

Carroll Community College COVID-19 Communications Archive - 2020

Please Note: This document contains archived information which is no longer current. Some hyperlinks may no longer be active.

Important Message from Carroll Community College #1 - Sent 3/4/2020

Dear Students,

As I know you are aware, the nation is gearing up for a *possible* health crisis. Carroll Community College (Carroll) is monitoring this situation carefully with the help of information provided by the Carroll County Health Department (CCHD), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO). In compliance with State requests, Carroll has updated its emergency plan in case the situation becomes more dire in the region. Should there be an extensive number of reported illnesses, health officials may require that we significantly alter access to campus to prevent the spread of the virus or close the College for a period of time. Should either of these requests happen, the College will move credit instruction to a fully online delivery mode. Faculty members are currently preparing their course sites on Blackboard or Canvas, to accommodate fully online delivery as a contingency. If missed instructional time cannot be accommodated via online instruction, we may need to extend the semester through final exams week, as Carroll has done in the past in similar situations. Additionally, we may need to decrease the transition time in between classes by 5 minutes to extend teaching time. Such decisions will be carefully thought out and communicated.

Further, students, faculty, and staff are asked to carefully assess their own health. The College advises everyone to stay at home when they are sick, especially if they have a fever. We require you to be fever free without the use of medication for 24-48 hours before you return to campus. We realize that asking you to stay home if you are unwell could have a large impact on learning course material. We recommend that students "buddy up" with someone in class with whom they can share notes and communicate in the event that one or the other is absent from class. We suggest that if you need to miss class for illness that you stay in communication with your instructor. As is always the case, you can use our available resources on campus (office/student hours with your instructor, tutoring in the Academic Center) when you return to campus. Faculty and staff will remain flexible throughout this time and will communicate any special instructions regarding classes as the need arises. Please monitor your College email often from now until the end of the semester.

Our hope is that this situation does not become a crisis. We always put the health and wellness of our students, faculty and staff above all else. The best precautions include washing your hands frequently and avoiding others who are ill, whenever possible.

We will continue to keep you informed as we know more. Thank you for your cooperation.

James D. Ball
President

Important Message from Carroll Community College, COVID-19 Update #2 - sent 3/11/2020

Dear Students,

As you know the COVID-19 virus is a very fluid situation that requires our procedures to align with recommendations of public health experts in response to on-going developments. The safety, health and well-being of our students, faculty and staff remain our top priority. Amid a flurry of COVID-19 virus responses by other higher education institutions across the State, I write to provide an update to Carroll students. The College remains fully operational and all classes are proceeding as scheduled. In close coordination with our community partners, we are taking the following actions:

1. Although there are no reported COVID-19 cases in Carroll County, out of an abundance of caution the College may ask a student, faculty or staff member to self-quarantine to minimize risk to the College community. The following decisions have been made:
 - Based on Governor Hogan's decision to move Maryland to Level II - Flexible Operations to minimize the spread of COVID-19 and to cancel out of state travel for all state employees, Carroll Community College has decided to follow the State's directive to cancel all student out-of-state trips organized by the College effective close of business Friday, March 13th through April 30th. Students who have paid for a trip will be reimbursed in the manner in which they paid. More information will be sent to those students.
 - The College is evaluating all scheduled events being held at the College during March, April and May. Any change to an event will be communicated as soon as possible.
 - Per recently revised CDC guidelines any students returning from a country designated by the State Department Travel Advisory as Level 2, 3, or 4 because of COVID-19 will be expected to self-quarantine off-campus for a 14-day period. Please contact the College's Dean of Students at studentaffairs@carrollcc.edu for further direction. The State Department Level designations are subject to change so please be mindful of all personal travel. <https://www.cdc.gov/coronavirus/2019-ncov/locations-confirmed-cases.html>
 - If you have traveled to Washington State, California, or New York since February 26th or plan to travel to these highly impacted areas of the U.S., please contact the College's Dean of Students at studentaffairs@carrollcc.edu to determine if you should consider self-quarantine for 14 days upon your return.
 - We also recommend you view the CDC Travel Guidelines and risk assessment for locations in and outside the United States. For more information <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>
2. The Carroll County Health Department has opened a call center to answer all COVID-19 questions. The line will be staffed M-F from 8 am-5 pm. After hours, individuals can leave a message and calls will be returned. The Hot Line can be reach by calling 410-876-4848.
3. Should you or a family member have symptoms including fever, cough or difficulty breathing, you should seek treatment at your health care provider's office or an urgent care center where you will likely encounter fewer people and thus reduce the chance of transmission. If you are experiencing an emergency and call 911, please alert them of the possible exposure to COVID-19. If you are advised to self-quarantine for 14 days please contact the College's Dean of Students at studentaffairs@carrollcc.edu.
4. As a general reminder, if you are feeling ill, let your instructor know and you should remain home until fever-free for 24 hours without fever-reducing medication.

5. We continue to recommend that students “buddy up” with someone in class with whom they can share notes and communicate in the event that one or the other is absent from class.

As new information becomes available from our County partners, State government and other educational institutions, I will send out another update. The College is currently discussing our operational and instructional plans for after Spring Break. I will provide an update on those matters as decisions are made but at this time all students should plan for classes to continue as scheduled either in person or online. Please check your College email regularly for updates. If you have additional questions, please contact the College’s Dean of Students at studentaffairs@carrollcc.edu.

James D. Ball

President

Important Message from Carroll Community College, COVID-19 Update #3 NEW DECISIONS MADE - sent 3/12/2020

Dear Students,

Carroll Community College remains fully committed to keeping our students, employees and visitors safe and healthy. The College takes this responsibility seriously and has already taken several measures to minimize the risk of exposure. To date our efforts and decisions have included close coordination with the Carroll County Health Department who has reported there are no known cases of COVID-19 in Carroll County or at the College.

While this continues to be an evolving situation, the College has decided the following:

Credit Students:

1. College instruction will continue in its current format through Wednesday, March 18.
2. All classes will be canceled Thursday, March 19 and Friday, March 20.
3. Spring Break for students is now Thursday, March 19 through Sunday, March 29.
4. All classes will move to online learning beginning Monday, March 30 and will continue through April 12. The College reserves the right to extend online learning and will communicate any changes in advance.
5. As of March 30 when instruction resumes in an online format, the College will be open to provide all student support services as well as the testing center, open computer labs, the library, business office, etc.
6. Off-site clinicals and internships will continue as scheduled, unless students are contacted by their instructor with alternative arrangements.

Continuing Education Students:

1. College instruction will continue in its current format through Wednesday, March 18.
2. All classes will be canceled Thursday, March 19 through Saturday, March 21.
3. Spring Break for students is now Thursday, March 19 through Sunday, March 29.
4. Career Training classes may move to an online format following Spring Break. Classes that are not able to move to an online format will be rescheduled. Students will be contacted via email with additional details.
5. Personal Enrichment/Lifelong Learning classes will be canceled March 19 through April 12. Classes will be rescheduled.
6. Contract training clients will be contacted regarding alternative arrangements.
7. Non-credit ESOL and GED classes will not meet from March 19 through April 12. Make-up sessions will be scheduled; those students will be contacted via email with additional details.

Faculty and Staff:

1. Though classes will be canceled on Thursday, March 19 and Friday, March 20, College operations will continue through Friday, March 20 so that employees can finalize preparations for fully online delivery of instruction.
2. Employees will be on Spring Break, Monday, March 23 through Sunday, March 29 as scheduled.
3. All employees will return to campus to work their normal schedule beginning Monday, March 30. The possibility for teleworking is under review. Additional information and direction will be forthcoming.

Events:

1. All events scheduled in March and April are being evaluated. Decisions will be forthcoming.

All Travelers:

1. Per recently revised CDC guidelines any employees returning from a country designated by the State Department Travel Advisory as Level 2, 3, or 4 because of COVID-19 will be expected to self-quarantine off-campus for a 14-day period. Please contact your area Vice President for further direction. The State Department Level designations are subject to change so please be mindful of all personal travel. <https://www.cdc.gov/coronavirus/2019-ncov/locations-confirmed-cases.html>
2. If you have traveled to Washington State, California, or New York since February 26th or plan to travel to these highly impacted areas of the U.S., please contact your area Vice President to determine if upon return you should consider self-quarantine for 14 days.
3. We also recommend you view the CDC Travel Guidelines and risk assessment for locations in and outside the United States. For more information <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

The College will continue to closely monitor the evolving COVID-19 health crisis along with the Carroll County Health Department. The conditions are changing rapidly so we will continue to evaluate the situation daily. All future decisions will be communicated as soon as possible. We appreciate your patience and flexibility during this challenging time.

