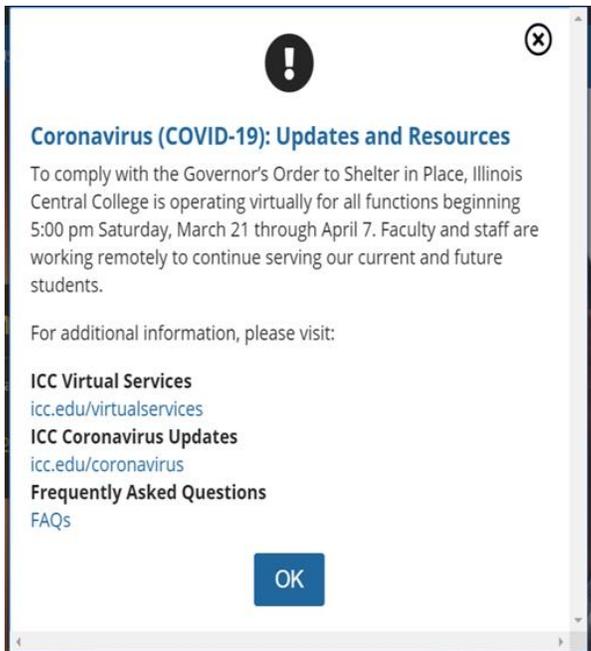


Good afternoon,

Today was probably a bit awkward for most of us. For some of you, your new work environment might include chasing toddlers, coaching grade school children on their school work, dealing with your own recently returned college students, trying to quiet the dog while you are recording a podcast or determining how to share furniture with your stay at home significant other. Whatever your situation, I hope you have found that spot at home that will allow you to feel safe and secure as you support our students and each other virtually. I am so proud of each and every one of you for what you are undertaking to ensure our students are being well served. In this surreal situation the words of Aristotle come to mind, "We are what we repeatedly do. Excellence then is not an act, but a habit". All of you have built habits of excellence in the education and support of our students. While how we can act to provide that excellence may be changing, I am confident your habits of excellence will shine through to our students.

Here are the updates for today:

- Please help us in mitigating the perception the college is closed. While you may not be at your desk, we are all still working at the virtual Illinois Central College. As such, please do not use an out of office message on your email.
- We have also developed a template for voice mail messages for employees and departments. Please adapt to your area as appropriate.
 - o Hello. You've reached <Name>, <Title> at Illinois Central College. I am working remotely and available to answer your questions. Please email me at _____@icc.edu for the quickest response. Otherwise, please leave your name, number and a short message. I will be checking my voice mail on a regular basis. Have a great day.
 - § To change your voice mail greeting remotely,
 - Call the main ICC line at 309-694-5422.
 - When the auto-attendant answers press *.
 - After about 3 seconds you will be prompted to enter a mailbox #.
 - Enter your extension followed by the * key.
 - Enter your passcode when prompted.
 - Press 8 to change user options
 - Press 4 to change greeting
 - Press 7 to record new greeting – press # when you are done recording
 - Press 7 to review
 - Press 9 to SAVE
- The icc.edu home page now has a pop-up message and web slider so students and others know where to go for questions. Links to the icc.edu/virtualseervices and icc.edu/coronavirus pages are included. We are reinforcing the message for students to contact their instructor by email for any questions they may have. Both pages are being updated as needed.



- Reminder, if you need to access VPN for files or other information, please stay active only as long as your task requires. While we have more than enough VPN licenses for a 'normal' load, we want to ensure everyone has access who needs it.

We know none of this is ideal, and you are likely trying to figure out where everyone in your house is going to work, study or just be. Thank you for doing what you can, and thanks to your family too, it's truly a team effort.

More to come tomorrow. Again, the work everyone is doing is amazing. I'm blessed and proud to be a part of this institution.

All the best always,

A handwritten signature in black ink that reads 'Sheila Quirk-Bailey'. The signature is written in a cursive style.

Sheila Quirk-Bailey