neither was in the building more than one hour (at different times of the day). If needed at a later date, we will institute this scheduling system.

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Department of Communication Work Continuity Plan
Submitted by Shari Veil, Department Chair
Located in: Blazer Dining, 2nd Floor
Number of Faculty: 29 (25 full-time, 4 part-time)
Number of Staff: 3
Staff Positions:
Project Manager, Hannah Trusty
Director of Research and Instructional Technology, Scott Johnson
Student Affairs, Steven Ingram

The department is well positioned to have people working remotely, even for long periods of time. The majority of work our faculty and staff does is electronic in nature, and typically housed/stored in the cloud. This includes:

- Email
- Canvas
- Website maintenance
- Technology integration
- Creating newsletters and marketing materials
- Social media monitoring and updating
- Digital conference administration
- Submitting and processing PRDs and other payments
- Account reconciliation
- Class schedule building
- Processing student registrations/overrides

Our staff connects via Microsoft Teams and we have been using a shared Google Drive with upcoming tasks, projects, and assignments for several years. We are all practiced in using Zoom and will continue to use Zoom to help support students and hold any necessary meetings.
We do not believe we require any additional resources from the department, Dean's office or University currently.

Faculty will also continue to communicate through many of the channels listed above. All faculty and departmental meetings will be moved to Zoom. All faculty have Canvas access and have gone through basic training on how to use the platform. CELT, the College and Department have made various resources available to help faculty take their classes online. These resources were emailed to both faculty and students, where appropriate.

Additionally, all faculty have gone through training to be able teach online. Most faculty are part of a social media group that provides trouble-shooting help for online teaching. The National Communication Association has created resources for how to teach communication courses online (https://www.natcom.org/academic-professional-resources/teaching-and-learning/classroom/online-learning-resources). These resources have also been sent to faculty.

We intend for all faculty and staff to work remotely during the time the University has committed to online-only instruction. We will still retain the ability to come into the office as

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needed. We have posted signage on the door of the Department office (Blazer 263), directing visitors to the Department Chair's phone and email.

Facility access: Scott Johnson, Technology Director, may need to go to the office to transfer tech hardware. Faculty may need to periodically get books and/or research materials. This would only be sporadic and will be scheduled through the Department of Communication department chair to maintain social distancing. No one has plans to work from campus for any extended period, although one team will need to be in Blazer Dining April 2-4, 2020. That team (one faculty and one staff member) is working in a large room. The members are staying 10 feet apart from each other. All faculty and staff are being reminded to wipe down and sanitize any areas they will be occupying if they must come into the building.

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Department of Integrated Strategic Communication Work Continuity Plan
Submitted by Chike Anyaegbunam, Department Chair
Located in: McVey Hall, 2nd floor
Number of Faculty: 20 (12 full-time, 8 part-time)
Number of Staff: 1 and 2 shared between JAM and ISC
Staff Positions:
Project Manager, Amy Brooks
Business Officer, Cheryl Edwards. Located in Blazer Hall
Technology Coordinator, Chris Larmour

Currently, our department is well positioned to have people working remotely, even for long periods of time. ISC faculty and staff, including PTIs and TAs know to contact CI-TECH@LSV.UKY.EDU with any questions or problems related to the hardware or software they need for a smooth remote work.

The majority of work our faculty and staff does is electronic in nature, and typically housed/stored in the cloud. This includes:
- Email
- Canvas
- Website maintenance
- Maintain social media presence
- Processing travel requests
- Submitting PRDs and other payments
- Account reconciliation
- Class schedule building
- Processing student registrations/overrides

In addition, our staff members and faculty have been using listservs, emails, phone, Skype, Google Docs, Microsoft Teams and Office365 for workplace communication. These tools will continue to be used to help keep staff and faculty in touch with each other and on task. ISC faculty and staff currently use Zoom, VPN or cloud storage for remote work and will continue to use them to help support students and hold any necessary meetings.

Faculty will also continue to communicate through many of the channels listed above. All faculty and departmental meetings will be moved to Zoom. All faculty have Canvas access and have gone through basic training on how to use the platform. CELT, the College and Department have made various resources available to help faculty take their classes online. These resources were emailed to both faculty and students, where appropriate. Faculty also have information on how to request access to the VPN.

We do not believe we require any additional resources from the department, Dean's office or University currently. We know where to go for help if that becomes necessary.

We intend for all staff and faculty to work remotely during the time the University has committed to online-only instruction. We will still retain the ability to come into the office as needed. Faculty and staff will need to notify the department chair if they plan to access this

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building to ensure social distancing practices are being followed and to ensure they are wiping and sanitizing areas they will be accessing. We have posted signage on the 211 door in McVey Hall, directing visitors to our various office numbers, email addresses, and the 308 office suite. See the signage below.