James D. Ball
President

Preventative Measures - 3/12/2020

As a reminder, preventative health measures that are recommended for avoiding colds, flu, and other respiratory illnesses include:

- Protect yourself and your community by practicing social distancing
- Wash hands frequently with soap and water (and for the duration of the tune happy birthday) or use an alcohol-based sanitizer
- Cover coughs and sneezes with a tissue, or cough or sneeze into your elbow (not your hand)
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Clean and disinfect frequently-touched surfaces
- Stay home when sick, especially if you have a fever
- Avoid close contact with sick people
- Remain home until fever-free for 24 hours without fever-reducing medication
- People who have symptoms should call their health care provider before going to a care facility, so they can advise them on what to do and prepare to isolate them if needed
- People should call 911 if they are having a medical emergency, but explain their potential exposure to COVID-19
- Prepare a kit of supplies such as water, food, and medicine, like you would for a winter storm or hurricane, in case you need to stay home while ill or in quarantine. (Only buy what you need for a few weeks, so that everyone has what they need to stay healthy.)
- Stay informed with reliable information from local, state, and federal public health sources

COVID-19 Update #4 - sent 3/13/2020

Dear Students,

The fluid nature of the COVID-19 Pandemic has once again become more turbulent. Governor Hogan announced yesterday that an individual in Prince George's County contracted the virus through "community transmission" or no directly known source of exposure. As a result, Governor Hogan moved alert status to its highest level, and he issued several Executive Orders to delimit public exposure to the virus. Among those orders, all Maryland Public Schools Pre-K-12 will close Monday, March 16 through March 27, 2020.

To stay in concert with the State's effort to take stronger measures to delimit exposure to the virus, **Carroll Community College will:**

Credit Students:

- **Close for Spring Break for Students Monday, March 16 through Sunday, March 29, 2020.**
- All classes will resume in **remote online learning beginning Monday, March 30 and will continue through April 12.** The College reserves the right to extend online learning past this date if conditions warrant. We will communicate any changes in advance.
- Beginning March 30, the College will be open to students 8:30 am to 7:00 pm to if they prefer to access student support services on campus. All services including the testing center, open computer labs, the library, business office, tutoring etc. will be available on campus and remotely.
- Off-site clinical and internship learning will continue as scheduled, unless students are contacted by their instructor with alternative arrangements.
- **Credit Students enrolled in 7 week (Spring 2) courses** need to follow the directives provided by their instructors via email since guidelines for next week are different.
- Please note **All Travelers** information at the bottom of this message.
- Student and employees will practice appropriate social distancing while on campus until further notice.
- This is an evolving situation, please check your emails and Blackboard/Canvas often including over Spring Break.

Continuing Education Students:

- **Close for Spring Break for Continuing Education Students Monday, March 16 through Sunday, March 29, 2020.**
- Beginning March 30 through April 12 some Career Training classes may move to an online format. Classes that are not able to move to an online format will be rescheduled. Students will be contacted via email with additional details.
- Personal Enrichment/Lifelong Learning classes will be canceled Monday, March 16 through April 12. Classes will be rescheduled.
- Contract training clients will be contacted regarding alternative arrangements.
- Non-credit ESOL and GED classes will not meet from March 16 through April 12. Make-up sessions will be scheduled; those students will be contacted via email with additional details.
- Please note **All Travelers** information at the bottom of this message.
- Student and employees will practice appropriate social distancing while on campus until further notice.
- This is an evolving situation, please check your emails often including over Spring Break.

Faculty and Staff:

- College operations will continue through 4:30 pm on Wednesday, March 18, so that employees can finalize preparations for remote operations. All employees will observe appropriate social distancing while on campus.
- Employees will be on Spring Break and the College will be closed, Thursday, March 19 through Sunday, March 29 as scheduled.
- Employees will return to campus to work their normal schedule beginning Monday, March 30. The possibility for teleworking is under review. Additional information and direction will be forthcoming to all staff.
- Please note **All Travelers** information at the bottom of this message.
- Student and employees will practice appropriate social distancing while on campus until further notice.
- This is an evolving situation, please check your emails often including over Spring Break.
- Further guidance and information for employees is forthcoming.

Events:

- All College related events, on and off campus, in March are canceled. Events scheduled in April and May are being evaluated. Decisions will be forthcoming.

All Travelers:

- Per recently revised CDC guidelines any employees returning from a country designated by the State Department Travel Advisory as Level 2, 3, or 4 because of COVID-19 will be expected to self-quarantine off-campus for a 14-day period. Please contact your area Vice President for further direction. The State Department Level designations are subject to change so please be mindful of all personal travel. <https://www.cdc.gov/coronavirus/2019-ncov/locations-confirmed-cases.html>
- If you have traveled to Washington State, California, or New York since February 26th or plan to travel to these highly impacted areas of the U.S., please contact your area Vice President to determine if upon return you should consider self-quarantine for 14 days.
- We also recommend you view the CDC Travel Guidelines and risk assessment for locations in and outside the United States. For more information <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

We are all dealing with an unprecedented situation. We appreciate your patience and flexibility. Your safety and well-being remain our top priority. For additional information and updates, visit <https://www.carrollcc.edu/covid-19/>.

Dr. James D. Ball
President

COVID-19 Update #5 - sent 3/16/2020

Dear Students,

As you know, the COVID-19 virus continues to evolve and new decisions are being made as we become aware of Maryland and County mandates. Governor Hogan held a press conference earlier today with several new directives. His comments were **streamed online.**

To that end, College has made the following decisions:

1. The College facilities will now officially close at Noon on Tuesday, March 17.
2. The College plans to reopen on Monday, March 30, this includes the launch of online instruction and support services for all credit and non-credit students. The College may have to revisit this date based on emerging conditions in the region.
3. The facilities team has already begun a deep clean of classrooms. Offices and common areas will be thoroughly cleaned tomorrow through Wednesday. A separate College-wide email will be sent out with additional information.
4. All on campus and off campus College events will be canceled effective immediately through May 15th. The College will revisit extending this based on emerging conditions in the region.

Dr. James D. Ball
President

COVID-19 Update #6 - sent 3/20/2020

Dear Students,

On March 19, 2020, Governor Hogan issued several new Emergency Orders that impact higher education. He issued directives to limit public gatherings to 10 people; and, he asked the University System of Maryland (USM) institutions to remain in remote status through the remainder of the semester. With that directive to USM institutions, the responsible action we at Carroll must now take is to comply with his intent.

Faculty and staff are prepared to launch online instruction and remote services effective Monday, March 30 until the end of spring semester, May 22. **All College facilities will also be closed as of March 30.**

Our Goals:

1. Comply with the Governor's directives as issued yesterday and with any changes that may occur in weeks to come.
2. Avoid exposing students and employees to COVID-19.
3. **Maintain continuity of instruction and provide student support services in remote format through the end of the Spring semester.**
4. Assure that students have all necessary resources to accomplish their semester goals and classes remotely.
5. Do everything possible to maintain student attendance and completion this semester.
6. Preserve student momentum toward degree completion and retain all students heading into Summer and Fall semesters.

Our Commitment to You:

1. All Student Services are ready to launch remote resources beginning on Monday, March, 30. You will receive an email outlining how to connect with these resources on that date. These resources will include online Tutoring, Advising, Career Development, Financial Aid, Records, Student Life, Disability Support Services, Veterans Resources, and even online Library support.
2. We would like to know if there are any students who do not have access to a computer or tablet, or internet service at home. **If you are in need of a device or internet service, please fill out the brief survey at this link immediately.** <https://www.surveymonkey.com/r/TechneedsSpring2020>
3. If your learning is directly impacted by a physical or mental health condition, even in an online learning format, either currently or AT ANY POINT moving forward, you may be eligible for accommodations through our Disability Support Services Office. Please email Joe Tatela jtatela@carrollcc.edu or Kiersten Meyers kmeyers@carrollcc.edu or refer to www.carrollcc.edu/disability for further information.
4. Students **already** working with the Disability Support Office can expect to be contacted directly with updates from disabilitysupport@carrollcc.edu in the near future and throughout the semester.
5. We are planning strategies for student engagement with the campus community. Be ready for online meetings, chats, resources, and events. We are all here to support you!

