

Provost's Corner

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April 7, 2020

Special Edition2: COVID-19 Updates

As we enter into our third week of virtual instruction, I want to thank you again for the incredible creativity, innovation, and flexibility that everyone in our SUNY Potsdam community has demonstrated during these times of unprecedented challenge. While regulations continue to evolve, and new challenges emerge, I am confident that we will continue to effectively and collaboratively determine how to meet the needs of our students while ensuring high quality and engaging instructional experiences.

It is my hope that these “Special Editions” of the Newsletter will provide helpful updates on campus policies and processes, useful resources, and tangible support for you and your students. In this particular edition, information and updates on the following are included:

- Academic Policy and Procedures Updates
- Counseling Resources
- News from Student Affairs
- Ways to Support our Colleagues and Students
- SUNY Resources
- Retention Strategies

As a reminder, all College communications related to COVID-19 are posted on the campus' [Coronavirus Updates website](#). In addition, the Associated Colleges has posted a [COVID-19 site](#) which includes joint statements from the four colleges in our region, links to each college's coronavirus website, and links to additional resources.

Please be sure to send me your ideas to include in a future Special Edition of our Newsletter, including: links to articles, websites, or other resources that you've found to be particularly helpful; new strategies that you have successfully implemented in your virtual classrooms; and ways in which you, your peers, and your students, have remained in touch during this difficult time of social distancing and self-isolation. Also, don't forget to share your stories of success—what are you, and your students, doing to address this semester's unique challenges? What new and creative ideas would you like to share?

Please take care, stay healthy, and keep in touch. *I look forward to hearing from you!*

Campus Updates

Advising and Financial Aid. In response to the COVID-19 pandemic, both the federal and state governments have made some allowances to financial aid regulations. Please ensure that all students know onestop@potSDam.edu is available to help them understand their options if they are considering S/U, withdrawals, incompletes, or have any other questions about their continued aid eligibility. It is important to note that, as with everything at this time, these changes are fluid. One Stop is receiving new updates from the government regularly, so the information we have available is likely to change.

Financial Holds and Registration. Due the pandemic, we realize that many of our students will be experiencing unusual financial strains. We are therefore allowing students to register for the Summer and Fall, 2020 semesters if they currently have a financial hold. It is important to note that the campus is currently not billing students (no bill has been run or holds applied to any student account since February 15, 2020). Therefore, all students who currently have a financial hold are students that had a past due balance for this or a previous semester prior to the pandemic. In addition, students who currently have an outstanding balance *may* find that balance removed when the Dorm/Meal Plan credits are processed later in the spring.

Given this unique situation for the Spring, 2020 semester only, the following will be implemented:

- Advising for all students (including those with financial holds) should be completed as normal.
- All students without holds should complete their registrations first.
- When regular registration is complete (4/24), those with financial holds can then register for Summer and Fall courses. They will have a registration window of April 24th to May 27th.
 - Students will be able to do this online themselves, as they normally would. Their all services (AS) holds are being temporarily converted to a CV hold which will not restrict registration.
- Students will be dropped from their Summer and Fall, 2020 registrations if their Spring, 2020 bill is not paid by June 30th.

We believe this solution will ethically allow these students to register, while also discouraging those who maintain past-due balances. In this way, we hope to be both sensitive to this unusual situation while continuing to emphasize the campus' shift towards balances being due prior to the start of the semester.

S/U Grading Option and Withdrawals. Students seeking to change to S/U grading or withdraw from a course after the April 3rd deadline, as a result of either the virus itself or issues related to it (e.g. changes to classes as a result of the shift online), should contact the Student Success Center from their Potsdam account to be considered for a late S/U or course withdrawal. S/U and Withdrawal requests will be considered through the last day of classes (Friday, May 15th, 11:59pm).

Students that have an account hold for a balance due can also be considered for a late S/U or withdrawal. Additionally, for undergraduate students, courses taken S/U in the Spring 2020 semester do not count toward the 14-credit hour maximum. Undergraduate students who need to withdraw from a course due to issues relating to the pandemic or other emergency may be eligible for an emergency withdrawal (W*). If approved, an emergency withdrawal will be noted on the permanent record as “W*” and will not be considered as part of the 14-credit hour maximum.