ISC OFFICES ARE OPEN and OPERATING!
We are temporarily redirecting services.
For general ISC inquiries, email: isc@uky.edu

To reach Department Chair Chike Anyaegbunam:
Call: (859) 257-7820
Email: chike.anyaegbunam@uky.edu
To reach Director of Undergraduate Studies Hyun Ju Jeong:
Call: (859) 257-9034
Email: hyunju.jeong@uky.edu

To reach ISC Project Manager Amy Brooks:
Call: (859) 323-9905
Email: amy.brooks@uky.edu

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The Graduate Program in Communication Work Continuity Plan:
Submitted by Anthony Limperos, Associate Dean Graduate Program in Communication
Located in: Lucille Little Library
Number of Graduate Student Employees: 37
Number of Staff: 1
Positions:
Administrative Assistant, Laure Ziembroski Smith

The Graduate Program in Communication is ONLINE and fully operational. Graduate student teaching assistants (the 37 noted above) are supported by the units in which they are teaching for the semester.

Laure Ziembroski Smith and Director Anthony Limperos speak daily through phone and discuss remote work plans. The following is what has been implemented and communicated to graduate faculty and students from Limperos:

(1) All scheduled and future exams (as long as the university is requiring online instruction) will be moved to the "take home" format. I have already informed the students about this and I am advising faculty not to revise any questions or require anything extra from students in preparation of this. The take home format allows students to have 24 hours to complete each question. I have told students to prepare and do what they had planned for prior to all of this happening. So, if a student was expecting to write for two/four hours (but now has 24 hours), they should do their best possible job within whatever time constraint they place upon themselves in that 24-hour time period. I am not encouraging anyone to take exams lightly, but instead, I am trying to be understanding that life has changed rapidly over a short period of time. I am trying to be as student friendly as possible while upholding the standards of our program and the graduate school in general. I have instructed students to discuss this with advisors/committee members to make sure that expectations are clear.

(2) All exam/thesis/dissertation meetings will be virtual. While this is not typical and campus buildings will remain open, we do not want to encourage in-person meetings. Therefore, please work with your advisees/committee to schedule online meetings. These meetings should take place during the time that has already been approved through the graduate school for the scheduled exam. Please make sure that the link for the zoom meeting is shared with me so that I can jump on at the beginning of the meeting to make sure things are going well and proceeding as they would face-to-face.

(3) If you have students who are in the midst of data collection for a thesis/dissertation/independent study and you fear that they may not be able to complete the project due to circumstances, please consider an IRB modification or alternative strategy to help them complete the project in a satisfactory way. I am leaving it up to the faculty/advising committees to decide what is adequate for a thesis, dissertation, independent study, directed reading, and so on. I don't want to over manage this situation. My direct instructions to you are to be as understanding as possible while simultaneously upholding the standards of the program/graduate school. If you have doubts about the work a student has produced, please feel free to consult with me and we can make the determination together.

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(4) If problems arise or you have direct questions about anything (processes and procedures), please communicate with me or Laure as soon as possible. We talk/text each other daily and want you to know that we are here to serve you in any way that we can during this challenging time.

(5) If you do need support from our office in any way regarding advising, teaching, or mentoring, please let us know.

Facility Access: Staff support and the director will need to go to campus (occasionally) to access hardcopy files and to use the scanner. This would be a rare occurrence and we would communicate with one another to ensure that we are not overpopulating the work space (practicing proper social distancing). Graduate students will not be accessing facilities unless it is cleared through the Associate for Graduate Programs. Laure Smith has had to come into the building briefly twice in the past three weeks to get materials. She is clearing access through the Associate Dean. That area has not had more than two people working in a very large area at any point since our operations were taken remote.

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Intercollegiate Debate Work Continuity Plan:
Submitted by Dave Arnett, Director
Located In: Funkhouser
Number of Staff: 5
Staff Positions:
Director of Debate, Dave Arnett
Head Debate Coach, Lincoln Garrett
Associate Director Casey Harrigan
Assistant Debate Coach, Caitlin Walrath
Administrative Assistant, Linda Barker

The Debate program moved its entire staff to a work from home status. At the moment the program is entirely focused on moving the annual Tournament of Champions onto an online platform. This can be accomplished remotely. In fact, in one month we will be hosting a tournament of 2000 participants all of whom could be competing from their homes. Working from home is actually good practice for running this event.

We already have a team slack that facilitates communication and are setting up a Zoom virtual office for meetings. The team's competitive season has finished (unfortunately due to the cancellation of the National Debate Tournament) and so team members will primarily be asked to help with the e-toc which can all be accomplished virtually.