Commencement:

1. The Commencement Ceremony at McDaniel is cancelled. The Commencement Planning Team is developing alternative ways to celebrate. We will communicate those plans to you when they are finalized.

More will be communicated to you by your instructors. I ask for your creativity and your positive spirit as we navigate the rest of the semester together. While this is indeed a challenging time for us all, I feel very strongly that **we've got this!**

So, "Stay Calm and Thrive On"

Thank you,

Jim Ball

President, Carroll Community College

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2. We would like to know if there are any students who do not have access to a computer or tablet, or internet service at home. **If you are in need of a device or internet service, please fill out the brief survey at this link immediately.** <https://www.surveymonkey.com/r/TechneedsSpring2020>
3. If your learning is directly impacted by a physical or mental health condition, even in an online learning format, either currently or AT ANY POINT moving forward, you may be eligible for accommodations through our Disability Support Services Office. Please email Joe Tatela jtatela@carrollcc.edu or Kiersten Meyers kmeyers@carrollcc.edu or refer to www.carrollcc.edu/disability for further information.
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Thank you,

Jim Ball

President, Carroll Community College

Free Internet Resources web page – 3/27/2020 (initial version)

There are homes in Carroll County that do not have internet access and that will certainly complicate online instruction. The College has ordered many hotspots to help our students, faculty and staff who are in need of this service. Unfortunately, these devices are on backorder and not expected to arrive until mid-to late April. Also, we realize that hotspots are not a cure-all, as some locations can't take advantage of this type of internet delivery.

But we do have some suggestions, *please keep reading!*

First and foremost, please stay in close contact with your instructors as you navigate this challenge. There are creative solutions that many of your instructors are already thinking about.

Please see below as we have several suggestions for you.

Xfinity Hotspot Locations

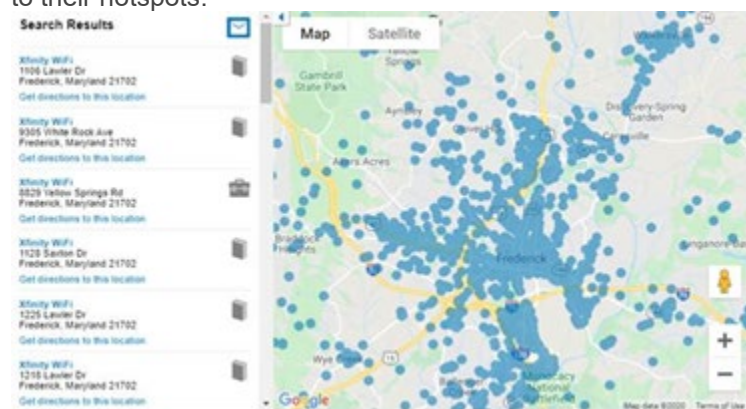
Carroll has talked to Xfinity/Comcast about offering free access to their hotspots in the community at no charge for the next 60 days. Students can access the site using the link below for more information.

<https://Wi-Fi.xfinity.com/>

“Xfinity Wi-Fi Free For Everyone: Xfinity Wi-Fi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity Wi-Fi hotspots, visit <https://www.xfinity.com/Wi-Fi>. Once at a hotspot, consumers should select the “xfinityWi-Fi” network name in the list of available hotspots and then launch a browser.”

<https://corporate.comcast.com/covid-19>

Visit the web address above and provide your zip code. You will see a map like the following that shows hotspot locations for free Wi-Fi access. Xfinity provides instructions just below the map for how to connect to their hotspots.



Ting Wi-Fi location in Westminster

During the current crisis, Ting has worked with the City of Westminster staff and Council to try to make sure everyone has access to critical communications infrastructure. Together, we have activated public drive-up Wi-Fi in town so that people can access the Internet from their vehicle at the Conway Lot, which many of you will recognize as the location of the Downtown Westminster Farmers' Market, at 27 Railroad Avenue.

There is a splash page welcoming Ting Park & Wi-Fi users that reminds them to please stay in their vehicles, minimize social interaction, maintain social distancing protocols and adhere to the suggestions made by our local leaders.

Carroll County Public Libraries Free Wi-Fi Access

Carroll County Public Libraries are offering access to free Wi-Fi from their parking lots 24 hours a day, 7 days a week.

There will also be access to the Wi-Fi in the park in front of the Westminster library branch.

Internet access through your cell phone wireless provider

- **AT&T:** For the next 60 days, AT&T is making all of its public Wi-Fi hotspots open for free access by anyone. Here are instructions for locating their hotspots: <https://www.att.com/support/article/wireless/KM1103818/>
- **Comcast:** Comcast is now offering an “Internet Essentials” package that provides 60 days of free service and a \$9.95 per-month plan after that time. Comcast is also making all of its Wi-Fi hotspots available for free public use and has provided instructions and a map for connecting to this free service. Access to Comcast Wi-Fi is now open across hundreds of locations across the region. See **Xfinity Hotspot Locations** above for more information.
- **Sprint and T-Mobile** are allowing existing customers unlimited smartphone data and an additional 20GB of tethering and hotspot data for the next 60 days.

Internet access through retail outlets

Though many of these retail outlets are closed, for some, the parking lot is a safe place to access the Wi-Fi, if possible:

<https://www.thesimpledollar.com/save-money/ten-places-to-find-free-wi-fi-in-any-neighborhood/>

Welcome Back Email to Credit Students - Sent 3/30/2020

Dear Students,

Welcome back to our virtual campus! Faculty and staff at Carroll Community College stand ready to support you through this challenging time. We have the utmost confidence in your ability to succeed this semester. We're going to send you an email every Monday, to update you on resources and opportunities for you. **Future emails will be through the Carroll Claw from News@carrollcc.edu.** Student Affairs offices will be open virtually from 8:30 am-4:30 pm Monday through Friday via email and phone.

Student Affairs includes the Admissions, Advising, Career & Transfer, Disability Support Services, Financial Aid, Records & Registration, Testing Center, and Student Life Offices. Please note the email addresses and preferred phone numbers below. If you don't get an immediate answer when you call, leave a voicemail message--you'll receive a response within 24 hours. Voicemail messages are immediately emailed to us.

Additionally, **tutoring services** are still available in an online format. You received an email from Marsha Nusbaum on Friday, 3/27/20. Please refer to that email for details, or email her at MNusbaum@carrollcc.edu

Advising and Transfer Office - Advisors will meet with students virtually to create and review academic plans, plan and schedule summer and fall classes, and answer questions regarding advising, transfer and career. Students should contact their advisor to set up an appointment. Check Starfish for your advisor's direct contact information.

** Phone number: 410-386-8435; Email: Advise@carrollcc.edu

Disability Support Services Office - If your learning is directly impacted by a physical or mental health condition, even in an online learning format, either currently or AT ANY POINT moving forward, you may be eligible for accommodations through our office. Students already working with our office can expect to be contacted directly with updates from disabilitysupport@carrollcc.edu in the near future and throughout the semester.

**Phone number: 410-386-8329; Email: disabilitysupport@carrollcc.edu;

Web: <https://www.carrollcc.edu/disability>

Financial Aid Office - The office is open virtually for all Financial Aid services.

You may also login to your **Lynx portal** at <https://www.carrollcc.edu/MyCarroll/> to view, track, and identify what documents have been received and are missing to complete the financial aid process.

**Phone number: 410-386-8437; Email: financialaid@carrollcc.edu

Admissions Office- Admissions Counselors are available to assist students daily. A 'Real-Time chat' and appointments are available. Please call or email to schedule.

**Phone: 410-386-8430; Email: admissions@carrollcc.edu

Career Development Center - Career Counselors are available to review resumes and provide career assistance virtually during this time of online instruction. Call or email to schedule.

**Phone: 410-386-8523; Email: careerdevelopment@carrollcc.edu; Web <https://www.carrollcc.edu/My-Carroll/Career-Development/>

Student Life Office - There will be online engagement activities that you can access through the Student Life Blackboard page. Clubs will also post information to their Blackboard pages. Stayed tuned for more information about the Leadership Challenge, Student Government elections, the club budget process Lynx-to-Lynx mentoring program, and our Leadership Banquet!

