

**Statewide Student Services Zoom Meeting #1**  
**March 16, 2020**  
**Chief Student Services Officer Association**  
**Topics in Alphabetical Order**

**Assessment Testing**

At PCC, we're going to offer the ESL Testing one day per week with 6 feet apart distance and the keyboards sanitized before and after

**Communication with your Teams while working Remotely**

- SharePoint which is like Google and something the college owns
- Google Doc
- One Drive by Microsoft
- Google Chat
- We're using outlook teams, that's helping, too

**Commencement & Cultural Graduation Celebrations (Going Virtual)**

California Council of **Cultural Centers** in Higher Education (**CaCCHE**), a network of professionals that embraces the diverse nature of our campuses and confirms the essential and critical role that **cultural centers** play

Zoom Meeting tomorrow March 17, 2020 at 2:00 p.m. <https://www.caccche.com/>  
<https://zoom.us/j/7597656088>

**San Jose State University Virtual Grad**

<https://ischool.sjsu.edu/virtual-graduation-celebration>

**Ideas for graduation:**

[https://docs.google.com/spreadsheets/d/1XNxsAk5Q3\\_SQ1sZ4J1pyPiOGYosKETw\\_hbr96wqJATLY/htmlview](https://docs.google.com/spreadsheets/d/1XNxsAk5Q3_SQ1sZ4J1pyPiOGYosKETw_hbr96wqJATLY/htmlview)

**DSPS**

- It is important to use a platform that is proven ADA and Web Content Accessibility Guidelines compliant when providing counseling services

- The Association for Higher Education and Disability sent out a word doc on Maintaining Access to Opportunity in the Face of the Coronavirus Crisis. Your DSPS office can likely share that Word doc (Attached)
- <https://cccaccessibility.org/>

### **Dual Enrollment**

- We need guidance for dual/concurrent enrollment courses when high schools have closed and the college district is still open.
- Will the 50 minute per day requirement for dual enrollment still be required for students to receive college credit
- Answer from Cynthia: I'll share what PCC Sent out re: Dual

### **Emergency Aid**

SEA funds can be used for emergency aid. A19 can be used for non-AB 19 students. You have that flex. Rhonda

### **Federal Work Study Notification Released March 5, 2020**

<https://ifap.ed.gov/>

### **Free Online Tutoring Software**

Pisces is also available for all CCC's. It is a platform for online tutoring. We have more information:

[https://ccconlineed.instructure.com/courses/3487/pages/pisces-for-online-tutoring?module\\_item\\_id=257258](https://ccconlineed.instructure.com/courses/3487/pages/pisces-for-online-tutoring?module_item_id=257258)

### **Health & Wellness Resources**

For Online Health and Wellness Resources please visit Wellness Central

<https://cvc.edu/wellness/>

### **HIPPA Compliance**

- In order for Zoom to be HIPPA compliant, a BAA (Business Associate Agreement) has to be signed so that features can be activated
- Cranium Café is HIPPA Compliant

## **HR**

Can you share multi-page recommendations regarding HR, i.e. leave of absence, etc. Answer from Cynthia: Please keep in mind that we locally communicated to ensure we are all on the same page with labor unions. (Attached)

## **Listserve: How do I get on it?**

<https://www.cccco.edu/About-Us/Chancellors-Office/Divisions/Digital-Innovation-and-Infrastructure/Strategic-Projects/ListServ-Instructions>

## **Moving Student Services to Remote Methods**

From Bonnie Peters at the Online Virtual College: While I know Zoom is being considered an option in emergencies Cranium Cafe is designed to replicate the on campus office and to offer student services in the online environment. Colleges using zoom for Student Services may want to take a look at CC if it is available to the college. Zoom is good but designed for business and lacks a lot of the features of CC designed for Online Student Services

CVC -OEI has information on moving student services online here

<https://cvc.edu/about-the-oei/resources/>

Cranium Cafe is offering online trainings: Please register for a seat and feel free to share this link with your team, <https://cc.craniumcafe.com/group/conexed-customer-success--onboarding/workshops>

## **Remote Counseling**

- CCCConfer Zoom integrated with SARS Anywhere
- **Cranium Café** (student will need access to FireFox or Google Chrome and a cell phone or desktop or laptop)
  - The CVC-OEI will host webinars this Friday, March 20th . Please join us if you would like to learn more about Cranium Cafe for Online Student Services. Details will be provided on our website <https://cvc.edu/about-the-oei/resources/>

## **Reducing Hours for Student Workers, Professional Experts, etc.**

At PCC, we're shifting folks from departments who do not have work that can be done remotely to the LancerPantry to help with our Drive Thru Food Distribution. The tasks are: Pick Up, Inventory, Package bags of Food, Distribute, Clean Up

It is also important for all of us to start thinking long term when we talk about essential work for our students. We can't make plans based on who should be and not be on campus this week or next week without thinking of the long term implications and messages we are giving to our institutions about what is essential in student services.

### **Transfer Issues: Helping Students and CSU/UC Flexibility?**

Anyone talk to UC/CSU regarding withdrawals or clemency for classes need to transfer?