Undergraduate students are advised to consult with their advisor and/or the Student Success Center to confirm that the S/U option is allowed within their particular program and will not negatively impact time to degree completion. Graduate students should contact the Office of Graduate and Continuing Education. *Please note:* Undergraduate students in need of advising help can [chat with a Student Success Center advisor](#) between 1:00pm and 4:00pm weekdays from now until the end of the semester.

Academic Standards. At the close of the semester, grades will be posted and academic standards applied. Consistent with College policy for Summer and Winterim sessions, undergraduate students that would normally be dismissed at the end of the Spring 2020 term as a result of this review will instead be granted automatic waivers of their dismissal. They will be eligible to return for Fall 2020 on *academic probation* and will be required to participate in the Academic Mentoring Program (AMP) to support their speedy academic recovery.

Academic Catalog Revisions. As a reminder, the 2020-2021 SUNY Potsdam Academic Catalog will be published July 1, 2020. Given the publication cycle, the Registrar’s Office is requiring that all changes to the next catalog (curricular, policy, and other content) be approved through required campus processes and submitted to the Registrar’s Office **by April 30th** for publication in next year’s academic catalog. The Registrar’s office will share updated catalog text with departments by May 15th for verification by June 1st for accuracy prior to the catalog being published. Please contact *Stephanie Claxton* (claxtosc@potsgdam.edu) if you have any questions or need any help accessing the “in-progress” 2020-2021 catalog to review your current content.

Outlook. As a reminder, because of our move to all-virtual meetings and class sessions, all faculty and staff are to maintain their schedule and availability using Outlook. Information about using Outlook can be found in the [Teaching Tech Tools website](#).

SSC Updates. The Student Success Center (SSC) team is now offering Drop-in Advising support 1:00pm-4:00pm Monday through Friday. They have created a standing Teams meeting that students can join to access the SSC advisors (more details below). The meeting is open to anyone and will allow multiple participants at any given time. If a conversation is sensitive, it will be moved to a separate chat channel while other participants remain in the main session. Students needing attention that cannot be provided in the pop-in environment will be scheduled for a formal appointment at a later time.

Students in need of advising help can use the link below to chat with a Student Success Center advisor between 1:00pm and 4:00pm weekdays from now until the end of the semester. Staff are available to help with advising questions. No need for an appointment, just click the link any time from 1:00pm-4:00pm M-F: [Join Drop-in Advising](#).

Enrollment Census. In order to avoid large numbers of students losing aid eligibility and/or unnecessarily failing courses this spring, the SSC has implemented the use of an *Enrollment Census campaign* through Navigate. The campaign solicits attendance input from faculty during the week of April 6th in order to begin the tracking of students who have not been attending since the start of the distance learning phase of the semester (March 23rd through April 10th). Specific information on this campaign was sent to instructional faculty via email on April 6th.

The information gained through this Census will allow the SSC and OneStop to follow up with flagged students in order to ascertain how the campus can best support their academic progress.

Much like social distancing, the Enrollment Census only works if everyone participates.
Thank you!

Navigate Alerts. I want to thank those of you who have been submitting alerts in Navigate to identify the students who need tech support during our rapid transition to distance learning. Your care for your students' success and wellbeing is reassuring - compassion and attention to our shared struggles make the grind of this worldwide crisis more bearable.

I wanted to be sure that you were aware of what happens after you submit an alert. Two staff who report through *Jenica Rogers* (Lougheed Center for Applied Learning) have stepped up to work on student tech challenges during this semester:

- **Bethany Parker**, Coordinator of International Programs and Services, has taken the lead on addressing the *Navigate alerts about students with distance learning challenges*.
 - **Scope:** These challenges have been incredibly varied! No internet access, no smartphone, no computer, no textbooks, she's seen it all, and more. She has 80-ish open cases in progress right now.
 - **How:** If you have a student facing one of these challenges with distance learning, please submit an alert via Navigate. If you have a technology-related concern about a student, but do not have access to their records in Navigate, please email Bethany, who can check to see if someone else has reported the issue, or can enter the report on your behalf.
 - **What:** Bethany triages and attempts to understand the scope of the student's problem. Our solutions sometimes are campus collaborations (e.g., CTS is repurposing laptops used for instruction to send to students), SUNY-sponsored (e.g., there are more laptops arriving on campus very soon, to be mailed to students who need them), or may need faculty intervention (e.g., contacting publishers about free copies of texts for classes you're teaching). Bethany is determining the appropriate course of action based on campus resources and pursuing them until the situation is resolved. When the situation is resolved, the case is closed in Navigate -- and the referring faculty member will be notified of this closure.
 - **Limitations:** One insurmountable issue for us is lack of internet access for a student. If they are unable to get access to the internet using the options gathered on our website (<https://www.potsdam.edu/studentlife/support/internet-access>), any further solutions are very difficult to determine. At this point the case is referred to the appropriate Dean's office to pursue other instructional strategies that are not reliant on internet access.
- **Jim Hubbard**, Associate Director of the Lougheed Learning Commons, has mobilized a team of student employees to provide *helpdesk support for students with software issues*. These services mirror what was provided face-to-face at the Tech Desk in the Lougheed Learning Commons.
 - **Scope:** Not sure how to use Moodle? Can't figure out how to format something in Word? Zoom won't connect on their laptop? These are the kinds of questions Jim and his team can tackle.
 - **How:** They are available by email at helpdesk@potsdam.edu (from a potsdam.edu email account).
 - **What:** All tickets are handled through processes similar to what faculty and staff see when we email the CTS helpdesk -- a ticket is created, and the student on duty works to solve the problem, then closes the ticket when the problem has been resolved or referred.

- **Limitations:** Please be aware that since this is a remote service, the focus is on software only! We cannot and are not fixing hardware issues. We also can only help those that ask for help - *please publicize this to your students!*

The focus of the “Distance Learning Challenges” group is to address students’ immediate technology needs. If your students have checked into Moodle previously and have stopped attending, there are a few options you can use:

- Use the directions shared in the Provost Newsletter (in the following “In Case You Missed It” section) to send text messages to your missing students via Navigate.
- Submit a Progress Report or an Alert for Poor Attendance/Participation.
- The best option right now is to be using text messaging to contact your students. If you find through those communications that the student has tech needs, please submit an alert for a Distance Learning Challenge in Navigate and provide as much detail as you can.

If you have any questions about student technology support, please reach out to Jim (hubbarjl@potdam.edu), Bethany (parkerba@potdame.du), or Jenica (rogersjp@potdam.edu). They will do their best to solve the problems as they arise!

Library Chats. SUNY Potsdam’s Librarians are available for chats with students Monday through Friday, from 9:00am to 5:00pm. Please pass along the following link to your students: <https://library.potsdam.edu/ChatWidget>.

Resources for Students. Please be sure to share with your students the link to our *Learning Remotely* website: <https://www.potsdam.edu/studentlife/wellness/healthservices/campus-health-alerts/coronavirus-updates/student-information/learningremotely>.

In addition to the main campus [Coronavirus Updates webpage](#), we have gathered many additional resources to help students during this challenging time. Please pass these along to your students:

- [Student Information](#) – includes campus updates and announcements specific to students
- [Student Tech Support](#) – how to access technology support
- [One Stop Information](#) – updates about Student Accounts, S/U grade & course withdrawal options, etc.
- [Advising & Registration](#) – how to apply for overloads, overrides, and change your major remotely
- [Academic Services](#) – how to access academic support remotely
- [Libraries COVID-19](#) – resources and library services available remotely
- [Academic Internships](#) – explains the options for those unable to complete required internship hours

- [Coping with the COVID-19 Pandemic](#) – resources and help links for managing the emotional challenges we are all facing during this time
- Also, don't forget about the [Bear Care](#) site, which provides resources for financial and wellness support.