Stay connected on the Student Life Blackboard page (in Bb, go to My Carroll, then find Student Life in the Organizations list) and follow us [@CarrollCCStudentLife](https://www.instagram.com/CarrollCCStudentLife) on Instagram for information, tips, and contests for students.

**Phone: 410-386-8500; Email: studentlife@carrollcc.edu.

Records Office - Evaluation of incoming transcripts and facilitation of outgoing transcripts will continue this spring. Visit www.carrollcc.edu/transcript for directions. Current Carroll students should log in through the Lynx Portal and click on Request an Official Transcript. Any student can go directly to the Parchment

website and create a Parchment account to send official documents.

**Phone: 410-386-8440; Email: Records@carrollcc.edu

Technology - As the college begins using online instruction and remote work, the IT Team will be providing support using standard office hours:

IT Help Desk: 7:30am - 9:00pm (Monday -Thursday) and 7:30am - 4:30pm (Friday)

Students should email ITHelpdesk@carrollcc.edu for assistance.

All students are automatically enrolled in our Teams software. To access Teams, please go to <https://www.carrollcc.edumycarroll/> and click to go into Office 365 and log in.

You'll see Teams (purple icon) as one of your Office 365 software choices.

The IT Team will support all college licensed products.

Please note: We recognize that some faculty might have chosen to use other software under these extraordinary circumstances, but IT is not prepared to support unlicensed applications.

If you're in need of internet, check out the resources that we've found so far <https://www.carrollcc.eduStudent-Life/COVID-19-Resources/Free-Internet-Resources/>. We'll update this page as new resources become available.

COVID-19 Update #7 - 3/26/2020

Continuing Education and Training Registration and Contact Information

Online registration for Continuing Education and Training classes including Summer! Kids + Teens @ Carroll, is available 24/7 at <https://www.carrollcc.eduCETregistration>

Inquiries about a particular class can be emailed to cet@carrollcc.edu

Student support services such as tuition assistance/scholarships, assistance with career choices, and specific career training program questions can be emailed to blee@carrollcc.edu.

Phone advising will be available by appointment only between 8:30 a.m. - 4:30 p.m. beginning Monday, March 30.

To request an appointment, email our Manager of Student Support Service, Beth Lee at blee@carrollcc.edu.

For more information:

- [March 21 update for CET Students \(PDF\)](#)
- [March 21 updated for CET Adjunct Faculty \(PDF\)](#)

Credit Student Resources page content – 3/29/2021 (initial version)

Student Affairs offices will be open virtually from 8:30 am-4:30 pm Monday through Friday via email and phone.

Student Affairs includes the Admissions, Advising, Career & Transfer, Disability Support Services, Financial Aid, Records & Registration, Testing Center, and Student Life Offices. Please note the email addresses and preferred phone numbers below. If you don't get an immediate answer when you call, leave a voicemail message--you'll receive a response within 24 hours. Voicemail messages are immediately emailed to us.

Additionally, **tutoring services** are still available in an online format. You received an email from Marsha Nusbaum on Friday, 3/27/20. Please refer to that email for details, or email her at MNusbaum@carrollcc.edu

Advising and Transfer Office - Advisors will meet with students virtually to create and review academic plans, plan and schedule summer and fall classes, and answer questions regarding advising, transfer and career. Students should contact their advisor to set up an appointment. Check Starfish for your advisor's direct contact information.

** Phone number: 410-386-8435; Email: Advise@carrollcc.edu

Disability Support Services Office - If your learning is directly impacted by a physical or mental health condition, even in an online learning format, either currently or AT ANY POINT moving forward, you may be eligible for accommodations through our office. Students already working with our office can expect to be contacted directly with updates from disabilitysupport@carrollcc.edu in the near future and throughout the semester.

**Phone number: 410-386-8329; Email: disabilitysupport@carrollcc.edu;

Web: <https://cccwebdev.carrollcc.edu/disability>

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Admissions Office- Admissions Counselors are available to assist students daily. A 'Real-Time chat' and appointments are available. Please call or email to schedule.

**Phone: 410-386-8430; Email: admissions@carrollcc.edu

Career Development Center - Career Counselors are available to review resumes and provide career assistance virtually during this time of online instruction. Call or email to schedule.

**Phone: 410-386-8523; Email: careerdevelopment@carrollcc.edu;

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Technology - As the college begins using online instruction and remote work, the IT Team will be providing support using standard office hours:

IT Help Desk: 7:30am - 9:00pm (Monday -Thursday) and 7:30am - 4:30pm (Friday)

Students should email ITHelpdesk@carrollcc.edu for assistance.

All students are automatically enrolled in our Teams software. To access Teams, please go to <https://cccwebdev.carrollcc.edu/mycarroll/> and click to go into Office 365 and log in.

You'll see Teams (purple icon) as one of your Office 365 software choices.

The IT Team will support all college licensed products.

Please note: We recognize that some faculty might have chosen to use other software under these extraordinary circumstances, but IT is not prepared to support unlicensed applications.

If you're in need of internet, check out the resources that we've found so far <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Free-Internet-Resources/>. We'll update this page as new resources become available.

Your Success at Carroll and Beyond: Carroll's Decision regarding Pass/Fail Grades for Spring 2020 - Sent 4/20/2020

FROM: Rosalie Mince, Ph.D., Vice President of Academic and Student Affairs

Dear Carroll Students,

I hope that after three weeks of fully online instruction, you have become accustomed to the change in course format and are successful with your studies. Several students have inquired recently about whether Carroll is going to allow students to select Pass Grades in lieu of letter grades for Spring 2020. You have no doubt heard that some four-year institutions, including McDaniel College, Towson University, University of Maryland, College Park, and the other University System of Maryland (USM) schools (Bowie State University, Coppin State University, Frostburg State University, Salisbury University, University of Baltimore, University of Maryland, Baltimore, University of Maryland, Baltimore County, and University of Maryland Eastern Shore) are temporarily allowing students to select pass/fail grades. Carroll Community College has made the decision **not** to offer the same option.

There are many reasons for this decision; foremost among them is that the option of pass/fail grades is not in students' best long-term interests. Most other Maryland Community Colleges concur. The institutions that are allowing students to select pass/fail grades do not do so during normal circumstances. They are making this exception because they were forced to very quickly convert to a fully online learning environment. Carroll has the tools to provide high quality online learning and accurately assess students' learning, so adhering to our current grading practice is the right decision for our students. The consequences of having a pass/fail grade on your permanent transcript can be particularly problematic if you plan to transfer to a four-year institution, which most of our students plan to do.

We know that some Carroll students do not have an ideal learning environment or reliable internet access at home and many are struggling with other significant challenges due to the COVID-19 virus and other life events. However, the overwhelming majority of students have been able to successfully progress, and we are confident that the number of students who can pass their courses with a letter grade of C or better will be very similar to past semesters.

Carroll faculty and staff stand ready to support all of our students. **Our top priority is your success.** If you are struggling with your course work, I urge you to email your professor and take full advantage of the multitude of services we offer, including online tutoring and virtual advising appointments. To access these service and more please visit: <https://www.carrollcc.edu/Student-Life/COVID-19-Resources/Credit-Student-Resources/>

As always, students who have exceptional circumstances can seek advice, support, and guidance from the Advising Office, and students who believe they have justification to do so can appeal their grades to the Dean of Student Affairs, Dr. Kristie Crumley. We are always available to work with students individually, which is a better solution than offering an option that students may select without understanding all of the potential negative ramifications of a pass grade versus a letter grade.

While the ability to elect a pass grade versus a letter grade may sound like a great way to alleviate the stress associated with striving for a grade higher than a C, doing so comes with some risks, which we want to help you avoid. Below is an excerpt from the official letter from the University System of Maryland (USM), March 30, 2020, about pass grades:

"I am especially concerned about the long-term academic consequences of these events for our students as we find ourselves choosing among "the lesser of all evils" when it comes to creating optimally effective learning environments and assessment of learning outcomes..."

Item 5. The USM institutions reserve the right to require additional, diagnostic evaluations of students' preparedness before placing them in certain, upper-level courses.

