

March 17, 2020

Hello students,

What can I say? This situation is unprecedented, and I recognize that many in our learning community are experiencing varying levels of stress. I want you to know CCV remains committed to supporting your success during this time.

We have compiled a range of resources to help you during this period. Please check [Resources for Students](#) on our [COVID-19 web page](#) regularly; the page will be updated as new supports become available.

On Monday your on-ground classes will resume online. Your faculty are busily working to transition your classes online to Canvas. Many of you are already familiar with Canvas, and for others, learning online will be a new experience. Please know that CCV is dedicated to supporting you. Although CCV facilities are not accessible, our advisors and financial aid counselors are ready and able to answer any questions you might have.

Let's all remember to breathe deeply and to take good care of ourselves and each other. Together, we will successfully complete the spring semester.

My very best,  
Heather

## **CANVAS HELP**

**Remote Personalized Support.** If you're having issues setting up your class in Canvas or have questions about using Zoom, CCV is offering a "Zoom-in" clinic Tuesday, March 17th to Friday, April 3rd this week from 9am to 7pm, Saturday 9am to 2pm to help. Simply click the link to be connected to a real person for help!

<https://vsc.zoom.us/my/canvassupport>

**Canvas Guides.** Online guides to help you learn Canvas.

<https://community.canvaslms.com/community/answers/guides/overview>

**Canvas Help and Canvas Chat.** Click the Help link found on the menu located on the left-side of each CCV Canvas class-site.

**CCV Canvas for Students.** A self-paced video tutorial. Approximately 35 minutes.

<https://vsc.instructure.com/enroll/4X6E66>

**Passport for Students.** A self-placed tour and tutorial through Canvas.

<https://vsc.instructure.com/enroll/PB34YH>

**CCV Coordinators of Student Advising.** Contact your advisor with questions.

## **TECHNOLOGY AND INTERNET ACCESS**

**Internet Access.** Comcast Increases Internet Access and Speeds to Support Low-Income Americans

<https://www.internetessentials.com/>

**Low-Cost Computer.** Comcast has a computer available for purchase for as low at \$149.99. The computer will arrive in 9-10 days.

<https://www.internetessentials.com/Low-Cost-Computer>

**Updated Technology Requirements.** Learn what type of browsers and operating systems are most compatible with Canvas.

<https://ccv.edu/find/center-for-online-learning/technology-requirements/>

## FINANCIAL ASSISTANCE

**Life Gap Program.** We understand life can be unpredictable. Unexpected costs and needs can cause significant stress and impact your academic success and yours or your family's personal well-being. CCV wants to help. The Life Gap program and Student Assistance Fund (SAF) can provide CCV students with money to assist with urgent, compelling, or unexpected needs. To discuss Life Gap or the Student Assistance Fund, please talk with the [Financial Aid Counselor](#) at your local academic center, or call 802-262-6557.

**Vermont Foodbanks.** Looking for help getting the food you need? [Find your local food shelf](#) or call the Vermont Foodbank at [1-800-585-2265](tel:1-800-585-2265).

**CCV's United Way Coordinators.** CCV's [United Way 211 Coordinators](#) are available to support students with transportation, housing, childcare, healthcare, and financial management. You can reach out to Sarah Allerton (802-578-4265 / [sarah@unitedwaynwvt.org](mailto:sarah@unitedwaynwvt.org)) or Kristin Kany (802-735-4438 / [kristin@unitedwaynwvt.org](mailto:kristin@unitedwaynwvt.org)) by phone, text, or email anytime!

## LEARNING SUPPORT AND STUDENT SERVICES

**Learning Support.** 24/7 On-demand tutoring is available to all students. You have access to 24/7 on-demand tutoring in all courses. You can access these services by clicking on Tutor.com in your Canvas course site.

<https://ccv.edu/discover-resources/tutoring/>

**Accessibility Services for Students with Disabilities.** Students with disability accommodations and other considerations may find that the shift to online coursework results in the need for new or different accommodations. Please contact your advisor immediately should you discover any unexpected barriers or access issues. Advisors will respond as promptly as possible to support you through this transition and to address any concerns you may have regarding access to your education.

<https://ccv.edu/discover-resources/students-with-disabilities/>

## TIPS FOR SUCCESSFUL ONLINE LEARNING

**Discussions in Your Online CCV Courses.** Learn strategies online students use for the most productive discussion forums.

<https://ccv.edu/documents/2020/03/tips-for-discussions-in-your-online-courses.pdf/>

**Online Civility.** Familiarize yourself with online etiquette and behavior expectations.

<https://ccv.edu/documents/2020/03/the-practice-of-online-civility.pdf/>

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