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| **team** | |
| **Group Name:** | Constituency Engagement – Staff Division |

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| **Members** |

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| --- | --- | --- | --- |
|  | Winifred Williams |  | Kevin Kennedy |
|  | Marshawn Brown |  | Gretchen Carey |
|  | Karen McNear |  | Mark Torrez |
|  | Matthew Lewis |  | Ariana Lewis |
|  | Joyce Knight |  | Naomi Gitlin |
|  | Megan Barry |  | Dawn Fitzgerald |
|  | David DeBoer | | |

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| **Composition** |

**Team Overview**

* Executive Sponsor: Winifred Williams, PhD – V.P. Human Resources
* Division Supervisor: Marshawn Brown - Executive Director, Diversity and Inclusion

**Team Member Composition**

An inclusive group of Loyola staff members representing multiple constituencies of the Loyola community. Included are staff representatives from:

* Human Resources;
* University Staff Council;
* Each Chicagoland Campus (Health Sciences, Lake Shore, and Water Tower);
* University Diversity and Inclusion
* Academic staff leadership from the College of Arts & Sciences; and
* Mission and Ministry, University Marketing & Communications, Information Technology Services, and the Wellness Center.

On July 8, 2020, the [Office of Institutional Effectiveness](https://www.luc.edu/oie/) launched the [Faculty and Staff Return to Campus Fall 2020 Report](https://www.luc.edu/media/lucedu/oie/Faculty%20and%20Staff%20Fall%202020%20Return%20to%20Campus%20Report.pdf). 1,051 Staff members participated. While the survey primarily focused on learning more about participants thoughts regarding returning to work during COVID-19, respondents had an opportunity to share feedback about their technology experiences and needs while remotely working.

Many Staff respondents reported that they did not experience challenges with a variety of technologies (i.e. Microsoft Outlook) but some feedback indicated there are opportunities to provide Staff with information and training about technology resources that are available to support expeditious and collaborative team work.

The *Constituency Engagement – Staff Division* team recommends LUC colleagues review the following technology resources available through Information Technology Services and Skillsoft. The tools are suggested based on three primary themes derived from staff feedback, including   
Internet Access, Connectivity Difficulties, Computer or Laptop Difficulties, and Zoom Difficulties. The training materials can provide you with timely access to online repository and communication resources that support teleworking.

**Resource Library**

* **Information Technology Services –** [***Keep Working***](https://www.luc.edu/its/keepworking/index.shtml)**Topics**
  + Academic Continuity
  + ITS Academic Continuity Resources
  + Remote Desktop
  + Outlook Email
  + SoftPhone
  + Computers and Peripherals
  + Video Conferencing
  + Chat
  + Office 365
  + OneDrive and SharePoint
  + Adobe Creative Suite
  + TechConnect
  + Multi-Factor Authentication (MFA)
  + Loyola Secure Access (LSA)
* **Zoom**
  + [Online Tutorials](https://www.luc.edu/its/itrs/teachingwithtechnology/zoom/)
* **Microsoft Teams**
  1. [Microsoft Teams: Getting to know the application](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam20_01_enus)
  2. [Microsoft Teams: Communicating via the App](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam20_03_enus)
  3. [Microsoft Teams: Formatting, Illustrating & Reacting to Communications](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam20_04_enus)
  4. [Microsoft Teams: Making calls, Organizing contacts & Using Voicemail](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam20_07_enus)
  5. [Microsoft Teams: Using Teams & Channels](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam20_02_enus)
  6. [Microsoft Teams: Creating, Joining & Managing Meetings](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam20_08_enus)
  7. [Microsoft Teams: Creating, Finding & Organizing Files](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam20_05_enus)
  8. [Microsoft Teams: Working with Apps, Tabs & Wiki](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam20_06_enus)
* **Microsoft Office 365 Teams**
  1. [Microsoft Office 365 Teams: Sign-in and Setup](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam17_01_08_enus)
  2. [Microsoft Office 365 Teams: Teams and Channels](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam17_02_10_enus)
  3. [Microsoft Office 365 Teams: Conversation Tools](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam17_03_11_enus)
  4. [Microsoft Office 365 Teams: Call and Meeting Tools](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam17_05_11_enus)
  5. [Microsoft Office 365 Teams: Creating, Finding, and Sharing Information](https://luc.skillport.com/skillportfe/main.action?path=summary/COURSES/ds_msteam17_04_09_enus)
* **Additional Professional & Personal Development Training**
  + Skillsoft: [luc.skillport.com](luc.sillport.com)