Item 6. This arrangement will be reconsidered in the Fall of 2020 for extended use if the public health crisis has not ended.”

This language makes it clear that the USM schools do not look favorably on pass grades, that they are only allowing them for a short period of time, and that they reserve the right to make students prove their mastery of course content prior to allowing them to register for certain classes. These are risks that we do not advise you to take. It is especially important to show your mastery with a letter grade if you want to apply for any type of selective admissions program and if the courses you are taking are prerequisites for other courses. One student that I spoke with told me that the graduate schools she applied to would not accept a pass grade and that if an application with a pass grade was compared to another person's that had a letter grade, the person with the letter grade would definitely be the one selected.

If you have read the instructions from four-year schools that are allowing their students to opt for pass grades, you saw that there were warnings to students about the downsides of pass grades, such as: some pass grades do not count towards graduation, some do not fulfill requirements for specific program majors, and some accredited and accelerated programs of study do not allow pass grades. In addition, pass grades are not calculated into semester or cumulative GPAs (grade point averages), and only courses that have a letter grade can be counted towards Dean's list and other honors.

These problems are exacerbated for Community College students who plan to transfer to a four-year institution. The bottom line is that a pass grade will likely be assumed to be a low C. If you can earn a higher grade, you are much better served by having that letter grade on your transcript. If you do not believe that you can earn a C or higher, you should make an appointment with the Academic Center to seek support, and speak with your Advisor as soon as possible. Your success at Carroll, and beyond, is our foremost consideration.

Sincerely,

Rosalie Mince, Ph.D.

Vice President of Academic and Student Affairs

Frequently Asked Questions – Credit Students - Updated 4/23/2020

Please note: The College launched online instruction and remote services on Monday, March 30, 2020, and we expect to continue these practices through May 22, which is the end of the Spring semester. The College closed its facilities on March 17 and will not be accessible by students during this time.

We have prepared this Q&A to address the most frequently asked questions by credit students. We will update this periodically to keep you informed.

Be sure to check in frequently to our COVID-19 page for the latest information: <https://cccwebdev.carrollcc.edu/covid-19/>

Are student resources available to help me with remote learning?

We understand the stress that this unprecedented situation is placing on our students. Students received an email from Dr. Rosalie Mince on March 30 that provided critical information on Student Affairs services including Admissions, Advising, Career & Transfer, Disability Support Services, Financial Aid, Records & Registration, Testing Center, and Student Life Offices.

Please use the following link to access Credit Student Resources to help with remote learning: <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Credit-Student-Resources/>

Are there resources I can tap into to help pay my tuition?

Scholarships for Summer and Fall 2020 semesters are posted at this time. To apply, setup an account through www.carrollcc.awardspring.com. Applications close at midnight on April 20. If you need assistance in setting up your account, please e-mail Dayna Aldridge, Institutional Advancement Specialist at daldridge@carrollcc.edu.

If you have been affected financially by the COVID-19 pandemic and you are having specific needs related to your tuition payments for the Spring semester, please e-mail a detailed description (not more than one page) of your circumstances to

Steve Wantz, Executive Director of the Carroll Community College Foundation at swantz@carrollcc.edu.

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I need help with my studies. What kind of help is available?

Tutoring Services are available in an online format. Students received an email from Marsha Nusbaum on Friday, 3/27/20. Please refer to that email for details, or email her at <mailto:MNusbaum@carrollcc.edu>. If you have any additional concerns or questions, please reach out to your instructor and/or Disability Support Services, if applicable, along with your Academic Advisor.

Disability Support Services: Phone: 410-386-8329; Web: www.carrollcc.edu/disability

Advising and Transfer Office: Phone: 410-386-8435; Email: Advise@carrollcc.edu

Will the Library be available to me remotely?

Students received an email on March 24 from Dr. Rosalie Mince that provided specific information regarding Library Services. All of your online resources are available, including **answering questions via chat and email**.

Please go to the Library's website at: <http://library.carrollcc.edu/home> for contact hours, contact information, and remote access to resources for students and employees of the College. If you have any questions about the items you checked out, know that they are not due until the College reopens. For additional questions, contact: circ_desk@carrollcc.edu and we will respond to your question.

How can I get a copy of my transcript remotely?

The Records Office will continue to evaluate incoming transcripts and facilitate outgoing transcripts this spring. Visit www.carrollcc.edu/transcript for directions. Current Carroll students should log in through the Lynx Portal and click on Request an Official Transcript. Any student can go directly to the Parchment website and create a Parchment account to send official documents.

Please reach out to the Records Office if you have any questions. Phone: 410-386-8440;
Email: Records@carrollcc.edu

I am scheduled to complete my studies this Spring. Will I be able to graduate?

Provided all requirements are met, as they would under normal circumstances, we do not anticipate any issues with conferring degrees and certifications this spring.

Please reach out to the Records Office if you have any questions. Phone: 410-386-8440;
Email: Records@carrollcc.edu

Will there be Commencement Ceremonies?

Carroll Community College's in person Commencement Ceremony on May 27, 2020 is cancelled, as are other face-to-face end of semester celebrations. We are so sorry to miss seeing you at these wonderful celebrations of your accomplishments. The Commencement Planning Team and the Academic Divisions are developing alternative ways to celebrate. We will communicate those plans as soon as they are finalized.

I really miss being on campus and my connections there. How can I stay in touch and engaged with Carroll this semester?

The Student Life Office will hold online engagement activities that you can access through the Student Life Blackboard page. Clubs will also post information to their Blackboard pages.

Stayed tuned for more information about the Leadership Challenge, Student Government elections, the Club budget process, the Lynx-to-Lynx mentoring program, and the Leadership Banquet.

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Email: studentlife@carrollcc.edu.

I do not have access to internet service at home. What do I do?

For free internet resource suggestions, please access the following instructions: <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Free-Internet-Resources/>.

The College has ordered a supply of hotspots to help our students, faculty and staff who are in need of this service. Unfortunately, these devices are on backorder and not expected to arrive until mid-to late April. In addition, we realize that hotspots are not a cure-all, as some locations can't take advantage of this type of internet delivery.

When can I register for classes offered for Summer and Fall 2020?

Summer/Fall 2020 registrations start April 14 for Current Students/Veterans. New Students can register beginning on April 21.

Please use the following link to access more information: <https://cccwebdev.carrollcc.edu/Programs-and-Courses/Credit-Programs/Credit-Class-Schedule>

I plan to participate in Athletics at Carroll next year. Will the College still have Soccer and Cross Country Fall 2020 and Lacrosse Spring 2021?

All athletics for the 2020-2021 academic year will go on as planned. Though the Soccer ID camps are postponed, we will reschedule them when it is safe for athletes. The NJCAA has announced no changes to next year's athletic schedule.

Frequently Asked Questions – CET Students - Updated 4/23/2020

Please note: The College launched online instruction and remote services on Monday, March 30, 2020, and we expect to continue these practices through May 22, which is the end of the Spring semester. The College closed its facilities on March 17 and will not be accessible by students during this time.

We have prepared this Q&A to address the most frequently asked questions by credit students. We will update this periodically to keep you informed.

Be sure to check in frequently to our COVID-19 page for the latest information: <https://cccwebdev.carrollcc.edu/covid-19/>

Is the College campus closed?

The College closed its facilities on March 17 and will not be accessible by students until at least May 26, 2020. The College is currently offering online learning instruction for the majority of Spring non-credit courses. The College will reopen the campus when it is safe to do so and will continue to observe physical distancing measures.

Will courses offered for Summer 2020 still be online instruction?

Career training courses are planned for online delivery. The College campus is scheduled to re-open on May 26. It is our hope that certain courses that involve hands-on learning may, or in part, be held on campus, but only if it is safe to do so.

How do I register for CET courses?

Online registration for Continuing Education and Training classes is available 24/7 at: www.carrollcc.edu/CETregistration

Our Continuing Education and Training team is available to support your needs during the hours of 8:30 a.m. - 4:30 p.m., Monday through Friday.

For registration assistance or inquiries about a particular class, please call 410-386-8100 during regular office hours, or email cet@carrollcc.edu.

Can I still enroll my child in SummerKids@Carroll?

At this time, we are accepting registration for Kids@Carroll and Teen College, and are hopeful that camps will be held as planned. Additional information will be shared as it becomes available. We anticipate being able to communicate any changes to programming by May 15th.

