



COVID-19 RESPONSE MODIFIED INSTRUCTIONAL AND SERVICE DELIVERY PLAN (REVISED MARCH 31, 2020)

Upon the directive of the Governor of the State of Alabama and the Chancellor of the Alabama Community College System, all normal instruction and services at the College have been modified effective **March 16 and will last until further notice**. Instruction and services will be delivered via online and/or remote platforms, with only essential staff reporting to campus for duty. For the purpose of this plan, essential staff as noted in blue will serve as the **COVID-19 Response Team**. All other staff identified are essential but are not members of the Response Team.

Name	Position
Ms. Jackie Screws	President
Dr. Chantae Calhoun	Dean of Instruction
Dr. Tim Harrison	Dean of Students and Administrative Services
Mr. Dexter Jackson	Dean of Financial Affairs
Dr. Joree Jones	Dean of Institutional Effectiveness and Advancement
Dr. Shirley Armstrong	Associate Dean of Workforce and Career Technical Education
Ms. Vickie Williams	Associate Dean of Student Development and Success
Ms. Christer Sanks	Business Manager
Dr. Bridgett Jackson	Director of Health Sciences
Ms. Myya Robinson	Coordinator of Marketing and Public Relations
Mr. Jody Noles	Director of Information Systems
*Mr. Johan Wells, Director of Maintenance and supporting staff	
*Ms. Sanquita Alexander, Director of Admissions and rotating admission staff	
*Ms. Susan Bryant, Director of Financial Aid and rotating financial aid staff	
*Mr. Keith Manuel, Security Chief and security staff	
*Business Office staff	
*College Switchboard Operator	

*Critical staff but not members of the COVID-19 Response Team

Other staff may be called to campus on an as needed basis to handle emergencies and other critical issues that cannot be addressed remotely. While staff are in the office, the College will adhere to directives regarding social distancing as well as meeting attendee sizes and will make every effort to protect the safety and security of staff. **Hours of operation** for essential staff during this modified period is Monday through Thursday, 9:00 a.m. to 2:00 p.m. and Friday, 9:00 a.m. to 12:00 noon.

The following measures have been devised to address the instructional and service delivery modification:

COMMUNICATION

The President has established a Response Team to develop and implement plans to address the COVID-19 outbreak and its impact on CVCC. This team will meet as needed to modify the plan and ensure that it is appropriately communicated. All communications relative to COVID-19, will be disseminated through the President and the Public Information Officer (PIO) with approval of the President. The dissemination plan will address 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 response to COVID-19 as mandated by the Alabama Community College System, State, and federal agencies.
- The College Web site will be updated as needed to share current information on the College's response to COVID-19.
- Social media (Facebook, Instagram, etc.) 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.



Internal

- The President and PIO will use email to address students, faculty, and staff on current updates relating to COVID-19. Messaging will be adapted for each stakeholder group (Students, faculty, and staff) as appropriate.
- Schoolcast and Blackboard will be used to contact students with relevant information.
- Campus signage will be posted to inform the public and direct 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.

CVCC FACILITIES, VEHICLES, AND CUSTODIAL SERVICES

During the modification period, the CVCC Facilities Department will provide a deeper level of cleaning than the normal daily and weekly routine schedules that are currently in place. This plan includes but is not be limited to the following:

- Facilities Leadership participating in a free webinar that focuses on cleaning and disinfecting for the Coronavirus.
- Cleaning and dusting building air and return vents/ducts
- 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 moving forward.
- Ensuring the maintenance of campus landscape and grounds

INFORMATION TECHNOLOGY

The information technology area has been identified as an essential function area during this period and will be staffed to provide support, acquire needed equipment and ensure that appropriate college infrastructure remains functional throughout the modified operational period.

SAFETY AND SECURITY

Campus security will maintain regular hours during the modified service delivery period to ensure that campus buildings are secure and that no unauthorized individuals are on the premises.

