Questions and Answers about Ara Operations at Alert Level 2
*edition 2, Friday 15 May*

Q. What do I need to do with the Contact Tracer app?
As part of our Health and Safety plan under Alert Level 2, all Ara colleagues and students must let us know every time they are at an Ara site by noting this in the Ara Contact Tracer app. If you return to the site a couple of times each day please note this in the app each time.

Ara colleagues:

- If you have a ***personal mobile phone*** you can do this via myAra. Instructions are available here on InfoWeb.
- If you have an ***Ara mobile phone***: download the app once, and use it each time. Instructions on how to do this are available on InfoWeb.
- If you don't have an Ara phone, you can use the ***desktop version*** of the Ara Contact Tracer App which is available from your screen desktop on your Ara computer, along with instructions for use – look for the icons shown on the right. When you connect to the app you may be required to verify your sign in to Microsoft 365 using your Ara account.
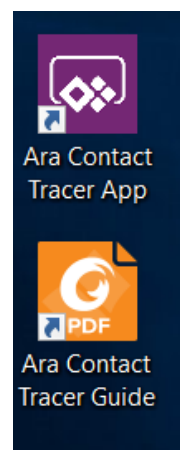
Ara students:

- Go to myAra and look for the green button as shown on the right. Click on this button to let us know which site you are on, and repeat this as you leave the campus.
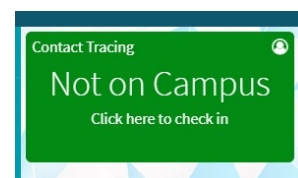
If you have any questions or need help with the Ara Contact Tracer please contact the ICT Service Desk on 03 940 8800 or ICTServiceDesk@ara.ac.nz.

Q: Exactly what information is the Ara Contact Tracer App recording?
The Contact Tracer only collects data that is relevant to the Government's tracking requirements; such as users' names, locations, and the times at which they enter and leave sites. Class registers and other electronic methods will continue to record the other data we need to keep.

All App data collected during this period will be deleted once the tracing requirement has lapsed, which is in accordance with the strictures of New Zealand's Privacy and Records Management Acts. All personal details will be kept confidential.

Q. Do I need to do anything else aside from the Contact Tracer App to come back on site during Alert Level 2?
All Ara colleagues must complete our Health and Safety Induction before they come back on site. This is available here and only takes about 10 minutes to complete. You don't need to complete the induction if you're continuing to work from home.

Students need to follow the directions provided by tutors. Your first class on site will include a series of health and safety reminders.

Q. What is Ara doing to keep sites clean with more people on site?
We have completed a deep clean of all Ara sites while in lock-down and will continue to clean with increased frequency across all our sites, including stair rails, door handles, button exits, air conditioning units, keyboards and mice.

Cleaning of all campuses and their spaces is being carried out to Ministry of Health guidelines:

- https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/covid-19-safety-plan-what-you-need-to-think-about/
- https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/general-cleaning-information-following-suspected-probable-or-confirmed-case-covid-19

We continually monitor guidelines and activities to ensure we meet the required standards. In line with government requirements, we are providing sanitisers across our sites for you to use whenever you like, especially in communal or 'hot-desk' style spaces, as well as all lecture theatres and other areas.

Q: How can I get help from the ICT Department during Alert Level 2?
The ICT Service Desk will be available on an appointment-only basis for face to face support.

Colleagues and students can access the team with a phone call or email during weekdays from 8.30am until 4.30pm - phone 03 940 8800 or email ICTServiceDesk@ara.ac.nz. You can also visit techassist.ara.ac.nz for ICT support at any time.

A small team will be on site each week day to support ongoing business and teaching activities including systems and AV checks, and asset renewals and deployments will continue as required.

Q: Will student and staff common rooms still be available?
We're opening the spaces on site where we are confident that the required measures to keep people safe are in place. This may change as we progress through Alert Level 2. Please follow any signage that is in place.

Q: Will we need to pay for Ara car park spaces if we're not using them right now?
From next Monday, when Ara opens under Alert Level 2, all car parking will be free to colleagues and students until the commencement of Semester 2.

Colleagues that have auto-pay deductions for reserved carparks will have those payments paused during this time. We will not be providing refunds for reserved parks that have already been paid for during the shutdown period.

Q: Some universities have introduced compassionate consideration for grading - will Ara will considering this?
At this point this approach won't be applied at Ara. Instead, we'll be looking at this on a case-by-case basis.

Q: Will the Ōtautahi House rent freeze continue while students are studying remotely?
Yes, the current rent freeze for residents will continue until students return to classes on campus and therefore go back into accommodation in Ōtautahi House.

Q. With not all areas of campus open can students access printing on our sites?
Each campus will have student drop-in computers open and there is printing available at each. At the Madras campus in the city this is the room adjacent to the library known as 'the pod'. There are also printers in other areas able to be accessed by students as they normally do.

Q: Can I get some assistance for myself, or a colleague, if there are concerns about coming back to an Ara site during Alert Level 2?
Our Leaders have been having regular wellbeing check-in conversations with their teams, and you're welcome to make contact with your manager at any time to discuss any concerns.

Colleagues can contact a People and Culture Business Partner for support or to raise any concerns at any time by emailing peopleandculture@ara.ac.nz.

Students can contact our Student Voice team with any questions, at any time, by emailing the team at studentvoice@ara.ac.nz.

Q. What support is available for students who may be facing hardship challenges at the moment?
Some options to support students are available and we're pleased that students have already begun to reach out and ask for help. Any student can let us know their situation via this form, and the Student Voice team will get in touch with the student.

Q. If I am being tested for COVID-19 under Alert Level 2 what do I need to do?
We still need to know if it is possible you have COVID-19 and are being tested, and especially if you test positive. If this applies to you please email Health & Safety Manager David Currie on david.currie@ara.ac.nz.