Counseling Resources. The Counseling Center continues to update the [SUNY Potsdam College Counseling Center](#) Facebook page and [suny potsdam ccc](#) Instagram page with tips, videos, links and cute therapy dog photos. I would encourage you to follow them if you are on social media, as you will find information on these sites that may be helpful for you and for your students.

The Counseling Center has also created a faculty support video that overviews how you can help your students: <https://youtu.be/0evdbi6vfj8>.

You are also encouraged to take advantage of the counseling options that are now available, through either individual or group Zoom meetings with a counselor. The following links provide additional information on online counseling:

- <https://www.talkspace.com/blog/online-counseling-versus-traditional-therapy/>
- <https://www.verywellmind.com/best-online-therapy-4691206>

Testing Accommodations. Did you know Moodle allows you to add extended time to tests and quizzes? If you have a student with a testing accommodation, you can easily add extended time to their test/quiz. Instructions can be found here: [Online Accommodations](#).

SSC Scholarship Award Nominations. Given the hardships and challenges of our current situation, now is the best time to recognize students who have persevered to overcome these difficulties. We anticipate awarding at least two \$500 scholarships for 2020-21.

To nominate a student for the *SSC Student Award*, please complete the online [SSC Student Award Nomination Form](#) by **April 15th**. Nominees must show evidence of perseverance amidst personal and/or academic hardship, have used the services of at least two (or more) offices in the SSC, and have a minimum GPA of 2.75. Questions? Contact *Annette Robbins* robbinal@potsdam.edu.

Zoom: Change in Security Settings. Zoom has made certain [security settings](#) default settings (e.g. Passwords are now required and Zoom has locked this feature, so it can't be turned off). As a result of these change, you may need to resend/repost meetings to ensure participants have

meeting passwords and IDs. Updates to these features will be provided in our COVID-19 [Tech Tools](#) site.

Retention RoundUp

Given the extraordinary challenges faced by faculty, staff, and students during COVID-19's "new reality," what are the strategies that you are using to retain our students—both during this virtual semester as well as into the future? Here are some ideas that have been shared by your colleagues:

- *Schedule weekly one-on-one Zoom/video meetings with your students.* Be sure to check to see how your students and their families are doing in coping through this crisis; and don't forget to flag any technology challenges in Navigate.
- *Keep a close eye on assignment due dates,* and contact students immediately who are lagging behind. Call/email/text to make sure that they are OK, and whether there are resources that the campus can provide to support them through their challenges.
- *Consider hosting virtual "social hours" with your students.* Perhaps share a time when you are engaging in a favorite hobby—like knitting or practicing your flute—and invite students to join you. Or maybe plan a virtual dance or karaoke party!
- *Share pet photos!* As we live in a temporary state of isolation, our pets have become an even more integral part of our lives. Encourage students to share photos of their pets, and create a virtual bulletin board for the class.
- *Invite virtual guest speakers* to join your class. One of the advantages of online instruction is the globalization of the modality—let's invite in experts from around the world to share their insight and unique perspectives!
- *Send students your favorite (past) photos of campus, Potsdam, and region*—to remind them what a wonderful place this is (and how much we miss them)!
- *Create quick videos in which you share how you are coping with this new reality* (including the humorous and unexpected!), and encourage students to share their coping strategies as well.
- *Hold open "check in" hours,* where students can simply share what they're doing and provide support for each other.
- *Provide feedback on students' grades.* Students are reporting that they are feeling very anxious about their progress in their classes, particularly after the shift to distance learning. Be sure to provide regular feedback on how they are doing academically!
- *Provide guidance on managing time.* Share with students how you are organizing work from home, including setting deadlines; host brainstorming sessions to share what's working to effectively manage time.

What are you finding to be particularly impactful? Please share your ideas!

Promote Online Events on Get Involved. Campus Life invites all campus entities to advertise any planned online events and activities on [Get Involved](#). The platform features a new location of "online," where links and other relevant information can be provided. The goal is to capture all online activities on Get Involved, so they are in one place for students to access. Please email *Ariel Adams* at adamsad@potsgdam.edu to submit online events.