Facility Access: We intend for all staff to work remotely during the time the University has committed to online-only instruction. However, the director of debate will need occasional access to pick up and deliver checks.

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Kentucky Kernel Work Continuity Plan
Submitted by Ryan Craig, Media Advisor
Number of Staff**:** 3 UK, 1 working for Kernel Press, Inc.
Number of Students on Kernel/KRNL staff**:** 0 (Will work remotely and will only come into office if absolutely necessary).
Location: McVey Hall, 3rd floor
Staff Positions:
Student Media Adviser Ryan Craig
Asst. Student Media Adviser May May Barton
Advertising/Sales Adviser Andrea Giusti (an employee of Kentucky Kernel Inc., not UK)
Photo/Multimedia Adviser David Stephenson
(Note: because David's main office is in Blazer Dining as faculty, he will be under JAM for office responsibilities. He will video conference or email with advisers as needed.)

Work continuity plan as of March 17, 2020:
Since 2017, the Kentucky Kernel has had the ability to produce stories and production of products from remote locations. The Kernel and KRNL students and advisers will use a multitude of electronic programs to continue business as close to usual as possible. Some programs we use for communication include: emails/email chains, Zoom and or FaceTime for meetings, Slack is used for inter-office messaging with staff and students, we use Trello to file stories and have discussions about the stories, Blocs is the program we use to load our stories online and we already have a very robust presence on social media. Also, all of our students have access to the Adobe suite and can use those programs at varying levels for production, photography and multimedia creation.

Our staff and student journalists are gifted with online and virtual tools and we should be able to remain a virtual office as long as necessary as determined by the university. I pay the bills electronically for the non-profit by using our accounting service remotely and our payroll is direct deposit. Our phones are forwarding calls to our cellular devices and email.

We will have some contact when the KRNL is delivered and when the last physical product of the Kernel is delivered on March 24. The Kernel will then continue distribution online through UKNOW and Wildcat Rundown.

Signs of our office going online are already posted and contact information is posted on several doors on the third floor of McVey. Also, we communicated through college listservs about our office going online only.

Currently, we do not estimate the need for any more equipment or resources from the college or the university.

Facility Access: Ryan Craig will be checking the mail a couple times a week for checks for deposit from Kernel and KRNL advertising.

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School of Journalism and Media Continuity Plan
Submitted by Scoobie Ryan, School Director
Located In: Blazer Dining
Number of Faculty: 22 (13 full time, 9 part time)
Number of Staff: 5
Staff Positions:
Project manager John Cruz
IRJCI Communication Specialist Heather Chapman
Budget office Cheryl Edwards (shared with ISC)
Technology Coordinator Chris Larmour (shared with ISC)
Kentucky Health News Melissa Patrick

The majority of work our faculty and staff does is electronic in nature, and typically housed/stored in the cloud. This includes:

- Email
- Canvas
- Website maintenance
- Maintain social media presence
- Processing travel requests
- Submitting PRDs and other payments
- Account reconciliation
- Class schedule building
- Processing student registrations/overrides

In addition, our staff members and faculty have been using listservs, emails, phone, Skype, Microsoft Teams, Google Docs and Office365 for workplace communication. These tools will continue to be used to help keep staff and faculty in touch with each other and on task. ISC faculty and staff currently use Zoom, VPN or cloud storage for remote work and will continue to use them to help support students and hold any necessary meetings.

The JAM staff will be working remotely for the foreseeable future. The project manager has moved his computer to his apartment and is set up. Plans are in place for the budget officer to move her computer and printer to her apartment with help from the technology coordinator and the others in the college via CI-Tech@LSV.UKY.EDU. Our technology coordinator is already working remotely. All have requested VPN access and are in the process of installing the Global Protect Portal VPN client. All three will check in daily with the School's director by email at 10 a.m.

The two IRJCI staffers, Heather Chapman and Melissa Patrick, will also work remotely and will coordinate with the IRJCI Director, Al Cross.

Faculty will also continue to communicate through many of the channels listed above. All faculty and departmental meetings will be moved to Zoom. All faculty have Canvas access and have gone through basic training on how to use the platform. CELT, the College and Department have made various resources available to help faculty take their classes online. These resources were emailed to both faculty and students, where appropriate.

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Our two student workers are off for spring break and equipment checkout is currently closed. There are no plans to reopen it since students will not be returning to campus.

If students need equipment, lecturer Andrew Dawson has volunteered to move a supply of cameras to his office and have students email him and meet individually to check out cameras. We are in the process of implementing best newsgathering practices during Covid 19, as recommended by RTDNA (Radio Television Digital News Association). The preferred process is to use Zoom whenever possible. We're revising syllabuses and writing instructions now to incorporate Zoom.

