CVCC COVID-19 COMEBACK PLAN

With careful consideration of guidance provided by the Centers for Disease Control, Alabama Public Health officials, and the Alabama Community College System, Chattahoochee Valley Community College will open its campus for business, **effective fall 2021, with modifications**. Activities associated with the pre-registration, registration, and recruitment may be completed by individuals online as noted in this plan as well as in person by visiting the appropriate College office.

The information that follows provides detailed measures that have been considered relating instructional and service delivery.

COMMUNICATION

The President has established a COVID-19 Response Team to develop and implement plans to address activities associated with the virus and its impact on CVCC. This team is comprised of the Administrative Cabinet, the COVID-19 Prevention and Response Coordinator, and the Marketing and Public Relations Coordinator, who serves as the Public Information Officer (PIO) for the College. This response team will meet as needed to modify this plan, associated college actions, and ensure that pertinent information is appropriately communicated. All internal and external communications relative to COVID-19, will be disseminated through the President, the COVID-19 Prevention and Response Coordinator and the Public Information Officer (PIO), with approval of the President. The dissemination plan will be targeted to both external and internal stakeholders:

External
- The PIO will contact all local media outlets as necessary (radio, print, television) with the most current updated information relating to the College's status and response to COVID-19.
- The College website will be updated as needed to share current information on the College's response to COVID-19.
- Social media (Facebook, Instagram) will be utilized to share information with all stakeholders.
- A Frequently Asked Questions document will be developed and provided to the College Switchboard to address questions that may be of interest to stakeholders.

Internal
- The President, COVID-19 Prevention and Response Coordinator, and PIO will use email to address students, faculty, and staff on current updates. Messaging will be adapted for each stakeholder group (Students, faculty, and staff) as appropriate.
- In addition to email, Schoolcast and Blackboard will be used to contact students with relevant information.
- Campus signage will be posted to inform faculty, staff, students, and the public of relevant information. Additionally, directional signs will be used to direct students, employees and visitors regarding College services.
- Meetings with the COVID-19 Response Team and departmental meetings will be held as needed to inform employees of relevant details and to answer any questions or concerns.

SAFETY PROTOCOLS

Facemasks on Campus. During the COVID-19 Comeback period, **the College will continue its facemask requirement** until further notice and until conditions regarding the spread of the virus improve. In accordance with guidance from the CDC, students, faculty, staff, and visitors, whether vaccinated or not should continue the practice of wearing masks. The College recognizes that our environment consists of individuals with varying medical conditions and people who have chosen not to take advantage of the vaccine; therefore, appropriate signs will be posted on campus to remind individuals to wear a facemask while on campus. A limited supply of facemasks will be provided by the COVID-19 Prevention and Response Coordinator and will be available at strategic locations on campus.

Social Distancing. With the aforementioned information in mind, social distancing guidelines for classroom set-ups will be arranged six feet apart in the classrooms and in meetings held on campus. Students who have weakened immune systems or

underlying health conditions that are documented may work out arrangements with their instructors to use the online option, where possible.   Certain classes where in-person instruction is required may not be suitable for the online option.

Vaccinations. CVCC will strongly encourage faculty, staff, and students to get the COVID-19 vaccine of their choice but will not require the vaccination of any of the aforementioned groups.   The College will encourage vaccines through a deliberate campaign that will be implemented by the COVID-19 Prevention and Response Coordinator.

Safety Guidelines and Instructions. The COVID-19 Prevention and Response Coordinator will be integral in providing extensive information and instructions to campus stakeholders regarding safety guidelines and protocols. This information will include but not be limited to professional development training; campus communication efforts, such as directional and informational signs; contact tracing; and assistive referrals for testing and vaccinations.

CVCC FACILITIES, VEHICLES, AND CUSTODIAL SERVICES

The CVCC Facilities and Maintenance Department will provide a deeper level of cleaning than the normal daily and weekly routine schedules. This plan will include but will not be limited to the following:
- Facilities staff participating in training that focuses on cleaning and disinfecting for the Coronavirus.
- Cleaning and dusting building air and return vents/ducts
- Upgrading HVAC systems
- Changing out or cleaning building entry floor mats as needed
- Pressure washing building entrances and exits
- Removing all build-up wax on floors and applying new coats
- Deep cleaning carpets by appropriate method (steam clean)
- Deep cleaning restrooms with appropriate cleaning solutions
- Cleaning and disinfecting each vehicle and bus used by the College. An outside source will be employed to do detailed cleaning where necessary. Instructions will be placed in each vehicle regarding sanitation steps.