Summit Leadership Program- Moving Online. Several online Summit Leadership workshops are now available for students at: <https://getinvolved.potsgdam.edu/events>. Both pre-recorded and live-stream workshops options are available to include the following topics:

- StrengthsQuest
- Building an Effective Team
- Conflict Resolution
- Small Space Workshops
- Power Skills Employers Seek
- Focus 2 Career Assessment
- Cover Letter Writing
- Networking and Self Marketing
- Job and Internship Search Strategies
- Digital Branding and LinkedIn
- Industry Insight and Salary Negotiation

More workshops will be added soon! Please spread the word to students - these might also be helpful as extra credit assignments. Faculty/staff who are interested in offering a workshop in an online format, please contact *Ruth Policella* at policera@potsgdam.edu. For more information about Summit go to: <https://getinvolved.potsgdam.edu/organization/summit>.

Recognize Your Outstanding Students: Student Involvement Record. During this difficult time, student recognition can be extremely motivational for our students and can aid in their retention. We encourage all departments to participate in the *Student Involvement Record* (SIR) initiative this spring. The SIR is an official listing of a student's campus-sponsored experiences and achievements. As such, all experiences included in the SIR are submitted by the sponsoring department. The SIR is designed to support student resume development; recognize student accomplishments; and motivate increased student engagement. Faculty/staff can utilize this tool for reference letter writing and departments can choose to utilize it for on-campus employment applications. Components included are: student organizations, leadership positions, applied learning experiences, on-campus employment, awards, and more.

An email has already been sent to all department chairs/program directors with instructions on how to submit student experiences and achievements for the 2019-2020 academic year. Submissions are due to *Lynne Durant* at durantlm@potsdam.edu by **April 17, 2020**. Please contact *Ruth Policella* at policera@potsdam.edu for more information and/or if you have questions.

Supporting our Students. President Esterberg's recent report at the faculty meeting highlighted the strength and resolve of the SUNY Potsdam family to meet the challenge of the COVID-19 crisis. In her remarks, President Esterberg outlined several ways we can help:

- Gifts to the *Student Care Fund* support students dealing with emergencies. Right now, that may include lost job income, housing, internet access, and class materials. This fund is managed through the Student Success Center.
- Gifts to the [*Pay It Forward Scholarship Program*](#) support students facing financial challenges that cannot be met through traditional funding assistance (including students who have exhausted, or do not qualify for, traditional financial aid). These scholarships are managed through Financial Aid and can be awarded at any time.
- Gifts to the *Fund for Scholarships* provide flexibility to support students who do not meet criteria (major, class year, etc.) for restricted scholarships.
- Cash or in-kind gifts to the *Campus Food Pantry* may help any member of our campus community who needs food or toiletries, no questions asked.
- Your words of encouragement bring moral support to students who feel isolated and disconnected from campus. Follow the College and Alumni Office on [Facebook](#) and other social media and let students know they are not alone. You can share a story or words of encouragement [here](#).

You can make your gift at www.potsdam.edu/give. These giving options are listed first in the "Designation" drop-down menu. If you have questions or need help, feel free to call or email *Sal Cania* at 315-322-8458, caniasj@potsdam.edu. Another way you can help is to post this message on your social media and spread the word. Thank you for your continuing commitment to, and support of, SUNY Potsdam.

De-Stress: A Physical Activity & Health Course. The Department of Public Health and Human Performance has recently created a non-credit course focused around *Physical Activity and Health* that is open to faculty, staff, and students. In a time when taking care of ourselves is critical, this course provides a very tangible way to stay active and engaged. The course is organized by week and covers the following topics:

- Physical Activity & Setting Goals
- Exercise

- Nutrition
- Sleep
- Stress Management
- Physical Activity & Mental Health
- Weight Management
- Exercise Technology

The content includes a video introduction, learning objectives, resources, and a “Weekly Wins” forum where participants can share and celebrate the great things we are doing to take care of ourselves throughout the week. Though the “start date” has been set for Monday, March 30th, anyone can jump in whenever you’d like!

If you’re interested in enrolling, the [Physical Activity and Health](#) course is set for self- enroll in Moodle. If you have any questions, contact *Tanya Hewitt* (hewitttk@potsgdam.edu).

