

Dear PCCC Student:

The last two weeks have been moving quickly for all of us with respect to the Novel Corona Virus known as COVID-19. With this viral outbreak has come an unsettled sense about what it all means for our lives, jobs and completion of the spring semester. Many of you have reached out to the College with your concerns. Please know the College is working very quickly to address your concerns as we move towards virtual instruction and services.

ONLINE INSTRUCTION CONCERNS

The College will move all class content for remote delivery and we will conduct all business practices remotely until further notice starting March 28th. Many **Internet Service Providers (ISP)** have opened up free access to their Wi-Fi hotspots and are offering free or low-cost Internet access plans to assist Americans in response to COVID-19. For students that need connectivity:

<p><u>Altice USA/Optimum</u></p> <ul style="list-style-type: none"> • Free public access at its hotspots • Hotspot Locations: https://www.optimum.net/internet/hotspots/ • Free access to Altice Advantage 30 Mbps broadband solution for 60 days • New internet customers only • Eligible customers call: 866-200-9522 to enroll (Optimum region) • No disconnects or late fees 	<p><u>Spectrum</u></p> <ul style="list-style-type: none"> • Free public access at its hotspots • Hotspot Locations: https://www.spectrum.com/wifi-hotspots • Free broadband to household with students • Call 1-844-488-8395 to enroll in the program • Installation fees are waived for new student households
<p><u>AT&T</u></p> <ul style="list-style-type: none"> • Free public access at its hotspots for 60 days <ul style="list-style-type: none"> • Hotspot Locations: Search your device app store for a hotspot locator • No late fees • Unlimited data to customers for at least 60 days 	<p><u>Sprint</u></p> <ul style="list-style-type: none"> • Expanded roaming access to the T-Mobile network • Free international calling • No late fees • Unlimited data
<p><u>Comcast</u></p> <ul style="list-style-type: none"> • Free service at its Xfinity hotspots for 60 days <ul style="list-style-type: none"> • Hotspot Locations: https://wifi.xfinity.com/ • No disconnects or late fees • Unlimited data for all customers for at least 60 days 	<p><u>T-Mobile</u></p> <ul style="list-style-type: none"> • Increased data allowance for free to schools and students through the EmpowerED programs • Unlimited data for all customers for at least 60 days
	<p><u>Verizon</u></p> <ul style="list-style-type: none"> • No disconnects or late fees

- Faculty members will be communicating with their students regarding the specific plan for their courses.

- The Library will be moving to a virtual presence only at this time. Students seeking library assistance can utilize online research resources. Visit www.pccc.edu/library
- Be sure to promote wellness and practice self-care. Visit www.pccc.edu/coronavirus
- Disinfection, proper precautions, and social distance will allow us to achieve both safety and stability.

HAVE QUESTIONS?:

- Your first point of contact for any **questions about your classes** is your instructor.
- Search for answers to all your **technical questions** in the new <https://support.pccc.edu> knowledge base.
- If you **still need technical assistance** contact itsupport@pccc.edu.
- For questions regarding **Advising/Summer Fall Registration** Call 973-684-5524 or email Success@pccc.edu.
- For **all other questions**, contact 973-684-6309 or email studentaffairs@pccc.edu .

Thank you for your patience and understanding during this fast paced, unique time in our history. The one thing I can assure you is that the PCCC faculty, staff and administrators are here for you and will do whatever we can to help you make it though this semester and crisis.

Stay well,

Dean Goldstein

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