



Campus Updates and Resources for Staff

We know this has been a difficult and challenging time, and we are grateful for your continued hard work and dedication in response to the COVID-19 pandemic. As part of our ongoing effort to keep you updated, we have compiled some important updates and information.

We know that this crisis impacts everyone and every department on our campus. We recognize that you may have additional questions or concerns, and encourage you to visit our [COVID-19 Incident website](#) which we are updating as frequently and as quickly as possible. Thank you for your understanding and flexibility during this constantly evolving situation. You may also email questions or suggestions to covid@csusm.edu.

We know this is a stressful time and we are here for all members of our campus community. The Employee Assistance Program offers confidential services for a wide range of concerns including anxiety and stress. For more information, visit the [CSUSM EAP webpage](#).

Virtual Town Hall for Staff: Friday, March 20

President Neufeldt will host a virtual town hall for staff at 11 a.m. on Friday, March 20 regarding the current COVID-19 pandemic and CSUSM's response. Staff may submit questions anonymously in advance through the [Town Hall Questions form](#).

President Neufeldt will be joined by CSUSM CSUEU Chapter President Vanessa Vincent, Interim Provost and Vice President for Academic Affairs Dr. Ranjeeta Basu, Interim Medical Director Dr. James Chun, Senior Director of Human Resources Lisa McLean, Chief of Police Lamine Secka, and Dean of Students Jason Schreiber.

To access the virtual forum:

<https://csusm.zoom.us/j/301642046>

+1 669 900 6833

Webinar ID: 301 642 046

Provost Search – Final Candidate Virtual Visit Postponed

The final Provost candidate virtual campus visit has been postponed to next week given that so many members of our community are working very hard during this week of transition to move instruction and services. Please reserve your calendar for March 26 at noon. Participation information is below:

Virtual Open Forum – March 26, Noon-12:50 p.m.

<https://csusm.zoom.us/j/902371140>

+1 669 900 6833

Meeting ID: 902 371 140

Resources for Students, Families and Community Members

We know many of our students and their families may be experiencing heightened stress and anxiety in this difficult time. We have created a [Student Resources](#) and [FAQs webpage](#) that provides information and answers, including how to access virtual services and updates on academic support, financial services, enrollment management, community centers and resource offices, housing, student governance and organizations, and sports and recreation.

Should students reach out with questions, you can direct them to that [webpage](#) or encourage them to email covid@csusm.edu.

We have also created a separate [Families and Community Resources](#) and [FAQ webpage](#), which includes information on available community-based resources and services.

Live Paychecks Will Be Mailed to Home Addresses

To ensure the maximum level of safety for all employees, all "live" paychecks for the March master payroll will be mailed no later than Friday, March 27 to the home address on file with the university. We urge all employees not on direct deposit to log in to PeopleSoft employee self-service MyCSUSM no later than Monday, March 23, to confirm the home address on file is accurate, and make any updates as necessary. Upon accessing MyCSUSM, employees can update their address by selecting "My HR Resources" and then "Personal Information."

As the César Chávez holiday is not a bank or postal holiday, we anticipate delivery of pay warrants by March 31 or April 1 at the latest.

If you anticipate a unique challenge with having your paycheck mailed, please contact Student Financial Services at sfs@csusm.edu.

Please note that pay stubs for employees on Direct Deposit will not be mailed. They will be kept on hand for when all employees return to campus. Digital copies of pay stubs can be accessed through MyCSUSM.

Technical Support is Available

As the campus moves to a virtual environment, Instructional & Information Technology Services (IITS) has technical support resources and services available to support you throughout this transition and beyond. The [IITS For You](#) website provides information and options that will help you adjust to working in a virtual environment.

Additionally, IITS is available to provide technical support. Please use the following contacts for technical support:

- General Technology Support: helpdesk@csusm.edu
- General Instructional & Cougar Courses (LMS) Support: cchelp@csusm.edu
- Remote Desktop Support: helpspot@csusm.edu
- Microsoft Teams: teamssupport@csusm.edu

Staff will find additional information on the [IITS for Staff webpage](#) on topics such as: accessing your computer remotely, collaboration tools, scanning documents using a cell phone, OnBase and Adobe Sign, accessing software and files, voicemail and call forwarding, and safe computing practices.

Mail Services

With most employees working remotely, temporary changes to mail distribution have been initiated. Mail will not be delivered to buildings. Instead, departments can go to Distribution Services at the University Services Building (USB) to retrieve mail at their convenience.

- Distribution Services will receive U.S. mail and packages at USB Monday-Thursday (closed Fridays).
- U.S. mail will be sorted and packages will be scanned into CSUSM's tracking system Monday-Thursday.
- Departments may pick up mail/packages at USB from 10 a.m.-2 p.m., Monday-Thursday.
- Outbound U.S. mail/packages may be dropped off for processing at USB from 10 a.m.-2 p.m., Monday-Thursday.

The USB is located in the northwest corner of campus near the University Police Department. Distribution Services is in the rear warehouse section of USB behind the Facilities Development Management area.

Contact Distribution Services at distributionservices@csusm.edu with any questions.

Temporary Telecommuting Agreement

CSUSM is encouraging temporary telecommuting where management has determined it is appropriate and possible. Supervisors will be reaching out to their staff soon with information about completing a Temporary Telecommuting Agreement form to ensure that all policies and procedures are followed.

We know that you may have other questions, we are working to update and provide information as quickly as possible. Please continue to direct your questions to covid@csusm.edu and we will work to answer emails as soon as we can.

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