No equipment should be needed for the other broadcast classes. WRFL has implemented a plan for a skeleton staff using a combination of longer blocks and prerecorded programming. We've reduced the time for required news broadcasts. Students will produce programs remotely using existing resources (Associated Press and rundown creator) and call in. One student will be in studio for the weekly public affairs program.

We have revised plans for a daily TV broadcast after spring break that will not require use of the broadcast studio. Students will work remotely.

Facility access: Chris Laramour, IT, may need to go to the office to transfer tech hardware. Faculty may need to periodically get books and/or research materials. This would only be sporadic and will scheduled through the school director to maintain social distancing. and to ensure they are wiping and sanitizing areas they will be accessing. No one has plans to work from campus for any extended period of time. Faculty and staff are asked to contact the Interim Director when they intend to come to the work area. Everyone has a private office, and it is not anticipated that more than two people would be on the floor at any time.

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School of Information Science Work Continuity Plan
Submitted by Jeff Huber, School Director
Located in: LCLI, 3rd floor
Number of Faculty: 52 (31 full-time and 19 part-time)
Number of Staff: 6
Positions:
Assistant Director, Will Buntin
Business Officer, Amber Troxell
Student Affairs, Heather Burke
Student Affairs, Sarah Jane Tamme
Marketing and Communications, Drew Brown

Currently, our department is well positioned to have people working remotely, even for long periods of time. The majority of work our staff does is electronic in nature, and typically housed/stored in the cloud. This includes:

- Email
- Canvas
- Website maintenance
- Create marketing materials
- Maintain social media presence
- Processing travel requests
- Submitting PRDs and other payments
- Account reconciliation
- Holding online information sessions for interested students
- Class schedule building
- Processing student registrations/overrides
- Processing new applications

In addition, our staff members have been using Slack as our primary workplace communication for over two years. This tool will continue to be used to help keep staff in touch with each other and on task. We are all practiced in using Zoom and will continue to use Zoom to help support students and hold any necessary meetings. Our team is also very skilled at using cloud document tools like Google Docs and Office365. Local files can be moved to cloud storage to maintain access.

As of Monday, 3/16, two employees have requested to work from home full-time through the duration of the COVID-19 outbreak, Amber Troxell and Heather Burke. Both have extenuating health concerns which prompted their requests. Both have stated they believe they have adequate equipment at home. We have the capability to forward their phones to their home/cell phone.

Faculty will also continue to communicate through many of the channels listed above. All faculty and departmental meetings will be moved to Zoom. All faculty have Canvas access and have gone through basic training on how to use the platform. CELT, the College and School have made various resources available to help faculty take their classes online. These resources were emailed to both faculty and students, where appropriate.

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We do not believe we require any additional resources from the department, Dean's office or University currently.

Facility access: We will still retain the ability to come into the office as needed. We will post signage on the 310 and 320 doors in LCLI, directing visitors to our general office number, and our general office email address. Faculty may need to periodically get books and/or research materials. This would only be sporadic and will scheduled through the school director to maintain social distancing and to ensure they are wiping and sanitizing areas they will be accessing. No one has plans to work from campus, although faculty and staff contact the Director and the Assistant Director when they must come in for short periods.

Research Work Continuity Plan
Submitted by Nancy Harrington, Associate Dean for Research
Number of Staff: 0
Labs located in McVey Hall
Position:
Associate Dean for Research, Nancy Grant Harrington

The College of Communication and Information is well positioned for its faculty and graduate students to continue their research activities. Data collection with human subjects is typically either conducted online (e.g., through the SONA system) or can be managed virtually (e.g., interviews by telephone or Zoom). Because none of our research provides treatments or interventions that offer direct benefits to participants as defined by human research guidelines, risk involved with in-person contact is not justified. Therefore, I have informed researchers in the College that any data collection with human subjects that was planned to be conducted in person either needs to be paused or transitioned to online/virtual collection. I also have shared available online information resources from the Office of the UK Vice President for Research and the Office of Research Integrity for COVID-19 guidance.

I have asked researchers with extramural funding to report on (a) the extent to which they anticipate any aspect of COVID-19 will impact their funded research project(s) (e.g., data collection) and (b) what their plans are for managing that impact. I can provide their individual responses if needed, but in short, no projects are being negatively impacted, and, as applicable, researchers have notified their funders and received approval for any necessary modifications to their protocols.

Research facilities include various labs that do not require any particular form of maintenance. These facilities will not be in use during the COVID-19 pandemic because they involve interpersonal presence of some kind (e.g., theater for message testing, focus group room for interviewing).

The Director of Technology and I will need access to the building between now and April 5 as we prepare, launch and provide the 2020 Kentucky Conference of Health Communication in an entirely virtual mode. Other locations do not have the bandwidth to support our conference needs. We have identified dedicated office space to work from during this time that allows us to better practice social distancing. We also will sanitize any work areas when we are working in Blazer.