The College will use resources made possible through CRRSAA and American Rescue Plan (ARP) funds to acquire additional custodial staff to assist in the performance of aforementioned facility maintenance activities and will incorporate the following additional facility enhancements:

- Touchless fixtures, sensors, and components will be installed throughout campus. These include but are not limited to:
    - Water Dispensers
    - Exit and entry door systems
    - Bathroom commodes and sinks
    - Light fixtures

Note: The College will make every effort to implement these enhancements; however, delays may be experienced due to an increased demand for the items noted.

BUSINESS AFFAIRS

The business office functions will continue regular operations to ensure availability of service regarding payroll, accounts payable, accounts receivable and other college services.

ENROLLMENT SERVICES

A message has been placed in the pop-up box on the College website which informs students and prospective students that they are free to visit campus to take care of enrollment functions if needed. Current, previously enrolled (stop-outs), and

prospective students will be contacted regularly by email, text message, and/or United States Postal Service (U.S.P.S.) mail with updates on college services, enrollment opportunities, and the cancellation or schedule for upcoming events.

Admissions. New or readmitted students may submit an online Application for Admissions by visiting the College website at http://www.cv.edu/apply-for-admissions/. The directions to students are as follows:

Click on "Online Application" and complete the following steps:

- New students must create a user account by clicking on "First time user account creation".
- Follow the instructions to create a login ID, create a PIN, and verify PIN.
- Click on Login.
- Follow the prompts to complete and submit the application.
- You will receive an automatic reply email that your application has been received.
- Once the application has been processed, you will receive an email with your assigned student number and a list of required documents to complete your admissions file.
- Take a screenshot of your driver's license, state or government issued ID and email it to admissions@cv.edu. To give you access to the Student Pirate Web account, the Admissions Office must receive your ID.
- The Admissions Office is open for normal operations, and enrollment forms may also be delivered in person by visiting the office located at Wallace Hall, Room 201A. Students with questions may visit the office or email the staff at admissions@cv.edu. **Please ensure that your name and student ID number are included in the email**.
- Have official high school/GED and college transcript(s) sent to the Admissions Office. High schools and/or colleges that have memberships through electronic vendors such as eSript, Parchment, National Student Clearinghouse, and Scribonline will send transcripts electronically at your request. Schools that do not have memberships with electronic vendors may mail official transcripts to:
    > **Chattahoochee Valley Community College**
    > **Attn: Admissions Office**
    > **2602 College Drive**
    > **Phenix City, AL 36869**

The faculty and staff at Chattahoochee Valley Community College will continue to support students' academic success during the COVID-19 pandemic. Students will be encouraged to check their College email accounts regularly for updated information concerning classes, advisement, and registration activities. The following additional directives will be shared with students electronically and through U.S.P.S. mail and social media platforms:

- **Advising.** You may email your advisor to schedule an appointment for August 18th or August 19th for a one-on-one advising session. You may also come to Wallace Hall Room 101 for assistance. Additionally, tech support is available at ithelp@piratemail.cv.edu.
- **Registering for Classes.** You will register for your classes through the Student Pirate Web. Training videos on registering using Student Pirate Web are provided in the *Blackboard Student Success Class for Online Learning* in the *Advising and Registration* tab. You may also contact your advisor, or come to Wallace Hall Room 101 for assistance.
- **Wallace Hall Enrollment/Registration Assistance**. Students may come to Wallace Hall Room 101 for centralized assistance with enrollment and registration beginning Wednesday, August 3, from 8:30 a.m. to 6:00 p.m. Monday - Thursday and 8:30 a.m. to 2:30 p.m. on Fridays until Tuesday, August 24.

The following information will be shared with students regarding financial aid.