Summer Kids@Carroll registration is available at www.carrollcc.edu/cetregistration. Parents, please be sure to register the child who will be attending camp.

Are there online Summer Kids@Carroll camps?

Not at this time, but we are looking at potential options.

If my class or Summer Kids@Carroll camp is cancelled, can I get my tuition back?

All classes and programs cancelled by the College will be fully refunded.

How do I access my online class?

Your online content will become available here: www.carrollcc.edu/mycarroll under the CANVAS tab (CET Spring 2020)

Are student resources available to help me with remote learning?

We understand the stress that this unprecedented situation is placing on our students. Please use the following link to access Non-Credit Student Resources to help with remote learning:

<https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Non-Credit-Student-Resources/#workforce>

I need help with my studies. What kind of help is available?

If you have any concerns or questions, please reach out to your instructor and Beth Lee, Manager of Student Support Services, at blee@carrollcc.edu.

Disability Support Services: Phone: 410-386-8329; Web: www.carrollcc.edu/disability

Are there resources I can tap into to help pay my tuition?

Student support services such as tuition assistance/scholarships, assistance with career choices and specific career training program questions can be emailed to Beth Lee at blee@carrollcc.edu. Phone advising is available by appointment only between 8:30 a.m. - 4:30 p.m. To request an appointment, email Beth Lee at blee@carrollcc.edu.

How can I get a copy of my Continuing Education Record remotely?

The Records Office will continue to evaluate incoming non-credit transcripts and facilitate outgoing transcripts.

For instructions on requesting your records, please visit www.carrollcc.edu/transcript. Current Carroll students should log in through the Lynx Portal and click on Request an Official Transcript. Any student can go directly to the Parchment website and create a Parchment account to send official documents. Please reach out to the Records Office if you have any questions.

Phone: 410-386-8440; Email: Records@carrollcc.edu

I do not have access to internet service at home. What do I do?

Some assistance may be available by contacting Beth Lee, Manager of Student Support Services, at blee@carrollcc.edu.

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Frequently Asked Questions – Credit Students – 5/8/2020

Frequently Asked Questions – Credit Students Updated May 8, 2020

Please note: All Summer credit classes (Sessions 1-4) will be delivered online. All student services and College operations will continue to be delivered remotely through July 5. All College facilities will remain closed through July 5.

At this time we are planning for a possible phased in reopening to take place on July 6, 2020. The College is also exploring the feasibility of holding Summer Session 4 with limited face-to-face instruction on campus for classes that require hands-on learning. Increased safety measures including physical distancing practices will be required. A final decision will be communicated no later than Friday, June 15.

Our next reevaluation of any on campus operations, including instruction, will be made in conjunction with the Carroll County Health Department and in compliance with Governor Hogan's 'Maryland Strong: Roadmap to Recovery.' All decisions will be made with student and employee safety as our top priority. For more detailed information please visit the **COVID-19 page:** <https://cccwebdev.carrollcc.edu/covid-19/> We have prepared this Q&A to address the most frequently asked questions by credit students. We will update this periodically to keep you informed.

Are student resources available to help me with remote learning?

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Steve Wantz, Executive Director of the Carroll Community College Foundation at swantz@carrollcc.edu . The first deadline to apply for Summer and Fall 2020 semester scholarships closed on April 20. Additional opportunities will be made available in July. To facilitate the process please setup an account through www.carrollcc.awardspring.com . If you need assistance in setting up your account, please e-mail Dayna Aldridge, Institutional Advancement Specialist at daldridge@carrollcc.edu .

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Summer/Fall 2020 registrations are open. New and returning students can access more information by visiting:

<https://cccwebdev.carrollcc.edu/Programs-and-Courses/Credit-Programs/Credit-Class-Schedule/>

I plan to participate in Athletics at Carroll next year. Will the College still have Soccer and Cross Country Fall 2020 and Lacrosse Spring 2021?

Soccer ID camps are postponed and will be rescheduled when it is safe for athletes. Fall practices are scheduled to begin on August 1, but the College Athletics department will follow all decisions made by MDJUCO and NJCAA and in compliance with the State and local health department officials. For additional updates please continue to visit: <https://www.carrolllynx.com/landing/index>.

Message from the President – 5/8/2020

Dear Carroll Students,

As we approach the end of the Spring semester, I hope all of you and your families continue to remain safe and well. I write to update the College community regarding operations for the Summer and possible dates for reopening campus. Please review this important information in its entirety.

This announcement **rescinds** the prior announcement that Carroll Community College will reopen operations on campus as of May 26, 2020. Instead, all College facilities will remain closed and all operations will continue to be delivered remotely until conditions allow otherwise.

Future re-evaluation of resuming campus operations, including instruction, will be made in conjunction with the Carroll County Health Department and in compliance with Governor Hogan's 'Maryland Strong: Roadmap to Recovery'. All decisions will be made with student and employee safety as our top priority.

Please see the details below:

Summer Classes:

1. Summer Credit Sessions 1-3 will remain fully online.
2. Credit Summer Session 4 and non-credit classes that begin on July 6 (or later during Summer semester) will remain fully online or mostly online. If able to do so based on changes in State/County restrictions, the College will consider holding limited face-to-face instruction on campus for classes that require hands-on learning. Safety measures including physical distancing practices will be maintained. A final decision will be communicated no later than Friday, June 15.
3. Most CET career training will continue to be held online, only a few programs requiring hands-on skills training will be postponed per item 2 above.
4. Adult Education (GED Prep and ESOL) will continue to be held online.
5. Motorcycle Safety has been cancelled for June. Decisions regarding July classes will be made on June 1, and decisions regarding August classes will be made on July 1.
6. Personal enrichment classes will be delivered online if conducive to the online format. Those that are not will be cancelled.

Operations:

1. College facilities will remain closed through Sunday, July 5. If deemed safe, we will begin a phased transition to resuming campus operations on Monday, July 6, 2020. Confirmation of reopening, or any change in re-entry date will be communicated by Friday, June 15, 2020.
2. Strict adherence to physical distancing and other increased safety measures will be required of anyone on campus until further notice.
3. Individuals who are considered higher risk may continue to learn and work remotely until it is deemed safe for these individuals to return as determined by the Carroll County Health Department and the Maryland State Department of Health. If you believe you are high risk, please talk with your advisor and or supervisor.
4. All on campus events are canceled through July 6, 2020.
5. The Child Care Center, Café, Bookstore, Gym and Fitness will remain closed through July 5 at a minimum.

Kids@Carroll+Teen College:

1. All June camps scheduled to take place on campus have been canceled.
2. New online camps have been added to the schedule for June 22-July 3.
3. If possible, camps scheduled to be on campus during July and August will meet as scheduled; however, final decisions for July camps will be made no later than June 1, and final decisions for August camps will be made no later than July 1.
4. A complete list of camps can be found at: www.carrollcc.edu/CETregistration

I wish all moms a very happy Mother's Day! And, I thank you once again for your continued patience and flexibility as we navigate this unprecedented time. I will communicate as additional decisions are made.

Dr. James D. Ball

President, Carroll Community College

Greetings from your Carroll Bookstore! - 5/5/2020

We miss seeing you all on campus and hope everyone is adjusting well to remote learning for the balance of Spring Term. We are also sure you may have several questions regarding your current and future course materials, so we have compiled the list below to assist you.

Spring 2020 Term:

1. Textbook Rental Return deadline is Saturday, May 23.
2. Follett is providing FREE shipping to return your course materials. The shipping labels can be found online <https://www.bkstr.com/carrollccstore/home> or via the email you will receive directly from Follett regarding your Rental items.
3. We are also offering **“Drive Thru” Rental Returns and Book Buy Backs** during the week of **Monday, May 18 – Friday, May 22, from 12 Noon – 4pm each day!**
 - Customers will drive around to the rear of the A Building, following the map below, and remain in their vehicles. (Campus Police will be onsite to direct traffic)
 - Customers are asked to wear a protective face covering while in the process of the returns/buy backs.
 - From your vehicle, Rental materials and/or Buyback Books will be given to Bookstore and College staff who will observe social distancing safety precautions.
 - Reservation times are not available, all customer transactions will be processed on a drive-in, first come, first served basis.
 - *Note: Book Buyback prices are not guaranteed and are subject to the demand/need determined by individual title.