BUSINESS AFFAIRS

During the modification period, the business office staff will report to the campus on an as needed basis to ensure continuity of service regarding payroll, accounts payable, accounts receivable and other college services. Additionally, the staff will be available to respond to phone calls and email enquiries from students.

ENROLLMENT SERVICES

Messages have been placed on the Web site under specific departments (i.e. admission, financial aid, advising, counseling and ADA, etc.) informing students and prospective students of modified instructional and service delivery plans. Prospective students will be contacted regularly by email with updates on college services, enrollment opportunities and the cancellation or schedule for upcoming events planned for them. The following plans have been developed, communicated to students, and included on the College Web site for reference:



Modified Admissions Plan: Instructions for Submitting an Online Application for Admissions to CVCC

Students needing to apply to the College should submit an online Application for Admissions by visiting the College's Web site at www.cv.edu. Prospective and readmitted students should click on Apply for Admissions and complete the following steps:

- Click on "Start a New Application".
- When the "Applicant's ID" form comes up, enter your personal information and create your "User ID" and "Password".
- Click on "Start Your Application".
- Follow the prompts to complete the application.
- Complete the entire application and submit.
- You will receive an automatic reply email which has embedded links that contain the required in-state residency form, transcript request form, and ACCUPLACER (placement test) link. **ACCUPLACER testing is temporarily suspended but required forms must be submitted.**
- The Admissions Office is working remotely and forms cannot be delivered in person. Students must print and complete required documents and either scan them or take a digital photo and submit them via email at admissions@cv.edu. Additionally, you must submit a copy of your state or government issued ID (drivers' license, military ID, non-drivers' ID, Passport, etc.). **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. Schools that do not have memberships with electronic vendors must mail official transcripts to:

Chattahoochee Valley Community College
Attn: Admissions Office
2602 College Drive
Phenix City, AL 36869

The College will work with students where possible who experience difficulty in getting transcripts sent as needed.

Modified Placement Testing Plan

With the temporary suspension of ACCUPLACER, student placement in English and math classes will be determined using ACT subject test scores, high school cumulative grade point averages (GPAs) and the high school grade earned in relevant English and math classes. The five-year ACT score limitation will be temporarily disregarded for placement to eliminate the need for the ACCUPLACER. For students without an ACT score, English and math placement will be determined based on the cumulative high school GPAs and the high school grade earned in relevant English and math classes.

Modified Academic Advising and Advance Summer Registration Plan

The following Academic Advising and Advance Summer Registration plan has been developed and posted to the College Web site:

The faculty and staff at Chattahoochee Valley Community College will continue to support students' academic success during the COVID-19 pandemic. It is important that you check your College email regularly for updated information concerning classes, advisement, and summer registration.

Advisement week will be conducted virtually **April 6-10** and will continue on an as needed basis until summer classes begin on **May 21**. Virtual advising involves conducting advising sessions using email, telephone, or online



meeting apps. This style of advising gives both students and advisors the opportunity to discuss and plan classes for completing graduation requirements. The following registration procedures should be followed:

- **Dual enrollment** students will be advised and registered for summer classes by the Dual Enrollment Coordinator and high school counselor. These staff members will contact students directly and will coordinate all activities.
- **Transient students**, once you are admitted to the College, the Admissions Office will provide you with a student identification (ID) number and instructions on how to register for the approved transient class or classes in Pirate Web via email.
- **Advising Appointments for Current Students**
Since faculty members are working remotely, students should email their faculty advisor to schedule an advisement appointment. If you do not know your advisor's name, it is located on your degree plan which may be retrieved from Pirate Web.

After your request for advising is received, your advisor will email you detailed steps on how to schedule an appointment based on your preference (email, phone, or online meeting). If you cannot make your scheduled advisement appointment, contact your advisor immediately to reschedule.

- **Advising Appointments for New Students**
Any new students who have submitted an Application for Admissions will be notified by the Office of Student Development and Success to schedule an appointment for advising. Schedules will be developed during the appointments. Please refer to the financial aid link for directions on financial aid awards.
(<http://www.cv.edu/wp-content/uploads/2020/03/CVCC-Financial-Aid.pdf>).