There is no need for any additional resources from the Dean's office or University currently.

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Undergraduate Affairs Work Continuity Plan
Submitted by Shari Veil, Associate Dean Undergraduate Affairs
Number of Staff: 9
Located in: Blazer Dining, Lower Level
Staff Positions:
Director of Student Affairs, Suanne Early
Assistant Director of Student Affairs, Faith Cracraft
Director of Recruitment and Retention, Schyler Simpson
Academic Advisor, Rachel Dixon
Academic Advisor, Deloris Foxworth
Academic Advisor, Maria Rivera
Academic Advisor, Ryan Story
Academic Advisor, Jordan Hoehler
Staff Support Associate, Jennifer McConchie

Our department is well positioned to have people working remotely, even for long periods of time. The majority of work our staff does is electronic in nature, and typically housed/stored in the cloud. This includes:
- Email
- Student advising
- Virtual walk-in advising
- Advising notes
- Registration planning
- Degree progression audits
- Communicating with current and prospective students
- Transfer meetings
- Probation meetings
- Updating advising Canvas shells
- Preparing for online orientation
- Developing career planning materials
- Processing applications and major changes

Our staff connects via Microsoft Teams and we have been using SharePoint to share documents. We are conducting advising appointments and walk-in advising via Zoom. All advisors have been using Canvas to share resources, technology training, and program information with students for the last two years.

We do not believe we require any additional resources from the department, Dean's office or University currently. We intend for all staff to work remotely during the time the University has committed to online-only instruction. We will still retain the ability to come into the office as needed. We have posted signage on the door of the Department office (Blazer 9), directing visitors to their advisor's Canvas page, virtual "walk-in" advising, the Associate Dean's phone number and email.

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Facility access: Suanne Early, Director of Advising, may need to go to campus to access hardcopy files. This would be rare. No one has plans to work from campus. I will request notification from staff for if they intend to go to campus for resources to ensure others are not already in the office. Staff will be instructed to wipe down and sanitize and areas of the building they will be accessing.

Sample communication being sent to students:
First and foremost, I hope you are doing well and staying safe during this unusual time. The COVID-19 virus has changed the way we all operate on a day-to-day basis. By now you should have received notification from the University that the University of Kentucky will not resume in-person classes this semester. The College of Communication and Information advising office is also moving to an online platform for the remainder of the term. Considering this situation is continuing to evolve, the advising office will continue to update you regarding any changes we may encounter.
We will continue to offer all our services to you during this time, including virtual advising appointments and virtual walk-in hours.
Below are some important things for you to keep in mind:

1.   Students will be expected to schedule an advising appointment via myUK to have their advising holds lifted. Registration windows will begin opening on April 1st, so make sure to schedule a meeting with me prior to your window opening.
a.   You will have the options to conduct your appointment via zoom video conferencing, phone conversation, or email. **If I do not hear from you before 4:00pm the day before your appointment, I will send you a link for a zoom meeting.**
2.   Our office walk-in hours will remain the same (Monday – Thursday 10:00am – 11:00am and 1:00pm – 4:00pm, Friday – 9:00am – 11:00am) but they will be conducted remotely. In order to speak with an advisor during walk-in hours you will need to navigate to https://zoom.us/j/5821768047 during those hours. You may be placed in a virtual waiting room until the advisor is available.
3.   If you need assistance outside of walk-in hours or scheduled appointments, please contact me directly at Jordan.hoehler@uky.edu and I will connect with you as soon as possible.
4.   The CI Advising Canvas page will also remain an important resource for you at this time. You will find all the information listed above as well as updates from the University. As the University releases new information, we will continue to update the Canvas page to provide you one place to keep up with the incoming information.
Please remember during this time I am here for you. Reach out to me with any questions you may have and I will do my best to provide you the assistance you need, or help you get connected with those who can.

Stay safe during this time and I look forward to speaking with you soon.

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Appendix A

Instructional Continuity Plan, Spring 2020:
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The College of Communication and Information is composed of two schools (The School of Journalism and Media, School of Information Science), two departments (Department of Communication, Department of Integrated Strategic Communication) and an interdisciplinary graduate program. The College also houses UK's independent student newspaper, The Kentucky Kernel, and the Intercollegiate Debate Team. Nearly 1,700 undergraduate majors and 350 graduate students are led by 81 full-time faculty, 35 full-time staff, and another 127 part-time instructors, graduate assistants, and STEPs personnel. In addition to serving our majors for instruction, we also teach many courses in the university's core curriculum and serve students pursuing minors and certificates in the College.

