

Moving from In-Person Classes to Online Learning and Online Support

Dear Students:

Thank you for your patience and understanding during this difficult time. Over the last couple of weeks, your teachers have been working hard to move their in-person classes online, so that you'll be able to continue your studies, uninterrupted, this semester.

What this means for you is that you will have to use Blackboard, where you will find yourself enrolled in all of your courses. Blackboard is the place where you will communicate with your teachers and you will find your assignments, beginning Saturday, March 28th. At the same time, many of your teachers will be using Zoom, which will enable them to communicate with you through video.

Many of you are saying to yourselves right now, "But I don't know how to use Blackboard or Zoom!" Well, that is where PCCC support comes in. There will be an ongoing schedule of training sessions, which will soon be made available to you, to help you navigate these environments. Rest assured, all of us will become increasingly knowledgeable with each passing day. With patience, we'll get through this difficult period just fine.

As of now, as we transition to online, many of your questions may be answered by visiting the Support Knowledge Base, which will be continually updated, at <https://support.pccc.edu> ,

Likewise, you can contact the College's Help Desk with your questions: https://helpdesk.pccc.edu/sims/helpcenter/common/layout/SelfHelpHome.seam?inst_name=pccc

Also, please keep checking the College's website (pccc.edu), as well as your email, for regular updates.

Remember, you'll not be going through this alone; we'll be here to help you all along the way.

Wishing you success. Stay safe and be well.

Dr. Jacqueline Kineavy, Ed.D
Senior Vice President for Academic and Student Affairs