Virtual Advisement Tips

It is important to be prepared for your advisement appointment. Prior to your appointment, review your degree plan, prepare a list of classes that you are interested in taking, and write down any questions you may have about classes or graduation requirements. Course schedules may be accessed on the Web site as follows <http://www.cv.edu/course-schedule/>. To adhere to the Family Educational Rights and Privacy Act (FERPA), your virtual advising appointment should be done in private to ensure personal academic information is not divulged.

Registering for Classes

At the end of your advisement session, you will have the classes you will need to take during the summer semester and you will be web authorized to register online beginning **April 13**. You will register for your classes through Pirate Web. Training videos on registering using Pirate Web are provided in the *Blackboard Student Success Class for Online Learning* in the *Advising and Registration* tab. If you have problems registering, contact your advisor. Additionally, tech support is available at ithelp@piratemail.cv.edu.

Summer Registration Schedule

Priority advance registration:

- Monday, April 13, 2020 – Summer 2020 Graduating Students
- Tuesday, April 14, 2020 – Veterans, Veteran Dependents, and Students with Disabilities
- Wednesday, April 15, 2020 – Scholarship Students and Athletes
- Thursday, April 16, 2020 – Current General Studies, Liberal Arts, & Career Technical Students
- Friday, April 17, - Friday, May 1, 2020 – Advance Registration Continues

General summer registration is Tuesday, May 19 and Wednesday, May 20. Summer classes begin Thursday, May 21.



Modified Financial Aid Plan

The following plan for financial aid has been developed and placed on the College Web site for student use:

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 leave a message and a staff member will get back with you. 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 online at www.studentaid.gov during the application process. CVCC's school code for the FAFSA is **012182**. If you are planning to attend summer 2020, you will need to complete the 2019-2020 FAFSA. Fall semester requires the 2020-2021 FAFSA. Once the FAFSA is received, the financial aid office will contact you via email regarding your status.
- **Returning Students.** To check your financial aid status, go to Pirate Web. Use your student number and password to access your information at CVCC. You can see what documents are required, 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 primarily working remotely so students cannot deliver documents in person. To acquire forms, visit the web page at <https://www.cv.edu/student-forms/>. Print the forms, complete them and either scan or take a digital photo of the form(s) and submit via email at financial.aid@cv.edu. Forms may also be mailed to:

Chattahoochee Valley Community College
Attn: Financial Aid Office
2602 College Drive
Phenix City, AL 36869

For questions, you may contact the Financial Aid Office at 334-291-4914 or via email at financial.aid@cv.edu.

- **Refunds and Disbursements.** The Financial Aid Office completed Spring Semester 2020 Term II Pell disbursements on March 16, 2020. To check on your disbursement, go to Pirate Web > Financial > View Payments to Me. If you are awaiting a loan disbursement, you may 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.

Federal Title IV disbursements for the summer 2020 term will be processed as noted on the Institutional Calendar on the Web site.



Modified Counseling and Disability Services

The following Plan has been developed and posted to the College Web site for the convenience of our students:

Personal and academic counseling are ongoing processes at Chattahoochee Valley Community College. It is our intent that no student will be negatively impacted as a result of the College's transition to a modified instructional and service delivery process. However, if you experience difficulty and require assistance with achieving academic or personal goals, remote counseling services are available. For assistance, please contact Ms. Vickie Williams, Associate Dean of Student Development and Success at vickie.williams@cv.edu.

If you have a documented disability and have not requested reasonable accommodations prior to the transition of traditional classes to online/remote services, it is not too late to do so. 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 athletics activities (practice and play) have been suspended until further notice.