Stage 1: Preparation

College leadership distributed the UK Continuity of Instruction Survey on March 9 to assess impact, equipment needs, and training needs. We also put out a college-specific tech needs survey internally to ask faculty (and later staff) what technology and tools they needed if they were to teach fully online and work from home. All academic unit heads met on Wednesday, March 13, to discuss plans and needs before we received the results. At that moment, we decided to create Zoom trainings for our faculty that could be shared with the campus. Those were taught and recorded on March 13, and linked on the CELT teaching resources website. See: https://uky.yuja.com/V/PlayList?node=3188256&a=420572771&autoplay=1

When we received the Continuity of Instruction Survey results, they confirmed what we already knew for the most part. We did not receive the Canvas Usage Analysis Report (unless it was sent to the associate dean for undergraduate services). However, we have a significant number of online classes already built (being offered now or offered in the past as a summer-school offering. In addition, the vast majority of our classes – save a few mainly taught by PTIs – had at least a minimal presence in Canvas. We also have two master's degree programs and two undergraduate completer degrees offered fully online. We have faculty and staff who specialize in instructional design. As a leadership team, we felt fully prepared to transition to online instruction for the entire semester. Even under normal circumstances, our College is well positioned to deliver most instruction virtually, with only a handful of classes posing specific challenges.

Stage 2: Communication

The dean, working with the leadership team of the college, created strategy to ensure consistent and timely messaging and communication across all levels of the college. We also ensured that the messaging about online instruction was consistent with University messaging. When the dean knew that decisions had been made about temporary remote instruction and, later, going online for the full term, the dean communicated that to the leadership team but asked them to hold for

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the president's campus wide announcement. After those announcements went out, the dean communicated directly to CI-ALL, a listserv with 243 members of the CI internal community (full-time faculty and staff, graduate assistants, part-time instructors and STEPS employees). Then the dean asked unit heads (directors of two schools, chairs of two departments, and the associate dean over graduate programs) to start working with their areas on instructional plans. Broad communication came from the dean to the internal operations, and the dean also wrote e-mails to students directly. We have listservs for e-mail communication which include CI-ALL, CI-STAFF, CI-FACULTY, CI-STUDENTS (to all those seeking degrees in our College), CI-ENROLLED (all those enrolled in any of our courses for Spring 2020), CI-RESEARCH (research faculty and staff), CI-GRAD (graduate faculty and staff), and the like.

In addition, we created a website for communications and other resources in our College, where the dean's messages to faculty, staff and students are archived. https://ci.uky.edu/coronavirus/. This site has links to University resources as well as College-specific information. For example, the following resources are available related to instruction on that site:

Faculty Resources

- UK Teach Anywhere
- Resources for Continuity of Instruction
- Contact College Technical Staff
- Canvas Modules
- Zoom Video Tutorials
- How do I request VPN Access
- Online Instruction [SIS Videos]
- Equipment Checkout Form

Student Info

- UK Learn Anywhere
- Dean's Message to the Students
- Advising
- CI Leadership Team
- Graduate Program in Communication
- Student Online Resources

Unit heads have developed their own communication plans within their areas to faculty, staff, and students, and advisers have multiple methods to work with student advisees in a remote setting. We also have listservs at the unit level.

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While all operations are remote, we are using the several communication mechanisms. Units and specialized faculty and staff teams are using listservs, emails, phone, Slack, Zoom, Google Docs, SharePoint, Office 365 and Microsoft Teams for workplace communication. These tools will continue to be used to help keep all employees touch with each other. Most regularly scheduled meetings have been switched to Zoom. Most supervisors are checking in with their employees daily by phone or Zoom and then communicating throughout the day by e-mail, chat and teams. We have phones forwarded to home and cell phones (or e-mail) and everyone is available by e-mail in their homes.

Stage 3: Implementation

We prioritized faculty remote teaching needs after March 11 to ensure that our faculty had what they needed to serve the students. At that time, we thought faculty could still work in their offices as needed to provide continuity of instruction. Of course, it became clear by March 16 that we likely were taking all operations outside of the campus environment, so we worked with staff members as well to meet their technology, tools, and training needs.

Tools and Technology:
To work remotely, our faculty and staff are using a combination of their own home equipment (with the VPN authentication installed by our tech personnel), portable college equipment (laptops, iPads), and desktop and office equipment that we allowed them to take home. All have been VPN enabled with the new network. To track equipment that was brought home and to address unanticipated technology needs for people who have begun working at home, we developed a tech survey that inventories what was taken home and assesses what additional technology is needed. The survey was distributed on March 18, the day after all staff started working at home. We are still working as of March 20 to ensure that everyone has what they need to teach and grade online. We are aware that access to campus facilities for non-essential personnel may become restricted as time goes on.