Summer 2020 / Fall 2020 Terms:

1. Summer Term 1 begins Monday, June 1.
2. Fall Term begins Monday, August 31.
3. Course materials can be ordered in advance, online, <https://www.bkstr.com/carrollccstore/home> with FREE shipping direct to your home!
4. Financial Aid may be used as a payment option when ordering online. (For questions regarding Bookstore vouchers, please contact Financial Aid directly, 410-386-8437.)

All questions and concerns can be sent to us directly:

Bookstore@CarrollCC.edu

410-386-8447, option 2, to leave a voice mail

We value your business and are here to answer any questions and assist in whatever ways are possible to help you continue to be successful in your courses!

Stay safe, and be well,

Maria M. Jefferson, Bookstore Manager

Follett / Carroll Bookstore

410-386-8447, option 2

Bookstore@CarrollCC.edu

<https://www.bkstr.com/carrollccstore/home>

<https://www.carrollcc.edu/About/On-Campus/College-Bookstore/>

Beware of Phishing Email Scams – 6/8/2020

As the college continues working remotely and teaching and learning online, it is a good time to remind students, faculty and staff about phishing emails that continue to circulate. Cybercriminals are creating coronavirus-related websites daily with the goal of scaring people into clicking and submitting valuable information that can compromise college systems as well as an individual's personal information.

A couple of recent examples include:

- COVID-19 scams targeting college students
- Email that looks like it is from Johns Hopkins Center and has an Excel attachment which claims to have stats about the number of coronavirus deaths in America. If you open that attachment and click on 'Enable Content', it will download software that allows cybercriminals to take over your computer and steal confidential information.

There will be more scams like this, so please remember to always **Think Before You Click!** Do not click any links in email unless you are expecting the email and never click on links that request personal information.

Below are some tips to identify phishing and best practices to protect your personal information.

Forms of phishing or spam emails or requests:

- They might appear to come from your bank or financial institution, a company you regularly do business with, the government, popular social networks, online payment processors, and company IT Administrators. These entities would NOT use email to request confidential or personal information.
- They might appear to be from someone you have in your email address book.
- They might ask you to make a phone call. Phone phishing scams direct you to call a phone number where a person or an audio response unit waits to take your account number, personal identification number, password, or other valuable personal data.
- They might include official-looking logos *and other* identifying information taken directly from legitimate websites, and they might include convincing details about your personal history that scammers found on your social networking pages.
- They might include links to spoofed websites where you are asked to enter personal information.

Best practices to protect your personal information:

- Do not click on links within email that ask for personal information.
- Never enter your personal information in a pop-up screen.
- Only open email attachments if you are expecting them and know what they contain.
- Do not click unsubscribe in emails. These links are not always legitimate. Best practice is to mark as junk email or block sender.
- Know that phishing can happen over the phone.
- If someone contacts you and says you've been a victim of fraud, verify the person's identity before you provide any personal information.
- Be suspicious if someone contacts you unexpectedly and asks for your personal information.
- Act immediately if you've been hooked by a phisher. If you provided account numbers, PINS, or passwords to a phisher, notify the companies with whom you have the accounts right away.

Additionally, you can review more information regarding phishing and spam directly from the FTCs web site under the consumer protection section:

<http://www.ftc.gov/bcp/edu/pubs/consumer/alerts/alt127.shtm>.

If you have any questions, please email the IT Help Desk at ithelpdesk@carrollcc.edu.

COVID-19 UPDATE – LIMITED, AND PREAPPROVED, ACCESS TO CAMPUS BEGINNING 7/6/2020

For more information - Please read the procedures below

The College campus is not currently open to the general public, but we encourage the community to explore the many instructional offerings and remote services still available.

Please visit: <https://www.carrollcc.edu/Programs-and-Courses/>

THESE PROCEDURES ARE SUBJECT TO CHANGE BASED ON STATE AND LOCAL GUIDANCE.

Standard Operating Procedures Beginning July 6, 2020

Student Update

These standard operating procedures have been developed in response to the COVID-19 pandemic and are designed to promote safety and reduce risk for students, faculty and staff while supporting the need to continue on-campus education for a small, targeted student population. All activities will be organized to minimize face-to-face contact, while also implementing best practices from federal, state, local and professional agencies to promote safety through physical distancing and the wearing of masks or face coverings that cover the mouth and nose.

Access to Campus

Access to the campus by students will be made available only for pre-approved courses and by appointment only for registration assistance and testing

The College will not be open to the general public.

Courses that have been pre-approved to begin on July 6 as on-campus instruction include the following:

Designated Allied Health courses for both credit and non-credit Instruction.

Designated Technology courses.

Motorcycle Safety Courses will be held outside on campus.

Testing for students, by appointment only, will be coordinated as follows:

Testing Center – by appointment only for proprietary test proctoring. Faculty will continue to conduct their own course test proctoring.

Adult Education Testing coordinated by Continuing Education and Training.

Campus Police, IT, and Facilities will be on campus to provide support.

Hours of Operations will change from week to week based on required course offerings.

Testing Center hours and Adult Education hours will be allowed within the approved operating schedule.

Designated staff will be allowed to schedule appointments with students, as needed, within the approved operating schedule.

Access to College Facilities

All individuals authorized to come to campus will enter through the T Building Entrance.

Those in need of handicapped parking spaces should park in front of the T Building.

All entrants to the campus must have a personal mask or cloth face covering which covers the mouth and nose and meets CDC guidelines.

Physical distancing requirements will be adhered to and are based on the Center for Disease Control and Prevention guidelines.

Screening Procedures

All staff and students will be subject to a no contact thermometer reading to assure they do not have a temperature of 100.4 degrees or higher.

Entrance will be set up to accommodate confidentiality as much as is feasible with respect to the numbers of people needing to enter the building. Anyone who feels the need for a private screening can request to

step out of line to a private area. This may delay the timeliness with which they are able to enter the building.

If a temperature of 100.4 degrees or higher is detected, the individual will be offered an oral temperature screening in an isolated room to protect privacy.

If a temperature of 100.4 degrees or higher is detected with the oral screening and/or other risk factors are reported, the individual will be asked to leave the facility. They will also be given an instruction sheet on recommendations to follow before they will be permitted to return to campus.

Safety Precautions

All faculty, staff and students will be required to wear a face mask or cloth face covering which covers the mouth and nose, in line with CDC recommendations.

All faculty, staff and students will also wear the additional appropriate protective equipment required as a previous standard practice defined for each specific lab session.

Hand washing/sanitizing protocols should be followed by everyone each time they enter a classroom or Lab.

All standard safety procedures associated with lab activities will continue to be followed.

Protocols for removing face masks, or other protective equipment, at any time will be established and communicated by the instructor for each course.

At the conclusion of instructional activities, instructional faculty, staff, and students will follow standard cleaning procedures using provided, approved sanitizers.

Each lab session will be designed to promote six feet of physical distancing recommendations.

Instructors will be requested to dismiss students from the classrooms 1-2 at a time with 30-45 seconds between them, to reinforce physical distancing in the hallways.

Cleaning

Facilities staff will thoroughly clean all instructional spaces and common areas used each evening.

Designated COVID-19 Point of Contact

In the event a student has been exposed to COVID-19, please contact Trish Carroll, Chief Communications Officer, at pcarroll@carrollcc.edu. All follow-up communication will be limited to a need to know basis.

COVID 19 Standard Operating Procedures Guidelines beginning July 6, 2020

Limited Access to Campus – Child Development Center – 7/22/2020

Access to the College campus will be made available only for preapproved credit and non-credit courses, by appointment student services and for the operation of the Child Development Center located in the K building. The College will not be open for walk-in traffic or to the public.

Plans for the reopening of Carroll's Child Development Center reflect information provided by MSDE Office of Child Care.

