

COVID-19 RESPONSE
Modified Instructional and Service Delivery Plan

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 through April 3, 2020**. Instruction and services will be delivered via online and/or remote platforms, with only essential staff reporting to campus for duty. The following plan has been devised to address this modification:

Communication. The President has established a Response Team to develop and implement plans to address the COVID-19 outbreak. 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 (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 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.

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 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 will include but will 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.

Enrollment Services. A message will be placed on the Web site under specific departments (i.e. admission, financial aid, advising) informing students and prospective students of office closures and explaining that staff will be available via phone, email, or standard mail. Prospective students will be contacted regularly by email with updates on college services, enrollment opportunities and the cancellation or schedule for upcoming events.

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 will provide 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 will be notified of the College's modified instructional plan. The following modified instructional steps will be implemented:

- **Hybrid classes** will transition to fully online instruction using instructional videos and online assignments.
- **Traditional (face-to-face) classes and theory classes:** will transition to online instruction. Instructors will post assignments (readings, quizzes, research, etc.) online and utilize Office 365 Apps (Whiteboard, Teams, and Video) to engage students.
- **Clinical/Preceptorship:**
 - **Nursing** will use Assessment Technology Institute (ATI) virtual resources for clinical replacement.
 - **MAT and EMT** students 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 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.
- **Science Laboratories** will utilize virtual lab resources provided by the publisher and other virtual labs/apps as identified by the science department.
- **Applied Technology lab courses and Co-op** will implement additional lab and/or co-op hours using flex scheduling for students once classes resume. If lab hours cannot be completed by the end of the semester, a grade of "I" will be given to allow students to complete the needed hours.
- **Dual Enrollment** students will follow the same modified instructional plan as general students. If the dual enrollment course is taught at high school, the dual enrollment instructor will transition the course online following the guidelines outlined by department chair.
- **Adult and Continuing Education** will create online classes using Google classroom to provide continued instruction. Learning packets will be created for adult education students based on their plan of instruction to document instructional contact hours.
- 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.

Additional Instructional and Student Support. The College will make every effort to assist students and faculty in the implementation of this modified service delivery plan. The following are resources available to students and faculty:

- The tutoring center will provide tutorial assistance via email at help@piratemail.cv.edu, with the subject that tutoring is needed. Example: englishhelp@pratemail.cv.edu
- The CVCC Pirate IT Crew will provide virtual IT assistance for students through email at ithelp@piratemail.cv.edu
- The online learning department will send an 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: <https://www.montgomeryadvertiser.com/story/news/2020/03/15/coronavirus-alabama-internet-providers-offer-free-broadband-students-school-closures/5053493002/>
- LRC Chat with Librarian Web link: <http://www.cv.edu/learning-resource-center-lrc>