All faculty have access to and utilize Canvas shells for teaching, class management and announcements. Each College of Communication and Information faculty member has access to utilize Zoom and other online instruction delivery platforms. Faculty are able to schedule recurring classes, rather than scheduling a new meeting for each class, ensuring faculty do not inadvertently miss a scheduled class. Faculty also have VPN access to be able to work remotely and securely. All faculty are supported by a staff of IT professionals who are available to offer any technological assistance that may be necessary as we finalize the transition to fully virtual operations. IT issues are sent to an internal listserv CI-TECH@LSV.UKY.EDU, where the IT professionals can triage any issues and respond to them based on the immediacy and impact of the particular issue. One of the members opens a ticket for complex issues to ensure that a member of the team is addressing it and closing the ticket when the issue is solved.

Training and Faculty Support:
In addition to the Zoom sessions conducted by the College on Friday, March 13, each of our units has identified faculty and staff members who have taught remotely, designed online instruction, and are experts with the technology and tools necessary to succeed. Unit heads quickly identified leaders in each area and paired them with faculty, graduate assistants and part-

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time instructors who needed assistance. In addition, experts in Zoom and other tools are members of the CI-TECH listserv.

On online resource page has been developed for our college with an ever-evolving list of resources our faculty and staff are compiling. Links provided range from Facebook pages and groups to best practices for online teaching from our affiliated organizations such as NCA, etc., as well as links to University-compiled resources. Those links are housed and will be updated on the College-specific page here: https://ci.uky.edu/coronavirus/

Student Support:
The Student Support unit under the Associate Dean Undergraduate Affairs includes nine employees. The department was fully functional in a remote environment as of end of day Monday, March 16. The department is well positioned to have people working remotely, even for long periods of time. The majority of work the staff does is electronic in nature, and typically housed/stored in the cloud. This includes: Email, Student advising, Virtual walk-in advising, Registration planning, Degree progression audits, Communicating with current and prospective students, Transfer meetings, Probation meetings, Updating advising Canvas shells, Preparing for online orientation, Developing career planning materials, Processing applications and major changes.

Advisers already were working in a system through which each adviser had a Canvas shell with each of his/her/their advisees enrolled as members. This way, advisers were communicating with students through a channel most check daily for other class-related activities. This practice was shared as a best-practice highlight for the campus-wide advising group last fall. All advisors have been using Canvas to share resources, technology training, and program information with students for the last two years.

Since going fully virtual on March 17, our advising staff connects via Microsoft Teams, uses SharePoint to share documents, and conducts advising appointments and walk-in advising via Zoom. The team posted signage on the door of the Department office (Blazer 9), directing visitors to their advisor's Canvas page, virtual "walk-in" advising, the Associate Dean's phone number and email. However, Blazer Dining, where they staff was located, was locked to student traffic as of March 18, so it is likely that students cannot see this sign.

The dean communicated to students in two e-mails (March 13 and March 17) instructing them as follows:

"If you need help with your coursework, first reach out to your instructor directly. As we transition to online only, instructors may not be able to respond as quickly as they did before the transition. Again, we ask you for patience and kindness, and we promise to extend the same to you.

If you need help with technology, you can connect with UK's Information Technology Services Customer Services by phone 24 hours a day, 7 days a week at: 859-218-HELP (4357). You also can visit the Technology Help Center at https://uky.service-now.com/techhelp or email 218help@uky.edu. You will see many more resources made available in the near future as

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the University transitions and increases online resources. We will do everything we can to communicate these resources to you as they are made available. If you do not have stable internet at home, UK asks you to fill out the survey at http://go.uky.edu/c19 so that they can provide assistance. This link is restricted only to students, as I understand it.

Our advisors are here to support you through all of this as well. You can reach out to them virtually as you would have done previously. For undergraduates, see http://ci.uky.edu/ci/advising. Graduate students can contact their adviser and program staff and faculty. They will continue to help guide you through the process as they have always done.

If you are having issues that your instructor or adviser cannot address, reach out to a member of our leadership team, which includes the following:

- Chike Anyaegbunam, chair of the Department of Integrated Strategic Communication
- Jeffrey Huber, director or the School of Information Science
- Anthony Limperos, associate dean for Graduate Programs in Communication
- Scoobie Ryan, interim director of the School of Journalism and Media Studies
- Shari Veil, associate dean for Undergraduate Affairs and chair of the Department of Communication

You can find contact information for the leadership team here: https://ci.uky.edu/ci/directory.

If you need to reach me, please do. You can reach me via email or by calling our main phone number at (859) 218-0290. Be safe. I will keep each and every one of you in my thoughts.