INSTRUCTIONAL AFFAIRS

During the modified instructional and service delivery period, all faculty will be available to students through email. Faculty will follow the response time to emails as outlined in their course syllabus. The Online Learning Coordinator has provided training sessions, training videos, and online teaching resources to faculty who do not teach online or hybrid classes on a normal basis. All accreditation agencies have been notified of the College's modified instructional plan. The following modified instructional steps have been implemented:

- **Hybrid classes** have transitioned to fully online instruction using instructional videos and online assignments.
- **Traditional (face-to-face) classes and theory classes:** have transitioned to online instruction. Instructors are posting assignments (readings, quizzes, research, etc.) online and utilizing Office 365 Apps (Whiteboard, Teams, and Video) to engage students.
- **Clinical/Preceptorship:**
 - **Nursing** will use Assessment Technology Institute (ATI) virtual resources for clinical replacement. Students enrolled during the spring 2020 semester who have completed more than 50% of the required clinical/preceptorship will be considered to have completed the clinical/preceptorship requirements.
 - Additionally, **MAT and EMT** students enrolled during the spring 2020 semester who have completed more than 50% of the required clinical/preceptorship will be considered to have completed the clinical/preceptorship requirements.
 - If less than 50% of the required clinical/preceptorship hours have been completed, faculty will identify deficiencies and determine competencies needed and make the necessary adjustments (simulation and/or standardized clinical) to complete the clinical/preceptorship requirements. If clinical/preceptorship cannot be completed by the end of the semester, a grade of "I" will be given to allow students to complete the needed clinical/preceptorship competencies.

The same plans will be used during the summer 2020 term, if needed.
- **Science Laboratories** have utilized virtual lab resources provided by the publisher and other virtual labs/apps as identified by the science department.



- **Career and Technical Education:** For the spring 2020 semester, Applied Technology Lab Courses and Co-op will implement the following online tools to assess student competencies:
 - Amatrol curriculum and MSSC: Quality Control Practices, Basic Safety, and Maintenance Awareness curriculum.
 - For Co-op students, the College will utilize the Miller Welds Curriculum for distance learning.
 In the event that course competencies cannot be met, a grade of incomplete (I) will be given.
- **Dual Enrollment (DE)** students will follow the same modified instructional plan as general students. If the dual enrollment course is taught at high school, the DE instructor will transition the course to an online format following the guidelines outlined by department chair.
- **Adult Education** has created online classes using Google classroom to provide continued instruction. Learning packets have been created for adult education students based on their plan of instruction to document instructional contact hours.
- **Workforce Development.**

Credit programs (welding, industrial maintenance, automotive manufacturing, and HVAC) have transitioned to online course delivery using the Amatrol curriculum and MSSC (Quality Control Practices, Basic Safety, and Maintenance Awareness). The College will utilize the Miller Welds Curriculum for distance learning to complete Co-Op hours.

Non-credit programs transitioned all instruction to online using Google classroom and the publisher's online modules (MSSC: CLA, CLT, and CPT). During the summer, all continuing education classes will be delivered through Blackboard. Testing voucher expiration dates have been extended due to the temporary suspension of national certification examinations. A listing of non-credit courses offered at the College is included in **Attachment A.**

Workforce Development and Related Grant funds will be expended as planned and no extensions are expected.

Ready to Work (RTW) instruction is being conducted using Zoom and the specified online modules. The certification exam will be scheduled and administered on campus upon returning to normal operation.
- **Grading and Final Course Assessment.** The College will give full consideration to students and will attempt to assist them in completing the courses successfully. With the recommendation of the department chair and approval of the Dean of Instruction, faculty may use the following instructional options for final course assessment:
 - a) Accelerate course delivery to meet the student learning outcomes and competencies of the course.
 - b) Offer students alternative ways to demonstrate the course competencies and meet student learning outcomes.
 - c) For courses that student learning outcomes or course competencies cannot be met by the end of the term, a grade of "incomplete (I)" will be given.
 Administered exams will be proctored using Respondus Lockdown Browser to maintain the integrity of the course.