Financial Aid. For information regarding financial aid status, students should contact the Financial Aid Office at (334) 291-4914 or via email at financial.aid@cv.edu. If calls are not answered immediately, please email the office directly at

financial.aid@cv.edu for assistance. Please allow 24-48 business hours for a response. Financial Aid information is available at students' fingertips 24/7 through Pirate Web. Students may also visit the campus to obtain assistance. Additional information may be obtained as follows:

- **Prospective or New Students.** Complete the Free Application for Federal Student Aid (FAFSA) online at www.studentaid.gov.
  - When completing the FAFSA, using the IRS Data Retrieval is highly recommended.
  - Students will need to create a Federal Student Aid ID (FSA ID) online at www.studentaid.gov during the application process.
  - CVCC's school code for the FAFSA is **012182**.
  - If you are planning to attend fall semester, the 2021-2022 FAFSA should be completed. Once the FAFSA is received, the Financial Aid Office will contact you via email regarding your status.
  - If you are having issues completing your FAFSA or need help with your FSA ID, please contact the FAFSA Hotline at 1-800-433-3243.

- **Returning Students.** To receive an award, all students must check their financial aid status by accessing their Pirate Web account.
  - To access your Pirate Web account, your username will be your student email address and your password will be **!CVCCMMDDYY**. If you have issues accessing your account, please call 334-291-4923 or email information.systems@cv.edu.
  - The MMDDYY will be the student's birthday.
  - In Pirate Web, you can see documents are required, view financial aid charges, and posted grades (when available).
  - If you have any concerns, you may contact the Financial Aid Office.

- **Contacting Staff and Sending Financial Aid Office Documents.** The Financial Aid staff is available on campus during normal office hours, so students may deliver documents in person. To acquire forms, visit https://www.cv.edu/student-forms/.
  - Print the forms, complete them, and deliver or mail them to the Financial Aid Office or scan or take a digital photo of the form(s) and submit them via email at financial.aid@cv.edu.
  - For questions, you may contact the Financial Aid Office at 334-291-4914, via fax at 334-214-4839, or via email at financial.aid@cv.edu.
  - Please ensure that your name and student ID is clearly noted on each form.

- **Refunds and Disbursements.** To check on disbursement, students should go to Pirate Web > Student Tab > Student Landing Page > Financial Aid Dashboard > Award > Current Academic Year (2021-2022) > Award Offer Tab.
  - If you are awaiting a loan disbursement, you can find your disbursement dates on your disclosure statement.
  - To access your disclosure statement, you will log on to https://studentaid.gov/ using your FSA ID. Click on your account, and select "View Your Documents." Select "My Correspondence," and you will be able to choose "Disclosure Statement." Your Disclosure Statement will list the dates on the first page. Generally, you should receive your funds within 2-3 business days from the date listed. If you do not receive your funds, contact the financial aid office at 334-291-4914 or via email at financial.aid@cv.edu.

COUNSELING AND DISABILITY SERVICES

Counseling and Disability Services. Personal and academic counseling are ongoing processes at Chattahoochee Valley Community College. If you experience difficulty and require assistance with achieving academic or personal goals, counseling services are available. For assistance, please contact Ms. Vickie Williams, Associate Dean of Student Development and Success (ADA Coordinator) at vickie.williams@cv.edu or (334)214-4803.

If you have a documented disability and have not requested reasonable accommodations, please feel free to request assistance by accessing http://www.cv.edu/ada/ for required forms and documentation and reaching out to Ms. Williams at vickie.williams@cv.edu for assistance and guidance. If you are a student who has previously requested accommodations for a documented disability and you require assistance, you may also email the College at the aforementioned email address.

ATHLETICS

All athletic activities (practice and play) have been restored, with appropriate required protocols. As we enter into the season of play for each sport, we will provide updated guidance regarding additional guidelines.

INSTRUCTIONAL AFFAIRS

All faculty will be available to students during their office hours and through email. Faculty will follow the response time to emails as outlined in their course syllabus. If a student is taking advantage of online classes, the Online Learning Coordinator has provided training sessions, training videos and online teaching resources to faculty and students. The following instructional steps have been developed and will be implemented **effective fall 2021**:

- **Hybrid classes** will return to a normal mode of delivery, with instructors using instructional videos and online assignments as well as in class activities. Hybrid classes require students to attend class one day per week and log in at your leisure for the second day.
- **Virtual Hybrid classes** require students to attend face-to-face on campus one day per week and log in at the same time on the next scheduled class day.
- **Traditional (face-to-face) classes and theory classes**: have returned to a normal mode; however, students may have the option to transition to an online delivery, with the approval and assistance of the instructor. Classrooms across campus have been equipped with assistive technology to enable students to participate at a distance if needed.
- **Clinical/Preceptorship:**
  - **Nursing** will return to normal modes of delivery. Face-to-face clinicals will be required unless the student has a need for an accommodation due to concerns associated with COVID-19. In this case, the student must work with the clinical instructor to receive an appropriate adjustment.
  - Additionally, **MAT and EMT** class delivery will return to normal. The same accommodations noted for nursing students will apply to this category of students as well.

