NOTE: This will be considered as a pilot for the 2015-2016 academic year. It is generally agreed upon that the definition of essential buildings, offices, and services is one that is difficult to achieve agreement on. We will be using the pilot year to gain consensus on the definition and engage the Executive Team in the review process.

PURPOSE: To establish a university standards out of concern for international students, graduate students, continuity of research, and the ongoing business operations of the university during planned closure periods during the academic year, such as for Thanksgiving, semester breaks, and spring break. These standards apply to academic, research, and administrative areas.

STANDARDS:

1) Buildings, offices, or services deemed as “essential” to the continuity of university business or providing services to the public by the supervising Executive Team Member should be open on days that are not official university holidays. For offices that wish to shorten their hours, 10:00 a.m. – 2:00 p.m. has been established as university core hours for such closures.

2) Personal offices and/or support offices and functions may be, but are not required to be, open and staffed during planned closures.

3) Closure hours should be reported to Business Operations and they will coordinate publishing them on the University website and highlighting them in Tech Today.

4) Research facilities that remain open should coordinate with their facility manager to ensure access and services.

5) Signage displaying the announcement of any special operating hours should be posted for individual offices and/or building entrances. Posting should be done on non-painted surfaces, and should be to the side of any glass doors to avoid obstructing vision. Signage should be removed in a timely manner after the closure period.

6) Telephone voice mail messages should be changed to reflect the closure schedule and to let customers know when messages will be checked, when phone calls will be returned, and who to call in case of emergency. Remember to change the voice mail message back immediately after the closure period.

7) Email auto-reply messages should also be changed to reflect the same information if you do not intend to keep up a normal cadence of responding to messages. The message can be set to deactivate after the closure period.

8) Departmental websites should be updated with the closure schedule, and changed back to normal operations after the planned closure.