



**CTC**  
**EAGLES**

CTC's accessible education supports student success, completion and employability.

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#### Coronavirus update

Chancellor Jim Yeonopolus sent a brief video message to employees today regarding CTC remaining closed until May 1. He also included his and the Board of Trustees sincerest thanks for the work everyone is doing as we proceed with the rest of the semester. The video message is available on the CTC eTraining YouTube channel here: [https://www.youtube.com/watch?v=L\\_b\\_rj5RAc](https://www.youtube.com/watch?v=L_b_rj5RAc)  
For information and updates on COVID-19, visit <https://www.ctcd.edu/health-alert/> and the following resources:  
[Helpful Links and FAQs](#)  
[Student Support Resources](#)  
[Instructional Department Contact Information](#)

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#### Enrollment Guide

In an effort to reduce printing expense, an "Enrollment Guide" has replaced the schedule bulletin for the summer 2020 semester. The guide includes important information for new and current students including registration instructions and timelines. The publication is currently [online](#) as summer semester registration opens April 6 on WebAdvisor. Questions can be directed to Barbara Merlo at [bmerlo@ctcd.edu](mailto:bmerlo@ctcd.edu).

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## **Donation**

The CTC Department of Allied Health along with the campus police recently donated nearly \$2,500 in personal protective equipment to the City of Killeen Emergency Operations Center to support its efforts against the COVID-19 pandemic. The items included masks with face shields, sterile and non-sterile gloves and other related equipment. The complete story is [online](#).

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## **Message for students**

Any employee interested in recording a short video of support to students which will be used on social media, please contact Leigh Greenthaner at [lgreenthaner@ctcd.edu](mailto:lgreenthaner@ctcd.edu).

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## **Colleague update**

The IT division announced the form for requesting employee access to Colleague now resides in CTC's Etrieve system. To locate the form, login to Etrieve at <https://ctceforms.ctcd.edu>, select FORMS in the left-hand column then SEARCH for "Colleague Access." Further instructions are included in the form.

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## **Training requirement**

Due to the recent passage of state legislation, all CTC employees are required to complete a cybersecurity training class approved by the Texas State Department of Information Resources. The course, which is approximately 30-45 minutes in duration, must be completed each April, beginning April 2020. As is the case with mandated EEO training, cybersecurity training will be a competency requirement on future annual reviews. Cybersecurity training is available online via Blackboard. Registration for the online course can be done by completing an Etrieve eForm. Please complete the Online Training Request form and select CYBER from the course drop down list. All employees are required to complete the Cybersecurity Training course by April 30, 2020, and will be an annual requirement.

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## **IT support**

The Help Desk is currently staffed by a rotation of individual employees Monday-Friday through April 3, from 8 a.m. – 4 p.m. Please be patient as call wait times will be increased as there will be a reduced number of desktop techs on campus to

assist with further issues.

IT has also implemented a new service, WebEx Live Support, which will replace phone calls to the IT Help Desk. With WebEx Live Support, you may chat or talk (with a headset/microphone) in real-time with an IT Help Desk technician. To access the new service, click on the [WebEx Live Support link](#) (also available through the [IT Help Desk page](#)). Fill out the form, select to run WebEx as a temporary application and you will be entered into a queue. Your question will be addressed as soon as a technician is available. An instruction guide for using WebEx Live Support can be found [here](#).

The Help desk is not taking any phone calls at this time. All correspondence should be via email, KACE or the new WebEx live support.

The IT Help Desk email is [help.desk@ctcd.edu](mailto:help.desk@ctcd.edu).

You may always submit a Help Desk ticket at this url: <https://ctckace.ctcd.edu>

For instructions on submitting a ticket through the KACE system, [click here](#).

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### **Working remotely**

Human Resources sent a memo last week reminding employees of the working remotely policy. The memo states CTC has authorized Business Interruption (BI) paid leave to full-time employees in instances when the campus is closed and employees cannot work their full schedule either onsite or remotely. Employees must remain available to work during their normal work schedule. Available to work means employees who are using BI must respond to calls or text messages within one hour of contact and must complete tasks as directed by supervisors.

Employees who are not available when contacted will no longer receive BI paid leave. Part-time employees are not authorized BI. CTC will continue to authorize BI through April 3, 2020, as determined by the chancellor. Questions about BI or other HR questions can be directed to:

[Shelly.Gonsalves@ctcd.edu](mailto:Shelly.Gonsalves@ctcd.edu) (Employment Services, Recruitment & Training)

[Debra.Austin@ctcd.edu](mailto:Debra.Austin@ctcd.edu) (Payroll)

[Shaun.Davis@ctcd.edu](mailto:Shaun.Davis@ctcd.edu) (Benefits)

[Jacqueline.Thomas@ctcd.edu](mailto:Jacqueline.Thomas@ctcd.edu) (EEO)

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### **Travel update**

Until further notice, all previously approved travel is cancelled and future requests for travel will not be approved.

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### **News briefs**

<https://www.ctcd.edu/news-events/texas-campus-news/ctc-donates-protective-equipment-to-killeens-emergency-center/>

<https://www.ctcd.edu/news-events/texas-campus-news/ctc-remains-closed-for->

