



# Keep Calm and Otter On(line)

## The Goal = Keep Learning

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This toolkit was developed to provide students resources and support as they keep learning. CSUMB has borrowed the skeleton of it from [Virginia Commonwealth University](#) and is grateful for their willingness to share. The tips, tools, and resources below are here to support students with unexpected transition to remote learning and promote course completion. CSUMB's goal is to guide and support you through this semester with compassion, flexibility, and the creative spirit that underpins this University.

**We can do this together.**

## Tips for Success When Learning Online

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Even if you've been successful with your face-to-face courses, it helps to think about how your academic life is going to change as your courses move to alternative modalities.

CSUMB is sharing these tips to help you be successful in these transitions. We'll be updating this as we get to know your needs in this new environment. Please reach out to faculty and staff when you encounter problems and successes. We want to learn with you.

**Welcome back to the spring semester!**

# Topics Covered

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## Otter Thinking

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- **Be well:** Our main priority is your health! Please check out the [CSUMB Health & Wellness Services](#) COVID-19 FAQs.
- **Be proactive:** The more you prepare in advance, the easier the transition. Update your contact information with CSUMB. Check your **CSUMB email** at least once a day and any course communication tools (your faculty will let you know which ones) for updates.
- **Set a time:** We know this upended the schedule you have been keeping, and we encourage you to establish a new one. Set a time to get up, a time to go to bed, a time to check that email and those course tools, a time to do your work, times to eat healthy food (and, if you want them, treats!), and times to relax. Make sure you have time in your days to take a walk or roll, get fresh air, be in and around nature, read or listen to a book, sing, listen to music, play music, whatever healthy habits are for you--make sure you give yourself time to do them!
- **Stay calm:** Even though you may feel quite stressed or uncertain, try your best to breathe in, breathe out, repeat. Staying calm can help you focus, make a plan, keep yourself organized, and make logical decisions. Need help? Check out our [Mindfulness](#) support.
- **Practice flexibility:** Your instructors may be learning new things as well, including teaching remotely. They will be looking at creative ways to deal with assignments, exams, discussions, avenues for student submission of their work, etc. The effort will be iterative, and it will need to change sometimes to address what is or is not working. In the end, just put your best foot forward and be open to change. We are all right there with you.

- **Seek support from your classmates:** We encourage you to stay in communication with other students in your own classes and across the university. Find out what's working for other students and how they're managing the shift. It's likely you'll find different tools and workflows that will be helpful while sharing your own successes.
- **Prioritize care, compassion, kindness:** Supporting each other can go a long way. Practice compassion and kindness to your classmates, university staff, and your faculty. Everyone is doing their best to maintain your courses and progress and to stay on track for the semester.
- **Speak up if you need to talk:** In times like these, you may need to talk to someone who can listen, support you, and help you focus on your learning. Reach out to your student colleagues and your faculty. We encourage you to reach out to your Academic Advisor, too. If you are not sure who your current advisor is, [find your advisor here](#). They are there for you!! The [Personal Growth & Counseling Center \(PGCC\)](#) is another great source on campus for students.
- **CSUMB Psychology** made a [fabulous video](#) that you might want to check out with all of these tips and more!

## Accurate and updated info on COVID-19

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Not all of the information out on social media is reliable. We want you to stay informed with the most accurate information and use your information literacy skills to your advantage. We have regular updates on the [CSUMB COVID-19](#) site; please check there frequently.

## Health Tips from the CDC

There is currently no vaccine to prevent COVID-19. The best way to prevent illness is to avoid being exposed to this new strain of coronavirus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- Maintain appropriate physical distance (“social distancing”) when outside your home or in small groups. At least [6 feet](#) between people.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing.
- Avoid touching your eyes, nose and mouth.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

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# What’s on your mind?

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iLearn

Zoom

Google Hangouts

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Cooperative Learning Center

Academic Advising

Library

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Withdrawal

Exception to University Policy (not housing, see here for housing)

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## Course Communication

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Faculty/instructors have been encouraged to send updated course completion directions to all enrolled students via the platform they normally used throughout the semester.

- **CSUMB Email**
- **iLearn**
- **Zoom**
- **Google Hangouts**

It is your responsibility as a student to monitor their CSUMB email, iLearn course site, or other tools as identified by your instructor to learn about updates and next steps to completing their classes on-line/remotely. Some announcements may go out to students through the [CSUMB Dashboard](https://csumb.edu/dashboard) (<https://csumb.edu/dashboard>).

### iLearn

Haven't used iLearn much? Get started [here](#)

## Zoom

### [Step by step Instructions](#) for students invited to a Zoom Session

Please read all instructions prior to the start of your webinar. Critical information is included below that will allow you to gain the most benefit from the class sessions and reduce issues for you and your classmates.

