Memo To: UC Staff
From: Todd S. Hutton
Subject: Office Coverage During Winter Break
Date: December 1, 2015

A reminder that for 2015-2016, December 24th, December 25th, and January 1st are College holidays. In addition, I have designated December 21, 22, and 23 as Winter Break days. With the exception of the offices listed below, the College will be closed on those days and staff members will be given time off with pay. Please see below for instructions for recording your time. Also, please be reminded that the decision to institute a Winter Break period occurs on a year-to-year basis, depending on the needs of our students and the College.

I would like to thank department supervisors for providing thoughtful coverage plans for this year’s Winter Break. The following offices will remain open on December 21, 22, and 23, and will be staffed appropriately:

- Admissions (Graduate and Undergraduate)
- Athletics
- Campus Safety
- Enrollment Operations
- Facilities Management
- Mailroom (will be open all three days until mail distribution is complete)
- Registrar
- School of Online and Extended Studies
- Student Financial Services
- Student Success

In addition:

- The Office of the President will be open on December 21 and 22, and will close at noon on December 23.
- The Office of Human Resources will be closed during Winter Break, but all inquiries may be directed to hr@utica.edu as this email address will be monitored daily during the break.
- The Payroll Office will be open on December 21 and 22, and will be closed on December 23.
The Office of Financial Affairs will be open on December 21, 22, and the morning of December 23.
The Copy Center will be open on December 21 and 22 from 8:00 a.m. to 2:00 p.m.
The Office of Advancement will have telephone coverage on December 21, 22 and 23. Gifts will continue to be processed during this time.
IITS will have coverage on December 21, 22, and 23 from 9:00 a.m. to 5:00 p.m.
On December 24, December 25, and January 1, the Offices of Campus Safety, Facilities Management, and IITS will be on-call for emergencies if needed.

All other offices must make provisions to regularly check mail (which will be delivered each day during Winter Break), voice mail, and email. See the attached information regarding setting temporary greetings for your phone and using standardized outgoing voice mail messages, and also remember to set your email vacation response option. (In Google mail, this option can be found by clicking on the “gear” in the upper right-hand corner and going to “Settings.”)

Non-exempt staff members who are required to work during the Winter Break should record the hours they worked on their timesheets, while exempt staff who are required to work would not record anything on their compensated absence reports. Employees who work during the Winter Break will receive their normal rate of pay, and will have the opportunity to take an equal number of days any time before May 31, 2016. Those days should be recorded under the Winter Break code.

Employees who do not work during the Winter Break should record the days under the Winter Break code.

Please contact your supervisor with any specific questions about coverage plans for your department.

Temporary Voice Mail Instructions

Instructions for Recording Temporary Greetings (see attached standard wording):

• Log in to your mailbox:
  o Press the Message key.
  o Press #.
  o Enter your password.
  o Press #.
• Press 3 to access the Greeting menu.
• Press 3 to activate your greeting.
• Press 9 to select Temporary Greeting.
• Following the prompts, record, approve, and activate your Temporary Greeting.
When prompted to “use the greeting,” press 9 to select Temporary Greeting. Do not select “All Calls” or your permanent greeting will be deleted.

Enter the number of days you want your Temporary Greeting to be in effect. Note that “today” will be included in the count, so it’s best to activate your Temporary Greeting at the end of your last day in the office.

The next time you log in to your Greetings menu, you will hear “Your temporary greeting is active for X days.”

Press 1 to deactivate the greeting and follow the prompts. If you have set the number of days your Temporary Greeting is in effect, you will not need to delete it.

**Messages for Offices that will be Open During the Winter Break**

*Set this message to begin at midnight on December 24 and expire at midnight on December 26:*
You have reached the [INSERT NAME OF OFFICE OR DEPARTMENT.] In observance of the holidays, this office will be closed on December 24th and 25th. We will resume regular business hours on Monday, December 28th. Thank you for calling, and please leave a message if you would like a return call.

*Set this message to begin on midnight on January 1 and expire at midnight on January 2:*
You have reached the [INSERT NAME OF OFFICE OR DEPARTMENT.] In observance of the New Year’s Day holiday, we will be closed on January 1st. We will resume regular business hours on Monday, January 4th. Thank you for calling, and please leave a message if you would like a return call.

**Messages for Offices that will be Closed During the Winter Break:**

*Set this message to begin at midnight on December 21 and expire at midnight on December 26:*
You have reached the [INSERT NAME OF OFFICE OR DEPARTMENT.] In observance of the holidays, this office will be closed December 21st through December 26th. We will resume regular business hours on Monday, December 28th.

*Set this message to begin on midnight on January 1 and expire at midnight on January 2:*
You have reached the [INSERT NAME OF OFFICE OR DEPARTMENT.] In observance of the New Year’s Day holiday, we will be closed on January 1st. We will resume regular business hours on Monday, January 4th. Thank you for calling, and please leave a message if you would like a return call.