FAQ/SOPs Related to the Coronavirus (COVID-19)

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A. Human Resources
   For key information see HR website: https://hr.iu.edu/relations/coronavirus.html

- **On Campus Work**
  - All faculty and staff need to review and sign the Community Responsibility Acknowledgement before returning to campus. https://one.iu.edu/task/iu/community-responsibility-acknowledgement

- **Working Remotely**
  - As per the Summer Restart Report, staff and faculty are encouraged to continue working and teaching remotely where possible through July 31.
  - Units may start bringing staff back to the office prior to August 1 if the work requires their presence on campus, or it is necessary to prepare for August 1.
  - https://hr.iu.edu/relations/coronavirus/faq-f.html#loaded

- **Recording time off during COVID-19**
  - Regardless of when scheduled and the reason for usage, vacation and PTO taken the period between March 10, 2020 and a date yet to be determined will not count towards the annual usage limit. Use the following codes below to record this time:
    - VNL (vacation no limit) code for support and service staff
    - PNL (PTO no limit) code for professional staff.
    - Employees who have exhausted all accruals (VAC, PTO, SICK, COMP, HOL, etc) would use AWB (absent without pay with time-off accruals.)
  - COVID-19 Time off Information: https://hr.iu.edu/relations/coronavirus/faq-c.html#loaded
  - If you have other specific questions, you may contact AskHR (askHR@iu.edu).

- **COVID-19 Related Leaves**
  - Effective July 1, 2021, if employees need to be away from work due to COVID-19 related illness, isolation, or caring for someone with COVID, they may use a COVID-19 leave. Visit https://hr.iu.edu/relations/coronavirus/covid-leaves-guide.html for more information about leaves. Staff may also use income protection/PTO Sick leave consistent with the applicable policy. Please discuss plans with your supervisor.
• **New Positions**
  - Effective July 1, 2021, Executive Vice President or Vice President approval is required:
    - To fill new and recently vacated appointed academic and staff positions, including visiting faculty. No approval needed for hourly hires or hourly pay increases.
    - Mid-year salary increases at 8% or above
  - Effective July 1, 2021, President or Executive President approval is no longer required for the following hiring or payment actions:
    - All externally funded appointed faculty and staff positions
    - Mid-year salary increases for Higher Level Responsibilities, career progression, and market adjustments (if below 8%)
    - Adjunct and part-time instructors
    - Independent Contractors
    - Temporary Employees, including students and work-study
    - Temporary additional and supplemental pays
    - Summer salary for 10-month faculty and adjunct positions
    - Student academic appointees
  - Executive Vice President or Vice President approval form: [https://obap-fireform.eas.iu.edu/online/pageforms/index/83bdbe65-27c4-4ff6-e580-08d7d67b268b](https://obap-fireform.eas.iu.edu/online/pageforms/index/83bdbe65-27c4-4ff6-e580-08d7d67b268b)
  - Executive Vice President or Vice President approval form FAQ: [https://cats.indiana.edu/kb-activities/s-z_staff-position-approval-request.html](https://cats.indiana.edu/kb-activities/s-z_staff-position-approval-request.html)

• **Illness**
  - If you are feeling ill, stay home. Do not come to work. Call your medical provider if feverish.
  - If you have COVID-19 symptoms visit the [IU Health Portal](https://www.iu.edu/covid/faq/index.html#symptomatic-testing). If you test positive tell your immediate supervisor. See FAQ for additional COVID information: [https://www.iu.edu/covid/testing/medical-guidance.html](https://www.iu.edu/covid/testing/medical-guidance.html)
  - Deans, Vice Provosts, and Directors have the ability to send people home if they are showing any symptoms.
  - Medical Guidance on symptoms and testing: [https://www.iu.edu/covid/testing/medical-guidance.html](https://www.iu.edu/covid/testing/medical-guidance.html)

B. Payroll
Office of the University Controller (UCO) formerly known as FMS has made the decision to work remotely until further notice. Staff will be available via phones and email. Please use email to contact your UCO payclerk if possible. If you have an emergency, you can submit the UCO Support Form ([https://controller.iu.edu/contact](https://controller.iu.edu/contact)) and someone will contact you for assistance. The customer service number will also be monitored: 812-855-0375.
  - Paper checks are only printed 1 time per week and will be mailed to the employee. Please remind employees to sign up for direct deposit.