- The sessions will begin promptly. The Zoom meeting link is available at all times and it is suggested that you log in 20 minutes beforehand to ensure everything is working correctly.
- If you have not done so already please view Zoom's [Support Portal](#), for your device, to ensure your speaker/microphone or headset are ready for the session. Select the "Getting Started" topic and review the appropriate links.
- Mobile devices such as iPad are compatible with Zoom but require you to download an app. Search "Zoom" in your mobile store to download the app. The link to the zoom sessions will be posted at the top of iLearn.

### **Other suggestions:**

- The Link to the Zoom Session will always be posted at the top of iLearn.
- You should use your computer audio whenever possible, rather than calling in on your phone, as Zoom has a limited number of landlines, making phone connections more difficult.
- a room for the session that will have good lighting and clear audio. Please be respectful to your fellow students so as to avoid any unnecessary disruptions (eating, zipping backpacks, powering of laptops, animals barking, etc...) at the commencement of the lecture. Mute your Zoom session during class unless otherwise directed. If the connection is lost and you are unable to reconnect, email your professor immediately with details on the issue.

- If the professor's Zoom session is dropped, close your meeting session and wait a few minutes and click the meeting link again. Sometimes there is an internet lag or interference.
- If your own session has been disconnected follow the same steps.
- Your instructor will let you know what to do if the technical problems cannot be resolved, probably by your CSUMB email account or iLearn (they will let you know how). Otherwise it is important to complete the entire Zoom meeting. If you are unable to reconnect to the session, it is your responsibility to (1) email your professor immediately with an explanation of what occurred and (2) obtain notes from one of your classmates. You remain responsible for the material covered on the zoom session.
- Zoom class sessions will be recorded only at the discretion of the instructor.

## Google Hangouts

You can get to Hangouts through your CSUMB email or an app on your mobile device.

Never used it? Get help [here](#)

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## Technology Support & Resources

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### Laptop Purchase

- **Loaves, Fishes & Computers (LFC)** is remaining open during the current Shelter-In-Place. We are a Community Benefit Organization and are keeping our doors open for the community. We are taking measures to

keep our staff and customers safe; Sanitizer and tissues are available for our guests. Be prepared to wait 5-10 minutes outside until your name is called out (chairs and tables are set).

Given that many schools are turning to online curriculum, **LFC** is providing refurbished desktop and Chromebook computers to students that are lacking computer access in their home. **Desktop computer packages (incl. monitor, keyboard, mouse, etc) are \$59-\$89, and Chromebooks are \$50.** All come with a warranty. Limited to one computer per family. Purchasers must provide proof they are attending Hartnell, CSUMB, MPC or a Monterey County Public School.

Loaves, Fishes & Computers is located at 938 South Main Street, Salinas.  
Open Tuesday-Saturday 11:00am - 5:00 pm (831) 393-9260.

## **Internet Access Options**

Wifi/internet access: employees and students can add “hot spots” to their wireless cellphone plans or access the CSUMB network while being in your car in/around the campus. A number of companies are offering both reduced cost and increased bandwidth options.

## **Disclaimer**

*Please note that this is for informational purposes only. Any individual wishing to procure a service listed in this document is responsible for reviewing the contract, terms and conditions and vendor/provider.*

The Federal Communications Commission (FCC) The FCC's [Keep Americans Connected Pledge](#) asks providers to waive late fees, not cut off service for lack of payment, and keep open public hot-spots. Many communications providers have signed on to this pledge. If students already have a provider for Internet connectivity, it is recommended that they check to see if their provider has any offers for existing customers affected by the Covid-19 situation.

Several communications providers have special offerings right now to help students get connected. The ones we are aware of so far are listed below. We will add more to this document as we become aware of them.

### **1. AT&T**

AT&T is maintaining a COVID-19 response page at <https://about.att.com/pages/COVID-19.html> There are a number of initiatives aimed at customers and communities, including unlimited AT&T home internet and 90 days of free conferencing when you sign up for Cisco WebEx through AT&T.

### **2. Charter**

Spectrum Communications Charter to Offer Free Access to [Spectrum Broadband](#) and Wi-Fi For 60 Days For New K-12 and college student households.

### **3. Comcast**

Company Opens Xfinity WiFi Network Nationally for Free, Offers Unlimited Data for Free, Confirms Its [Commitment to Connecting](#) Low-Income Families.

Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit [www.xfinity.com/wifi](http://www.xfinity.com/wifi). Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.

#### 4. Cox

Cox is helping get families in need get connected to the Internet through their [Connect2Compete program](#) with the first month free, \$9.95/month thereafter.

