



# Online Student Services @ PCC



## START GUIDE

Prepares students to take online courses @ PCC

## ANNUAL PLANNING GUIDE

Plan future terms showing sections of online classes



## COURSE DETAILS PAGE

Lists of all in-person requirements, proctoring & additional costs

## ONLINE STUDENT RESOURCE CENTER (OSRC)

Virtual community and resource collection for all online students

## ONLINE ADVISING CENTER

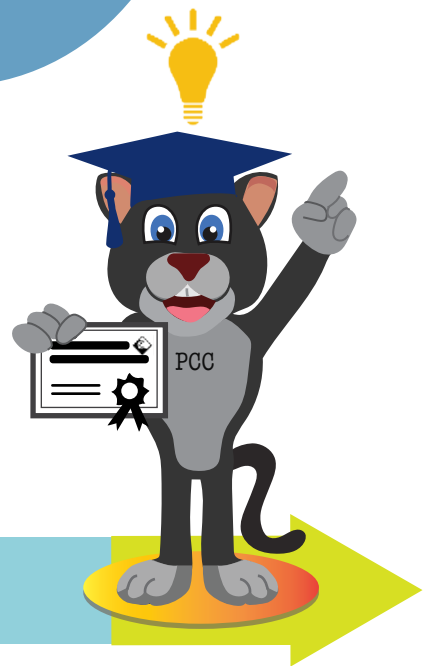
Support for course planning and academic goals for fully online students

## STUDENT HELP DESK

Computer software and online service support via phone, chat and email

## eTUTORING

FREE fully online professional tutoring services



For more information about resources for online students, go to <https://www.pcc.edu/online/students>

# COVID-19 Resources for Faculty

In this time of frequent change and uncertainty, the Online Learning department has heard a variety of questions from faculty about how to best support their students. To assist, we have assembled this list of FAQs and resources that faculty can direct students to for support.

## What can students do to get ready for the year?

- **Guide to First Term** - The [Panther Tracks: Guide to Your First Term](#) has great content, including lists of how students can set themselves up for success heading into the first week, at midterm, and at the end of the term.
- **Academic Advising** - Encourage students to make an appointment with an [Academic Advisor](#) to discuss course plans for future terms and how they fit within their larger career and academic goals. Students can request assistance by filling out the [request form](#).
- **Tutoring** - It's never too early for students to seek tutoring! Students can still take advantage of [virtual tutoring](#) from our campus tutors or eTutoring.

## What campus resources are currently available to students?

- **Virtual Help** - In MyPCC, the Help tab is now [Virtual Help](#). Students can use this tab to reach out to a variety of student services via phone, email, online form, or Zoom.
- **Counseling Services** - [Counseling](#) is providing virtual support via individual sessions, group counseling, and workshops.
- **Tutoring** - Each campus-based Student Learning Center has shifted to provide [virtual tutoring](#). All students are also welcome to use the [eTutoring](#) platform.
- **Disability Services** - Counselors in Disability Services continue to support students over the phone and through video chat, and are working to adjust accommodations for students that may have different needs for remote classes than in-person classes.

## Who should I inform if I am concerned about a student?

- **CARE Reporting** - Anyone can [submit a CARE Report](#) to express concern about a student's well-being and safety. After submitting the report, the [CARE Team](#) reaches out to the student to check in and get them connected to appropriate resources to provide support as needed. If you are ever unsure about how to approach a situation, you can always contact the [Student Conduct and Retention Coordinators](#).
- **Classroom Issues** - The coordinators can also assist faculty with [classroom management](#) and [behavior clarification](#) concerns.

## What resources are available for students who need technological assistance (like equipment or skill-building)?

- **Student Guide** - PCC developed a student guide to help students who are [Adjusting to Remote Learning](#).
- **Virtual Backpack** - Although students are not required to complete the [Start Guide for Online Learners](#) for remote courses, the content will help prepare students for success in the new online environment.
- **Technology Support** - Students should contact the [Student Help Desk](#) for assistance with D2L Brightspace, Zoom, or Google Apps.
- **Resource Center** - All enrolled students get added to the [Online Student Resource Center](#) in D2L Brightspace. The OSRC includes discussion forums for students to use for connecting with their peers and seeking support from our staff, as well as D2L tutorials and practice activities.
- **Technology Access** - Students can review options for internet service providers on the [COVID-19 Resources](#) page. If a student does not have access to wi-fi or a computer at home, they can also complete the [Student Technology Needs form](#) to request assistance from PCC.
- **Online Training** - Free [computer basics training](#) is available from the Goodwill Community Foundation.

## What community resources and funding assistance are available for students in need?

- **Emergency Funds** - Thanks to regularly available funding and a generous allocation of funds from the PCC Foundation, students can apply for [emergency funding](#).
- **Community Resources** - A list of [community resources](#) is available on the COVID-19 webpage.
- **Food Assistance** - Students who meet the income qualification should apply for [SNAP](#) benefits to help them access food. Some students who receive SNAP benefits may also qualify for the [STEP](#) program, which can provide assistance for tuition/fees, books, and tools for school.