C. Office of the University Controller
UCO staff will be working remotely as much as possible until further notice. See update on UCO support during COVID-19. This change impacts all areas of UCO. During this time, staff will continue to provide expertise and support in as timely a manner as possible. The majority of UCO teams will be available via email and phone. However, during this time, please use the methods outlined below when contacting these areas.
  - Accounts Payable [iuaphelp@indiana.edu](mailto:iuaphelp@indiana.edu)
  - UCO Customer Service [https://controller.iu.edu/contact](https://controller.iu.edu/contact)
Check printing on the Bloomington campus will be limited; checks will be printed on Monday, Wednesday, and Friday only. These changes impact check printing only. ACH payments, also known as direct deposit, will still be processed on a daily basis. Payroll checks for employees without direct deposit setup will be mailed pending address verification.

Please submit any questions using the UCO Support Form.

D. Procurement

- **Allowable purchases for employees working remotely**
  - Units have discretion to determine allowable purchases for office supplies/equipment at home, but should make an effort to use existing equipment.

- **Mask and PPE (Personal Protection Equipment)**
  - Face coverings are mandatory in campus buildings and on campus transportation. They are also mandatory in outdoor spaces when physical distancing is difficult. Read the full guidance: [https://covid.iu.edu/health-and-safety/masks-and-ppe.html](https://covid.iu.edu/health-and-safety/masks-and-ppe.html)
  - Starting July 1, 2020, allocated items, such as masks and hand sanitizer, should no longer be purchased by individual departments via traditional procurement methods such as BUY.IU or P-Card. More information and order form: [https://purchasing.iu.edu/covid/covid-ppe.php](https://purchasing.iu.edu/covid/covid-ppe.php)
  - Information on ordering plexiglass shield: [https://purchasing.iu.edu/covid/covid-plexiglass.php](https://purchasing.iu.edu/covid/covid-plexiglass.php)

- **Where can I see updates from Purchasing?**
  Please visit Procurement’s COVID-19 Resource Center: [https://purchasing.iu.edu/covid/covid.php](https://purchasing.iu.edu/covid/covid.php)

E. Travel

- **Travel guidance related to COVID-19:** [https://travel.iu.edu/covid/covid19-message.shtml](https://travel.iu.edu/covid/covid19-message.shtml)

- **Only essential travel is permitted and must be preapproved prior to the trip.**
  Pre-Approval FAQ: [https://travel.iu.edu/covid/covid19-faq-pre.shtml](https://travel.iu.edu/covid/covid19-faq-pre.shtml)

- **Travel must be booked via a Designated Travel Agency or the travel will not be reimbursable unless approved by an EVP, VP, Chancellor, Dean, or their designee.** See FAQ for more information: [https://travel.iu.edu/covid/covid19-faq.shtml](https://travel.iu.edu/covid/covid19-faq.shtml)

- **Sponsored Research**
  See important announcements: [https://research.iu.edu/news-events/announcements/index.html](https://research.iu.edu/news-events/announcements/index.html)
F. Campus Mail & Cash and Check Deposits
   • Campus Mail
     • Visit Campus Mail website for updates: https://mailsvc.indiana.edu/

   • Procedures for Cash and Check Deposits
     • Beginning with the new academic year departments should follow the SOP on the Treasurer website. Treasury Policy FIN-TRE-120 https://treasurer.iu.edu/treasury-operations/business-functions/banking/doc/department-deposits-sop.pdf
     • However, some departments may still be working remotely when the new academic year begins then they can continue with deposits which can be reduced to weekly if the department is working remotely, regardless of the amount. Awaiting deposit must be kept in a secure, locked device until deposited.
     • In the SOP it advises departments what to do for cash and checks. Accountable mail is running daily. IUPD is weekly but if department needs additional pick-ups from then they will accommodate.
     • IUPD and bank pickup Fridays only.

   • IUF Deposits
     Effective immediately, IUF deposits must be mailed to their lockbox. This will allow IUF to continue to record and issue tax receipts to donors remotely.
     The lockbox address is:
     IU Foundation
     P.O. Box 6460
     Indianapolis, IN 46206-6460

G. International Students
   The Office of International Services (OIS) is in continual, direct communication with IU’s international student population, so the first guidance is always to direct the international student to consult with the advisors in OIS. There are links on their website (https://ois.iu.edu/) about how to contact them currently and they also have a full webpage with specific advice for international students on COVID-19 (https://ois.iu.edu/coronavirus/index.html).