Answer from Rhonda: I will provide an update on CSU/UC transfer flex (or not) tomorrow 3/17/2020

PCC will share videos with messages to students once captioning is finished  
PCC obtained a list of students who requested transcripts to be sent to 4 year institutions and we messaged the students to offer support & guidance with next steps

### **Update from Rhonda re: W's and Refunds, Drops, Financial Aid Impacts, Promise, and Carryover funds for Categoricals**

What is going to happen students that are no longer going to meet the graduation requirements because they no longer have access to the classes they were need this spring? (Refunds and No W's) (I would also recommend help them find the class they need online at another college—for example late start 8 week classes, I'll find out if PCC is still going to offer ours and let you know)

Rhonda Mohr from the Chancellor's Office will issue more Memo's tomorrow including how these Withdrawals impact Financial Aid

Rhonda will also include information about Drops

Can Promise students continue to benefit from program if they end up dropping some class(es) because of COVID19 and do not complete required 12 units?

Rhonda Answer: We are working to waive the continuous 12 unit requirement for Promise Program. Will be in touch soon w/ info

I heard that categorical funds that are to be spent this year may be able to carry forward for next year. Is that possible?

Rhonda Answer: Carry over funds are OK for MOST programs. I will send a list tomorrow. Rhonda

<https://www.cccco.edu/-/media/CCCCO-Website/Files/Communications/COVID-19/fs-20-01-covid-19-attendace-accounting-guidance-related-to-course-conversions-to-distance-dducation.pdf?la=en&hash=ABA1095DF41F573D385A573858C0B5E5D8F7E0F1>

### **Veterans Benefits**

What about veterans who will now be below 12 units? So far, business as usual, you must notify the VA when you find out the student dropped below 12 units

### **Wifi**

#### **AT&T**

For the next 60 days, AT&T will not terminate service for any wireless, home phone, or broadband residential or small bus customer due to inability to pay.

They will also do the following:

- Waive late payment fees.
- Keep their public Wi-Fi hotspots open for any one who needs them.
- The service will also be offering unlimited internet data and offer internet access for limited income households at \$10 a month through the Access from AT&T program.

For more details, click [HERE](#).

### **Comcast Xfinity**

- The company is opening their Xfinity WiFi network for free along with providing unlimited data. To help people stay connected with school and

work, Comcast is opening up their Xfinity WiFi network for everyone, as well as: Hotspots across the country will be available to anyone who needs them for free, including non-subscribers. You can find a map of hot spots [here](#). Just use “xfinitywifi” network name and launch a browser.

- Data plans will be paused for 60 days, which will give all customers unlimited data for no additional charge.
- No late disconnects or late fees for those who contact the company about not being able to pay their bill.
- Internet Essentials, their broadband adoption program, is free to new customers

For more information click [HERE](#).

### **Verizon Free WiFi**

Verizon also took the pledge and is offering similar services:

- The company will not terminate service to any residential or small business customers because of their inability to pay bills due to disruptions caused by the coronavirus.
- Waiving late fees for those impacted by COVID-19
- Tripling data allowance for Verizon Innovative Learning schools

For more information, click [HERE](#).

### **Charter Spectrum Free WiFi**

Charter is offering similar services during the coronavirus pandemic. As of March 16, the company will offer:

- Free spectrum broadband and Wi-Fi access for 60 days to households with K-12 or college students who don't have a Spectrum broadband subscription. Call 1-844-488-8395 to enroll. Installation fees will be waived for new student households.
- Open WiFi hotspots

For more information, click [HERE](#).

### **Sprint**

Sprint has joined the Keep Americans Connected Pledge and is opening up their network to their customers and:

- Won't terminate service if customers are unable to pay due to coronavirus issues
- Waive late fees caused by economic disturbances related to the coronavirus pandemic
- By 3/17: Customers with international long-distance plans will get complimentary international calling rates from the U.S. to countries defined by the CDC as Level 3.
- By 3/19: Customers with metered data plans will have unlimited data per month for 60 days at no extra cost
- Customers will get an extra 20GB of mobile hotspot data per month for 60 days.
- Coming soon: Customers with mobile hotspot-capable handsets without a hotspot will get 20GB per month for 60 days at no extra cost.

For more information, click [HERE](#).

## **T-Mobile**

The wireless provider already has a majority of customers with unlimited talk, text, and data, but they're doubling down on their effort to keep their customers connected.

- All current T-Mobile and Metro by T-Mobile customers who have data plans will have unlimited smartphone data, excluding roaming.
- T-Mobile and Metro by T-Mobile customers will get an additional 20GB of mobile hotspots/tethering service for the next 60 days. The company says this feature will be coming soon.
- Work with Lifeline partners to get customers extra free data up to 5GB per month over the next two months
- Increase data allowance for free to schools and students for the next 60 days, which means at least 20GB of data per month for each participant

For more information, click [HERE](#).

**Send Ideas for the Following:**

**Helping Students buy Technology**

Do folks already have tip sheets on how students can purchase computers since many of our campuses will have second financial aid disbursements coming out or can issue emergency loans? If so can that be shared with everyone....

**Students in Residence Halls**

Students residing in resident halls? any provisions for students that don't want to go home, are colleges allowing students to stay until end of Spring semester?