Supporting our Colleagues: PACES Card Drive. In these times of unique challenge, I have been so impressed to learn of the many ways that our campus community is caring for and supporting our students, and for each other. Your innovation and initiative have truly been inspiring—thank you!

I wanted to take this opportunity to pass along the information that has been shared by the UUP and Faculty Senate regarding a specific initiative to support our PACES colleagues who have been laid off due to the impacts of COVID-19. The initial goal was to collect 140 gift cards of \$25/each from local grocers/restaurants to be distributed to these impacted employees. This drive not only supports these families, but our local businesses as well. I am so pleased to share that the drive’s initial goal has been met! A second deadline of **April 10th** has now been set... with \$2,800 to raise to meet the drive’s second goal.

Individuals that would like to contribute can send gift cards to the following (please note: in keeping with the state’s order limiting exposure, we ask that you do not go out to purchase gift cards unless you are already at the location):

UUP- SUNY Potsdam
Mail Services- John Cote
Barrington Drive
Potsdam, NY 13676

Funds can also be donated to the PayPal Card Pool (<https://www.paypal.com/pools/c/8ny3zN5s13>). For more information, please contact *John Cote* (cotejb@potsdam.edu).

I want to thank the UUP and the Faculty Senate for coordinating this effort, and *Chris Lantz* and *Jennifer Hernandez* for initiating this drive. **Thank you!**

3-D Face Shields. Calling all 3D printing hobbyists! The College Makerspace has a significant stock of Polylactic Acid (PLA), which has been approved as a sanitizable material for printing face shields for healthcare workers. Our printers are running, but yours may not be... If you have a compatible printer, we can supply the material for you to print with (while supplies last) to add to the stock of face shields the College is making available to our local doctors, dentists, nursing homes, and hospitals. If you can help, please contact *Jim Hubbard* (hubbarjl@potsdam.edu) to work out the logistics of getting the PLA to you, and completed shields back to us for distribution.

What About Those Masks? There has been a lot of information in the news regarding the desperate need for masks for our health services providers and emergency responders, as well as a more recent debate on whether or not everyone should be wearing a mask when out in public. The CDC has provided [their perspective on this issue](#), including a pattern for those interested in making masks at home. A link to the same pattern, with pictures, can also be found [online](#).

Around SUNY and the State

Resources for Inclusive Online Instruction. During the disruption caused by the COVID-19 Crisis, chief diversity officers across the SUNY System are relaying concerns about racial bias incidents against members of Asian communities on our campuses, as well as questions from staff and faculty about how to create more inclusive classrooms as they transition to online and other forms of remote instruction. The [Centers for Disease Control \(CDC\)](#) recognize that “stigma and discrimination can occur when people associate a disease, such as COVID-19, with a population or nationality, even though not everyone in that population or from that region is specifically at risk for the disease.” Together we can work to address this bias by reminding our community of the facts around the disease and generally focusing on inclusion across instruction and in our communications.

Below are links to best practices for inclusive instruction that address accessibility concerns as well as issues of micro-aggressions in the classroom. Thank you for proactively addressing issues of inclusion and equity that may arise in the online and distance learning environments.

- San Diego University shared instructional resources in a recent NADOHE (National Association of Diversity Officers in Higher Education) webinar focused on maintaining equity in a virtual classroom: <https://diversity.sdsu.edu/resources/inclusive-pedagogy>.
- The Rossier School of Education at the University of Southern California maintains a website that focuses on tools and strategies for inclusive teaching. It is organized around different facets of diversity – gender, sexual orientation, race, social class, disabilities, etc. -- and includes web resources and scholarly articles from a variety of leading institutions: <https://rossier.usc.edu/tools-for-inclusive-teaching/>.
- Appalachian State University offers insight into “humanizing” on-line instruction: <https://cae.appstate.edu/inclusive-excellence/inclusive-online-teaching>.
- Rice University’s Center for Teaching Excellence offers tips on how to create a more inclusive learning environment while teaching remotely through its blog: <https://cte.rice.edu/blogarchive/2020/3/13/inclusion-equity-and-access-while-teaching-remotely>.
- The following website for general audiences focuses on identifying and responding to bias incidents and offers 10 tips for identifying bias and 7 tips for responding to bias: <https://www.tolerance.org/professional-development/identifying-and-responding-to-bias-incidents>.