   • The OIS continues to offer modest emergency funding for international students facing severe financial hardship, through the same procedure as they normally administer.

H. Information Technology
   1. Services to facilitate working remotely:
     • IUanyWare: https://uits.iu.edu/iusanymware
     • IU VPN (OneStart): https://one.iu.edu/task/iu/iu-vpn

     Important information about using virtual private network VPN (from IT Community Partnerships on behalf of Campus Networks):
     ▪ Unless you need to connect to a service that requires VPN, you do not need to use it. Since using VPN routes traffic through IU, you may have a better experience connecting to external systems like Canvas and Zoom if you don’t use VPN. You also don’t need to
use VPN for most IU services like email. Use VPN when you need to access on-campus resources like shared network drives or the WCMS.

- **If you are using unknown or untrusted public Wi-Fi** to transmit confidential financial data, or data protected by federal laws, such as FERPA and HIPAA data, VPN is needed to encrypt data.

- The KB doc [Keep working during prolonged campus or building closures](kb.iu.edu/d/home) gives guidance for not only using VPN but also valuable guidance for those working (or taking classes) from home. **Some things to keep in mind about VPN:**
  - You cannot use VPN while on campus
  - Use VPN only when:
    - a. You are trying to access a service you can’t get to another way like a shared network drive
    - b. You do not trust the internet connection you are using
    - c. Your IT Pro has told you that you need to use VPN
  - You don’t need a VPN connection to:
    - d. Use learning tools, such as Canvas, Zoom, or Kaltura
    - e. Read your IU email over the web
    - f. Work with your files in Box
  - See [kb.iu.edu/d/home](kb.iu.edu/d/home) for more details.
  - See also [keepteaching.iu.edu](keepteaching.iu.edu).

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1. **Bursar**

Students that have account questions or need financial assistance should be directed to Student Central at scu@indiana.edu.

1. **Late Fees**
   - Past due bursar accounts are subject to late fees. If IU departmental staff have a situation and their students need an exemption from late fees departments can email bursar@indiana.edu. As a reminder those who work with students the bursar@indiana.edu is for IU Internal use only. Students should not be directed to bursar@indiana.edu. If a student has concerns about late fees, or any other type of question they should contact scu@indiana.edu as students need to work with Student Central [https://studentcentral.indiana.edu/contact/index.html](https://studentcentral.indiana.edu/contact/index.html)

2. **Past Due Encumbrance Threshold Increased**
   - The past due encumbrance threshold increased from $200 to $5,000. Students who have accounts in collections or write-off will still be encumbered regardless of balance due.

3. **Bursar is processing departmental deposits daily.** However, for those who work with students, please do not advise students to pay in person at Poplars. The payment window in Poplars is closed. The SCU page has been updated to reflect how students should make payments- [https://studentcentral.indiana.edu/pay-for-college/pay-bill/payment-options/index.html](https://studentcentral.indiana.edu/pay-for-college/pay-bill/payment-options/index.html)
FOR DEPARTMENTS:

- If you are on campus, deposits can be sent via accountable mail or IUPD. Accountable mail is running daily and IUPD is running every Friday. Contact banking@indiana.edu to schedule IUPD pick-up.
- The past due encumbrance threshold increased is $5,000. Students who have accounts in collections or write-off will still be encumbered regardless of balance due.

  Office of the Bursar
  Poplars W109
  400 E 7th Street
  Bloomington, IN 47405

- If you have questions regarding deposits or change orders, contact banking@indiana.edu.
- Change order requests can be made here.
J. COVID-19 Websites

- IU COVID-19 website: https://coronavirus.iu.edu/
- Presidential Statements: https://president.iu.edu/speeches/statements/index.html
- UCO Payroll: https://controller.iu.edu/services/payroll-processors
- HR IU Employees & Coronavirus: https://hr.iu.edu/relations/coronavirus.html#loaded
- HR Hiring FAQ: https://hr.iu.edu/relations/coronavirus/faq-g.html#loaded
- Wells Library updates: https://libraries.indiana.edu/news
- Guidance for Research Operations at IU: https://research.iu.edu/coronavirus/#ora
- Coronavirus (COVID-19) at IU: https://covid.iu.edu/