ADDITIONAL INSTRUCTIONAL AND STUDENT SUPPORT RESOURCES

The College will make every effort to assist students and faculty in the implementation of this Modified Instructional and Service Delivery Plan. The following are resources available to students and faculty:

- **Tutoring:** The Tutoring Center will provide assistance with math, writing (English), and history. Students must use their student email to contact the Tutoring Center. For tutoring, use the following email addresses:
 - Math: mathhelp@piratemail.cv.edu
 - Writing: englishhelp@piratemail.cv.edu
 - History: historyhelp@piratemail.cv.edu
- **Tech Support:** The CVCC PIT Crew will provide virtual IT assistance for students through email at ithelp@piratemail.cv.edu.
- The **online learning** department has provided information via email to all students with instructions regarding online learning.
- **Tutorial videos** as well as training have been provided for faculty to ensure success in online instruction.
- **Possible assistance with Internet access:**



Some Internet providers have developed plans to assist customers with access to Internet service. Please visit the sites below for details.

- <https://www.montgomeryadvertiser.com/story/news/2020/03/15/coronavirus-alabama-internet-providers-offer-free-broadband-students-school-closures/5053493002/>
 - [AT&T](#)
 - [Charter/Spectrum](#)
 - [CTV Beam](#)
 - [Comcast](#)
 - [Xfinity](#)
- **Learning Resources Center.** The Learning Resource Center will be accessible online providing Lib guides, eBooks, electronic databases and access to the Alabama Virtual Library (AVL) for instruction. LRC staff will also be available via the phone to assist students and the general public where necessary. Students may utilize the LRC Chat with Librarian Web link: <http://www.cv.edu/learning-resource-center-lrc/> or text questions to 334-230-5184. Other LRC resources are as follows:
 - AVL databases: [access to Alabama Virtual Library \(AVL\)](#)
 - AVL registration: [Alabama Virtual Library Registration \(AVL\)](#)
 - [CVCC Learning Resource LibGuide Link](#)
 - [CVCC's Online Catalog](#)
 - [CVCC's ebooks](#)
 - User ID:LRCEBOOKS
 - Password:lrc@cvcc2019 (*expires June 2020*)
 - The following tutorials regarding online processes are available for **student** use:
 - Logging into Pirate Web: <https://www.screencast.com/t/CINyrlQq8Mci>
 - View your degree plan on Pirate Web: <https://www.screencast.com/t/qnXZkKpEA4>
 - Registering for classes on Pirate Web: <https://www.screencast.com/t/RWVaOwzK6qhD>
 - Other resources for **faculty** use have been communicated through other College means.

MODIFIED PLAN FOR GRADUATION AND PINNING CEREMONIES

The College has reached out to a focus group of student leaders and with their input, has determined that the graduation ceremony normally conducted in May of each year will postponed until late summer, early fall 2020, if current conditions permit. All students who are scheduled to graduate will be notified in advance and provided the new date and details. If a student elects not to participate in the delayed graduation ceremony, he/she will be reimbursed the cost of the cap and gown (\$40). Fees associated with the purchase of diplomas and administrative costs (postage and printing) will be retained by the College. Pinning ceremonies for the Health Sciences programs will be held in conjunction with the delayed graduation ceremony.

EVENTS

Out of an abundance of caution, all meetings and events involving ten (10) or more people have been cancelled or postponed until further notice. A detailed list of impacted activities has been placed on the College Web site for student, faculty, and staff review.

Revised March 31, 2020



ATTACHMENT A

Workforce Development Non-Credit Courses

Industry Training and Certifications
Certified Production Technician: Manufacturing Safety Practices
Certified Logistics Associate: CLA
Certified Production Technician: Manufacturing Printing, Reading, Measurement Tools and Quality Practices
Certified Logistics Technician: CLT
Computer Applications and Certifications
CompTIA A+ Combined
CompTIA Net+
CompTIA Sec+
ITIL Foundations
CCNA
Azure Fundamentals
Health Care
Medical Billing and Coding