In addition, SUNY is asking for volunteers who are already well-versed in these practices to develop a webinar for faculty colleagues as part of the [SUNY Remote Teaching Clinic](#). Those interested should contact the Office of the Provost by email, provost@suny.edu.

Thank you for being attentive to these issues. For further information or resources, feel free to reach out to SUNY’s Office of Diversity, Equity and Inclusion (odei@suny.edu) or SUNY’s Office of the Provost (provost@suny.edu).

SUNY Student Resources. In an effort to support the work you are doing to help students manage this transition, SUNY has provided the following information regarding new or expanded resources:

- **Drop-in Support for Students**
SUNY has organized live, drop-in, sessions via Collaborate to assist students with the transition to remote course instruction. The goal of these sessions is to provide students with another resource to go to for questions about the basics of online/remote course delivery, successful strategies for participation, encouragement to engage, and even to address fears/concerns.

Sessions will be staffed by SUNY personnel familiar with how to quickly address common student questions about participation in online/remote courses, connect students with technical support for remote access to their courses, and point them to appropriate campus resources. Staff are available, live, now to assist! Staff will continue to be available at the days and times listed below:

- Monday - Friday 7:00AM - 12:00AM Midnight
- Saturday 10:00AM - 5:00PM
- Sunday 1:00PM - 9:00PM

To join a live session, visit:

<https://us.bbcollab.com/guest/73ee8680bb20494ca6181c2428e8a3f7>

OR Dial in: +1-571-392-7650 PIN: 258 129 3907

- **A New Student-Focused Website**

A website has been put together by the SUNY Online team that includes: Resources for Success in Your Online Course; Resources for Active Military and Veteran Students; Mental Health, Nutrition, and Technology Resources; as well as links to the Support Guides for Working with Blackboard, Brightspace, Canvas, and Moodle.

Access the website at: <https://innovate.suny.edu/covid19/students/>.

- **Open SUNY Helpdesk Open to All**

The Open SUNY Helpdesk is available to assist students at all campuses with technical support, including how to access their courses using online tools/technology. Many campuses already subscribe to the Open SUNY Help Desk service, but it is being expanded to support any campus courses that have moved to distance delivery. Access the helpdesk at: <https://online.suny.edu/help/>.

If you have any questions (or suggestions) on the above, please contact provost@suny.edu and they will connect you with the right person for response. Please help us broadly share this information with students.

SUNY's Summer Session Updates. In a recent memo from SUNY Provost Tod Laursen, it was shared that the System is already planning now for summer, and the implications of potentially still being disrupted/displaced for the fall. **To ensure that all campuses are on the same page and to assure our readiness, Provost Laursen is asking that we plan for the possibility that we will continue to be online or remote for the summer term.**

We have also recently learned that the New York State Education Department (NYSED) will [extend certain flexibilities](#) put in place for Spring 2020 to the summer. This includes flexibilities related to online or remote instruction. In addition, the System is seeking clarity from Middle States about extending their previously announced temporary waiver of substantive change requirements, including as it relates to offering programs online for those institutions not currently approved to offer programs in the distance education format.

SUNY Potsdam faculty who were already scheduled to teach this summer have been contacted regarding the likely move to online instruction. More specific information on the process for course development will be available soon.

Free Professional Development Webinars. The American Association of State Colleges and Universities (AASCU) is co-sponsoring with the Association of College and University Educators a webinar series focused on best practices in teaching online. These webinars are free, and open to everyone!

Webinar topics, dates, and times:

- **Organizing your Online Courses**, Thursday, April 9, 2:00pm
- **Planning and Facilitating Quality Discussions**, Tuesday, April 14, 2:00pm
- **Recording Effective Microlectures**, Friday, April 17, 2:00pm ET
- **Engaging Students in Readings and Microlectures**, Monday, April 20, 2:00pm

More information, including links to registration can be found here: <https://acue.org/webinars/>. The one-hour, live webinars will include Q&A with participants and will be recorded and hosted by [ACUE](#). Additional open educational resources to support effective online teaching are being offered in conjunction with [OpenStax](#). Implementation resources related to each topic are available from ACUE's [Online Teaching Toolkit](#).