Dean Greer"

Instructional Plan Details by Unit

Instructional Continuity Plan: Department of Communication
All classes are moved online. All faculty have gone through training to be able teach online. Most faculty are part of a social media group that provides trouble-shooting help for online teaching. The National Communication Association has created resources for how to teach communication courses online (https://www.natcom.org/academic-professional-resources/teaching-and-learning/classroom/online-learning-resources). These resources have been sent to faculty. Faculty meetings will be taught online.

Instructional Continuity Plan: Department of Integrated Strategic Communication
All ISC classes have been fully moved online. All faculty have Canvas access and have gone through basic training on how to use the platform. CELT, the College and ISC Department have made various resources available to help faculty take their classes online. These resources were emailed to both faculty and students, where appropriate. Faculty use of Canvas and other facilities will be monitored and discussed during faculty meetings which will be conducted via

Zoom. Students whose internships have been placed on hiatus or cancelled are being given alternative assignments.

Instructional Continuity Plan: School of Journalism and Media

All classes have been moved online. All faculty have gone through training to be able teach online. All faculty, part-time instructors and teaching assistances have been provided resources created by colleagues on best practices, assignments and grading and moving oral presentations online. They have been provided information on guest speakers willing to Zoom into classes. All have information on how to request clearance to VPN into servers, etc. Faculty meetings will be conducted via Zoom. Production classes pose particular challenges, especially where students must have specialized equipment. Faculty have revised syllabuses where possible. In other cases, individual faculty will check out equipment and review use according to Radio Television Digital News Associations Best Practices for news gathering during Covid-19. Students whose internships have been placed on hiatus or cancelled are being given alternative assignments.

Instructional Continuity Plan: School of Information Science

The Schools two master's programs, Library Science and Information Communication Technology are fully online programs and have been so for several years. In addition, the School runs one undergraduate online degree completer program in ICT in addition to its undergraduate major in ICT. Thus, most of the classes already are online or have been offered in the past online. Converting the face-to-face undergraduate classes in ICT to online was not an issue because the courses were already built. Additionally, all full-time ICT and LIS faculty have taught online while at UK. Any instructors who might not have taught the classes in an online environment have been assisted by instructors in those areas who have taught the classes online previously. Both ICT degrees require an internship. Faculty have provided alternative assignments for those not able to complete their internships. The other major area in SIS is the Instructional Communication Program. These courses are in the UK Core (CIS 110, 111, 112) or are offered to serve majors in other colleges (CIS 300 for Gatton College of Business). All of these courses have been taught online and have shells built for online instruction. Each is led by a course coordinator who assists faculty, graduate students, and part-time instructors. Using the expertise of the course coordinators and those who have taught the classes online in the past, all instructors have been supported in making their transition to virtual instruction. In addition, as mentioned above, faculty in SIS have been leading college training efforts to assist faculty and instructors in other units.

Instructional Continuity Plan: Graduate Program in Communication

The associate dean for graduate programs checked with all teaching graduate courses and everyone was 100% ready to go for online instruction for the remainder of the term. Those teaching in the graduate program are members of faculty of the units in the college, so all have support through those channels for their instructional need. The associate dean sent out guidelines to graduate faculty for non-class related issues in graduate instruction, namely exams, dissertations, defenses, etc. These are outlined below:

All scheduled and future exams (as long as the university is requiring online instruction) will be moved to the "take home" format. We have already informed the students about this and the associate dean for graduate programs is advising faculty not to revise any questions or require

anything extra from students in preparation of this. The take home format allows students to have 24 hours to complete each question. We have told students to prepare and do what they had planned for prior to all of this happening. So, if a student was expecting to write for two/four hours (but now has 24 hours), they should do their best possible job within whatever time constraint they place upon themselves in that 24-hour time period. We are not encouraging anyone to take exams lightly, but instead, we are trying to be understanding that life has changed rapidly over a short period of time. We have instructed students to discuss this with advisors/committee members to make sure that expectations are clear.

All exam/thesis/dissertation meetings will be virtual. While this is not typical and campus buildings will remain open (as of now), we do not want to encourage in-person meetings. Therefore, we asked faculty to work with advisees/committees to schedule online meetings. These meetings should take place during the time that has already been approved through the Graduate School for the scheduled exam. The associate dean will attend all Zoom meetings at the beginning of the meeting to make sure things are going well and proceeding as they would face-to-face.

For students in the midst of data collection for a thesis/dissertation/independent study and who cannot complete the project due to circumstances, we asked faculty to consider an IRB modification or alternative strategy to help them complete the project in a satisfactory way. We are leaving it up to the faculty/advising committees to decide what is adequate for a thesis, dissertation, independent study, directed reading, and so on. The associate dean has asked people to be as understanding as possible while simultaneously upholding the standards of the program/graduate school. He has asked faculty to consult him for consistency across students.