  Note: Many clinical facilities require students to be vaccinated in order to enter the facilities. This requirement will be communicated to students. Any health sciences students who elect not to be vaccinated will be instructed that they will not be able to participate in clinicals. Such students will be granted an "I" in the class and will be required to satisfy the requirements at a later date. This may delay student completion of the program.
- **Science Laboratories** will return to normal modes of delivery, unless otherwise needed.
- **Career and Technical Education** will return to a normal mode of delivery, unless otherwise needed.
- **Dual Enrollment** students will follow the same instructional plan as general students. If the dual enrollment course is taught at a high school, the dual enrollment instructor will follow the guidelines outlined by department chair.
- **Adult Education** will provide continued instruction through face-to-face delivery. Adjustments may be made in extenuating circumstances. Students needing adjustments may contact the Adult Education Department to discuss appropriate arrangements.

- **Continuing Education and Workforce Development** will provide face-to-face and virtual instruction. Additional information regarding workforce development training may be obtained by contacting workforcedevelopment@cv.edu.

ADDITIONAL INSTRUCTIONAL AND STUDENT SUPPORT RESOURCES

The College will make every effort to assist students and faculty in the implementation of this "come-back" plan. The following are resources available to students and faculty:

- **Tutoring**: The Tutoring Center will provide tutoring in English, math and science. Tutoring services are available through email, virtually through Microsoft Teams, and in person. Students can walk in for in person tutoring or schedule an in person tutoring session at https://cv.libguides.com/tutoring/home. The virtual tutoring sessions are available at https://cv.libguides.com/tutoring/home. For tutoring through email, use the following email addresses:
  - o   Math: mathhelp@piratemail.cv.edu
  - o   English: englishhelp@piratemail.cv.edu
  - o   Science: sciencehelp@piratemail.cv.edu

  Students **must** use their student email when scheduling tutoring sessions or email tutoring. Additionally, Tutor.com is available in all Blackboard classes 24 hours, seven days a week, for tutoring sessions outside the Tutoring Centers' operational hours.

- **Tech Support:** The CVCC Pirate IT Crew will provide virtual IT assistance for students through email at ithelp@piratemail.cv.edu. Students may also visit the Pirate IT Crew office located in the IPAC, Room 205.
- The **online learning** department has provided information pertinent to online instruction via the online learning web page at https://www.cv.edu/onlinelearning/.
- **Tutorial videos** as well as training have been provided for faculty to ensure success in online instruction.
- **Learning Resources Center.** The Learning Resource Center will open for normal operations and will also be accessible online providing Lib guides, eBooks, electronic databases and access to the Alabama Virtual Library (AVL) for instruction. LRC Chat with Librarian Web link: http://www.cv.edu/learning-resource-center-lrc/ or text questions to 334-230-5184. Other resources are as follows:

  - o   AVL databases: access to Alabama Virtual Library (AVL)
  - o   AVL registration: Alabama Virtual Library Registration (AVL)
  - o   CVCC Learning Resource LibGuide Link
  - o   CVCC's Online Catalog
  - o   CVCC's ebooks
    - ▪   User ID:LRCEBOOKS
    - ▪   Password:lrc@cvcc2022 (*expires June 2022*)
- The following links are available for **<u>faculty</u>** use:
  - o   Microsoft Apps: https://www.screencast.com/t/PCQvbjHTW
  - o   Online Meetings: https://www.screencast.com/t/Y2hOQs01bd
  - o   OneDrive: https://www.screencast.com/t/InXUuEAgMu

EVENTS

Out of an abundance of caution, the College will review internal and external requests to use College facilities to ensure that appropriate safety protocols can be realized before approval is granted.

FURTHER GUIDANCE

While Chattahoochee Valley Community College is making every effort to open the campus for normal business operations, the safety and security of our students, faculty, and staff is of primary concern. In the event that conditions change regarding the pandemic, the College will adjust operations accordingly. We will notify the College community of any necessary changes to the information included in this plan.

Revised August 3, 2021