OHRP Updates. The federal Office for Human Research Protections (OHRP) has compiled the following COVID-19 related resources from the government that you can access for the most updated information on the pandemic.

- FDA has a COVID -19 email box specifically being handled by a COVID team: Clinicaltrialconduct-COVID19@fda.hhs.gov.
- FDA Guidance on Conduct of Clinical Trials of Medical Products during COVID-19 Pandemic: FDA posted an update to this guidance, to include 10 FAQs. You can access the updated guidance at: <https://www.fda.gov/regulatory-information/search-fda-guidance-documents/fda-guidance-conduct-clinical-trials-medical-products-during-covid-19-pandemic>.

- Coronavirus Guidelines for America: The White House Coronavirus Task Force has issued an updated version of this guidance, which you can access here: <https://www.whitehouse.gov/briefings-statements/coronavirus-guidelines-america>.
 - Frequently Asked Questions: An interagency website for definitive information on the public's most frequently asked questions. The site currently features content from the Department of Health and Human Services, the Department of Homeland Security, FEMA, the Department of the Treasury and the Small Business Administration. Find the FAQs here: <https://faq.coronavirus.gov>.
 - FEMA How You Can Help: Learn the best way to donate, volunteer, or provide critical supplies to fight the COVID-19 pandemic. Access the website here: <https://www.fema.gov/coronavirus/how-to-help>.
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In Case You Missed It...

Teaching Remotely Website. The CCI, in collaboration with faculty and staff across the campus, have developed a [Teaching Remotely Website](#) to assist faculty in adapting to a virtual learning and teaching environment. This site is updated regularly, so be sure to check the site often! Included in this site are the following links and resources:

- [Teaching Remotely](#)- A “how do I start” step-by-step process check list.
- [How do I...](#) Helps you find tools to accomplish a specific action or activity (e.g. How do I schedule an online meeting?).
- [Tech Tools](#)- Provides training videos and resource links to programs and apps (listed alphabetically).
- [Remote Advising](#)- Provides info and resources on how to do remote advising.

Have additional questions, a request for specific training, or ideas for additional resources?
Send them to cci@potdam.edu.

Resources from the Libraries. The SUNY Potsdam Libraries have created a [Library Resource website](#) that includes updated resources and services available from the College Libraries, in effect for the remainder of the Spring, 2020 semester. Included is information on [24/7 Chat Help](#), [Online Content](#), and [E-Resources](#). Be sure to visit this site regularly, as updates are being made on a continual basis.

Student Resource Website. In addition to websites developed for faculty, a [Learning Remotely](#) site has also been created to provide resources for our students. Included are links to [SUNY Resources for Distance Learning](#), and Tips for Success including the [SSC Time Management Guide](#). Please be sure to let your students know about these resources!

Unresponsive Students. Some faculty have reported that they have not been able to connect yet with all of their students via email regarding arrangements for instruction for the remainder of the semester. Faculty can text students who have not responded to their course outreach through Navigate. However, it is important to note the texting is only to be used for extraordinary circumstances. **Therefore, please do NOT send texts to students who have been responsive to your prior outreach!**

In order to contact unresponsive students, use the following steps:

1. Log into [Navigate](#) with your campus username and password
2. At the top of your home screen is a header saying **Staff Home**
3. Click the little black triangle next to that header to select your **Professor Home**
4. On your **Professor Home**, scroll down to view **Students In My Classes**
5. Select the unresponsive students from your list by clicking the box next to their name
6. From the **Actions** menu at the top of the list, select **Send Message**
7. This will open a dialog box; select the **Send Text** tab
8. Compose your message
9. Click the blue **Send Message** button

Please note that text messages will be sent from a generic number to the cell number the student has on file with the College. Students without a cell number in the system will have their text forwarded to their Potsdam Outlook email.