

Network Systems Upgrade (February 18 – 22, 2012) FAQs and Check List for MCC Faculty and Staff Reference

January 27, 2012 FINAL

FAQs

1. How will the network systems upgrade benefit me?
 - Following the upgrade, network systems will better satisfy the growing needs of MCC employees and students .The upgrade will increase the college’s data capacity, network security and ensure greater service continuity in the face of disruption.
2. Can I still come to campus and work even though the college is closed?
 - No. Only essential staff should report.
3. Will all MCC locations and sites be closed during the network systems upgrade?
 - All MCC locations and sites will be closed from Saturday, February 18 through Tuesday, February 21. Exceptions include:
 - The Alice Holloway Young Commons and Richard M. Guon Child Care Center will be open during the upgrade to serve students and families. College systems will be operating on a very limited basis.
 - The Stabins Physical Education Complex and PAC Center will be partially open for previously scheduled athletic events only. Appropriate plans have been put in place to facilitate these operations.
 - The Public Safety Training Facility will be open for city and county employees; MCC employees should not report.
4. What will people hear when they call the college during the network systems upgrade?
Will there be a general out-of-office recording?
 - Phone service will be intermittent during the upgrade. Outside callers to the college may hear a fast busy signal and will not be able to leave a message. The phone system will be the first system transitioned over the weekend and the first to return to normal operation.
 - Forwarding of phone lines is not an option during the network systems upgrade.

- Faculty and staff will be able to retrieve voicemail messages following the system upgrade.
5. What will people receive if they send an email to a college employee during that time?
- Email service will be intermittent during the upgrade. Out-of-office replies will be sent intermittently as well depending on system availability.
 - You may not be able to send email from your @monroecc.edu email address during the upgrade.
 - All emails sent to college employees during the upgrade will be delivered, but potentially on a delayed basis. The system will store the emails as they are received and forward them to the appropriate on-campus email address once the system is back online.
 - People will be able to send emails to the college as usual (i.e., they will not receive a bounce-back message saying “undeliverable.”)
 - Emails sent to you during the upgrade will appear in your email box on Wednesday, February 22.
6. What will people see if they visit the college’s website?
- During the upgrade, visitors to the college’s website will be automatically redirected to a single web page explaining that the college is undergoing a network systems upgrade and ask the visitor to return to the site after the upgrade. This is a single notification page and will not have the same functionality or robust information as the full MCC website.
7. Why will the Public Safety Training Facility remain open?
- The Public Safety Training Facility is a shared facility between MCC, Monroe County and the City of Rochester. County and city employees will not be affected by the upgrade. MCC employees are asked not to report and consider the college as closed.
8. How and when should I submit my time sheet for that week?
- The Payroll Office will provide specific instructions for time sheet submission in the *MCC Daily Tribune* during the week of February 13.
 - Be sure to submit your time sheet by end of day, Friday, February 17 or when the system comes back online on Wednesday, February 22. Supervisors have until Thursday, February 23 to approve time sheets.

Faculty/Staff Check List for the Week of February 13, 2012

- You will not be able to remotely access the MCC website, Microsoft Outlook (email, contact lists, calendars), the M Drive or work computers through myVPN during the outage. Consider taking staff contact listings (home phone and/or cell phone numbers) home with you on February 17.
- Activate your Outlook Out-of-Office Assistant. Change your email reply message:
 - Option A for those who will return to the office on Wednesday: *“Thank you for your email. Monroe Community College is currently closed and will reopen on Wednesday, February 22. Your email/message will be returned as soon as possible.”*
 - Option B for those who will be out the entire winter recess: *“Thank you for your email. Monroe Community College’s winter recess is February 19 through 26. Classes will resume on Monday, February 27. I will return your email as soon as possible.”*
- Adjust our voicemail greeting. Either activate your out-of-office voicemail greeting, which does not allow callers to leave a message or record a new voicemail greeting that does allow callers to leave a message:
 - Option A for those who will return to the office on Wednesday: *“Thank you for calling Monroe Community College. The college is closed and will re-open on Wednesday, February 22. Your call is important to us, so please call back on Wednesday. If you like, please leave a message at the tone. Thank you for calling”*
 - Option B for those who will be out the entire winter recess: *“Thank you for calling Monroe Community College. The college is closed for winter recess and will re-open on Monday, February 27. Please call back at that time. Thank you for your cooperation.”*
- Look for information in the *MCC Daily Tribune*, submitted by the Payroll Office, that will provide specific direction regarding time sheet submission.
- Submit your time sheet before the end of day on Friday, February 17 or when systems come back online on Wednesday, February 22. Supervisors must approve time sheets by Thursday, February 23.
- Turn off your computer.
- Thank a member of the Communications and Network Services staff for their hard work to make this important upgrade go as smoothly and as cost-effectively as possible.