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## Technology Help

- The walk-up Help Desk is closed, as the library will be closed to the public.
- You can [submit a ticket](#) for help

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## Academic Support

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- **Library:** The CSUMB Library is temporarily closed. The first floor cafe area remains open for computer access. [You can still visit our Virtual Library for help! Check it out.](#)
- **Tutoring:** In an effort to support our students during this time of transition, including our own student tutors, we are offering a reduced, modified schedule of live Zoom sessions Mar 20-27 onward, with a normal closure for Spring Break from Mar 28-Apr 5. During spring break, CLC staff will reassess these offerings and their effectiveness for peer learning; currently, we plan to continue online offerings Apr 6 onward.
  - The scheduling processes remain the same as usual, except you cannot call or visit our office to schedule. You can schedule

appointments online in TutorTrac via Single-Sign-On, or by emailing [clc@csumb.edu](mailto:clc@csumb.edu).

- In addition to Zoom sessions, tutors and leaders will work creatively to create other asynchronous support. We will share this with your faculty and link to the [CLC website](#).

Please know that The Cooperative Learning Center remains committed to student success and access to learning support. We'll see you online!

- **Academic and Career Advising:** Academic, Career, and Student Success (including the Transfer Center!) advisors are all working remotely using either email, Zoom, Google Hangout, and/or phone advising. You can look up your advisors contact information on the [Center's website](#) or check your CSUMB email--they are reaching out frequently!
  - For walk-in advising on Wednesdays: as of now you can email your advisor with your questions and concerns and we will then do our best to respond via email. If needed, they will set up a quick phone appointment, Zoom, or Google Hangout to answer your questions.
  - Please make sure you provide your student ID with all correspondence to advisors.

Thank you in advance and we will continue to update you as things change.

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## Student Accomodations

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Student Disability Resources is adjusting how it operates during this time of limited operations on campus and the local shelter-in-place.

The SDR office is closed for in-person visits at this time but we are still available via phone and email. While we are regularly checking messages during our normal business hours, the response time may be delayed. We appreciate your patience during this time.

- SDR Main Phone Number: (831)582-3672
- SDR Email: [student\\_disability\\_resources@csumb.edu](mailto:student_disability_resources@csumb.edu)

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## Policies

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- **Withdrawals:** While we believe that this is a particularly important time to stay connected through your classes, faculty, and colleagues, we understand that the situation is constantly evolving in both your student and personal lives. If you need to request a withdrawal, please follow the new instructions on the [How to Withdraw](#) website. Withdrawals related to COVID-19 will be regarded as extenuating.
- **Exception to University Policy:** This semester, the process will be the same as withdrawal: submit your [Exception to University Policy](#) petition from your CSUMB email account to [ucgs@csumb.edu](mailto:ucgs@csumb.edu). We will be in touch for any supporting documentation.

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## Service, Labs, & Activities

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- **The requirement for *service learning and internship hours* for the remainder of the Spring 2020 semester is waived.** Students will not be penalized for incomplete hours in courses delivered by any department, though other course requirements as defined by their faculty must be met, including an alternative assignment. This waiver includes:
  - All courses with the "S" suffix (e.g., BUS 303S).
  - Undergraduate courses (numbered 100-400) requiring service or internship hours not designated with an S, such as practica (e.g., CHHS 496A and 496B)
- **Graduate or Credential Field Experience:** Students in graduate-level courses (numbered 500 and above) with internship, clinical, teaching, research, or service requirements should continue to follow the direction of their respective program faculty.
- **Lab, Studio, and Physical Activity Courses:** Lab, studio, and physical (e.g., Yoga, Martial Arts) activity classes will be held virtually. For the few such courses for which this is not practicable, course faculty will advise students this week, and the University will contact students directly to provide assistance in necessary registration changes.

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## Statement on Inclusive Excellence

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CSUMB values openness and inclusion. We activate and support engaged learning, civic engagement, and sustained dialogues across identities and differences on our campus; it is who we are. The emergence of COVID-19 has fostered unwarranted and rampant anti-Asian/Asian-American sentiments across the nation. The CSUMB community does not accept these xenophobic behaviors expressed through speech, harassment, the spreading of misinformation, and misinformed decision-making.

Our university values, specifically those related to diversity and inclusion, have withstood many difficult situations and trying times, and they will not falter now. Please be assured that CSUMB will make every effort to prevent the occurrence of unlawful discrimination and, if necessary, take prompt and appropriate action to remedy and prevent its reoccurrence. Every member of our community is asked to:

- Become familiar with the CSU commitment to maintaining an inclusive community through the [Title IX/DHR](#) office.
- Consult with the [Office of Inclusive Excellence](#) for additional guidance on how to maintain a bias-free environment.
- Encourage individuals affected by this type of misconduct to file a report of discrimination or harassment with [Title IX/DHR](#).
- Bookmark and share information on university or community agencies that offer support or services, such as **CSUMB's Personal Growth and Counseling Center** [website](#) and [Otter Cross Cultural Center](#).
- Offer nonjudgmental support and empathy to those affected.

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