- Policies and Procedures for Child Development Center Access
 - The Center's operating hours will be 7:30 AM to 4:30 PM, Monday through Friday.
 - At this time, our capacity has decreased to 17 children maximum a day in the Center. We will be able to accommodate 8 children in the younger classroom with two teachers and 9 in the older classroom with one teacher.
 - We will not be able to accommodate part-time schedules until the capacity per room mandate is lifted.
 - Staff will be wearing masks at all times other than lunch. Children are not required to wear masks but can if parents choose to send them.
 - Staff will be wearing gloves during the sign in and out process with parents.
 - At no time will parents be permitted to enter the College building. Sign in and sign out will be done at the door that leads to the playground. When parents arrive on campus for drop off or pick up, they will call the Center and a staff member will meet them at the outside door with a tablet to sign their child in or out.
- Screening
 - Parents will be required to bring their own thermometer from home to take the child's temperature before they can be admitted to the Center.
 - Parents must be wearing a mask during drop off.
 - Parents are to take their child's temperature before leaving their house.
 - Upon arrival, parents will walk to the door and take their child's temperature in front of the staff at the door and show the temperature to the staff. Once the staff records the temperature, they will be asked if their child or any other family member have exhibited symptoms of COVID 19. These answers will be recorded.
 - If their child or anyone in the home is experiencing symptoms of COVID 19, their child will not be permitted to attend care, and the Center is

required to report the symptoms to the Health Department and the Center's licensing specialist.

- Due to the situation at hand, we will be considering anything above 99 degrees a fever.

- Center/Classroom Safety
 - We will limit the toys that are offered each day by offering two to three choices for the morning and two or three other choices for afternoon in each center. This will give teachers a chance to clean and disinfect toys as much as possible.
 - We will remove any soft items such as pillows, blankets, puppets, dress up clothes, etc.
 - We will not allow stuffed animals or other toys to be brought to the Center. Children will still be allowed to bring a blanket for nap; however, it must be taken home each day to be sanitized.
 - If a child or staff member exhibits any symptoms of COVID, we will shut down that classroom until further notice.
 - Teachers will be cleaning toys and areas throughout the day as well as an extra clean during nap time.
 - To limit the amount of adults in the classroom in one day, we will be alternating staff on a Monday, Wednesday, Friday and Tuesday, Thursday rotation.
 - Both children and staff will be required to wash hands upon entering the Center each day.
 - Staff temperatures will also be taken and recorded before entering the building. Each room will have a designated substitute so that teachers are not mixing between classrooms.

- Child Care Service Restrictions
 - **Due to restrictions, we are able to service the following essential employees (information from the Governor's order):**
 - providers of health, long-term, or acute inpatient care, emergency medical, or pharmacy services
 - public health employees
 - law enforcement personnel
 - correctional services employees
 - firefighters and other first responders
 - government employees required to work during the state of emergency or catastrophic health emergency

- employees and representatives of insurance carriers, and those authorized by the maryland insurance agency to engage in the business of insurance
 - national guard personnel called to active duty
 - staff and providers of child care or education services including custodial staff and food service providers
 - food distributors and suppliers, including food and supply services or distribution personnel
 - transportation and delivery services personnel
 - gasoline service station operators and automobile repair mechanics
 - critical infrastructure employees, including emergency support personnel for gas and electric utility operations, public works, water treatment, and waste management
 - personnel of other institutions ordered to remain open during the declared state of emergency and catastrophic health emergency
 - such other person as the State Superintendent of Schools
- **We are also able to serve:**
 - personnel who work in retail
 - employees of hair salons or barbershops
 - pet groomers
 - art galleries
- **We are asking parents to please look at this list of requirements and let us know if they plan on attending when we reopen July 6th.**
 - We will ask parents to include their job so we can verify if they fit the criteria.
 - We are asking for responses no later than June 12th, so we can plan accordingly.
 - If we do not hear from parents, we will assume they do not need a space or do not meet the above requirements.
- The Center Staff will be available for questions.
 - Additional Information on Center Operations

- Teachers will be responsible for cleaning centers between transition times. This will include cleaning toys with the disinfectant tablets the Center uses that are already approved by the College.
- Teachers will rotate schedules so only two teachers will be in the younger classroom each day and one teacher will be in the older classroom.
- Each classroom will have a designated substitute so that the teacher does not go into both classrooms.
- All toys that were played with in the morning will be cleaned and sanitized during nap time. There will be a different rotation of toys for the afternoon.
- Outside playground equipment will be treated with spray disinfectant in between groups with a gap of at least 10 minutes to allow the equipment to dry.
- The Center's Director will hold a mandatory virtual staff meeting prior to reopening to discuss each staff member's roles and responsibilities during this time.
- The Director will be the only staff member who enters from the front door of the K building, all the children and other teachers will enter from the playground door.
- Both children and staff temperatures will be taken at arrival and documented electronically with questions related to COVID questions.

Frequently Asked Questions – Credit Students – 7/8/2020

Frequently Asked Questions –Credit Students Updated July 8, 2020

For the Fall semester, we are offering several different instructional formats strategically designed to ensure both student success and safety:

- **Remote Synchronous (RSYNC):** Remote Synchronous is our newest course format. This type of course meets with a live instructor via a virtual format (generally through Microsoft Teams, similar to Zoom). You will log in at a scheduled time to participate in the class. All instruction is provided remotely, just as if you were going to class on campus. This is our preferred class format because it offers live instruction, but from a distance.
- **Online (NET):** Online classes meet within our Learning Management System called Canvas. This is an asynchronous format, which means you complete weekly work when it's best for you. You have 24-hour access to your class. This is not a self-paced course; there are weekly assignment deadlines. Tests may be required in the Testing Center by appointment (if safety allows).
- **Hybrid (HYB):** Hybrid means that there are some scheduled face-to-face activities on campus, but more than 50% of the class is conducted online (not at a scheduled time/day).

We have prepared this Q&A to address the most frequently asked questions by credit students. We will update this periodically to keep you informed.

HOW DO I GET MY STUDENT ID?

Student IDs are available through the Library. Please visit the Library's [COVID](#) Information page for the latest information on how to get your student ID.

ARE STUDENT RESOURCES AVAILABLE TO HELP ME WITH REMOTE LEARNING?

All student services are available to students virtually including Admissions, Advising, Tutoring, Career & Transfer, Disability Support Services, Financial Aid, Records & Registration, Testing Center, and Student Life Offices.

Please use the following link to access Credit Student Resources to help with remote learning: <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Credit-Student-Resources/>

ARE THERE RESOURCES I CAN TAP INTO TO HELP PAY MY TUITION?

The Financial Aid Office is open virtually for all Financial Aid services. You may also login to your **Lynx Portal** at <https://cccwebdev.carrollcc.edu/MyCarroll/> to view, track, and identify what documents have been received and are missing to complete the financial aid process. You may also call 410-386-8437; Email: financialaid@carrollcc.edu

If you have been affected financially by the COVID-19 pandemic and you are having specific needs related to your tuition payments for the Fall semester, please e-mail a detailed description (not more than one page) of your circumstances to Steve Wantz, Executive Director of the Carroll Community College Foundation at swantz@carrollcc.edu.

I NEED HELP WITH MY STUDIES. WHAT KIND OF HELP IS AVAILABLE?

Tutoring Services are available in an online format. For more details about drop-in, appointments and review sessions visit <https://cccwebdev.carrollcc.edu/student-services/student-resources/tutoring-and-study-skills/>, or email Marsha Nusbaum at MNusbaum@carrollcc.edu

If you have any additional concerns or questions, please reach out to your instructor and/or Disability Support Services, if applicable, along with your Academic Advisor.

Disability Support Services: Phone: 410-386-8329; Web: www.carrollcc.edu/disability

Advising and Transfer Office: Phone: 410-386-8435; Email: Advise@carrollcc.edu

WILL THE LIBRARY BE AVAILABLE TO ME REMOTELY?

Library Services offers online resources, including **answering questions via chat and email**.

Please go to the Library's website at: <http://library.carrollcc.edu/home> for contact hours, contact information, and remote access to resources for students and employees of the College.

If you have any questions about the items you checked out, know that they are not due until the College reopens. For additional questions, contact: circ_desk@carrollcc.edu and we will respond to your question.

IS THE FOOD LOCKER STILL OPEN AND CAN I STILL BECOME A CLIENT?

The Carroll Food Locker will be available throughout the Fall semester. If you would like more information about Fall hours or want to sign up to become a client of the Food Locker, please reach out to Jen Milam by emailing jmilam@carrollcc.edu. All communication remains confidential.

HOW CAN I GET A COPY OF MY TRANSCRIPT REMOTELY?

The Records Office will continue to evaluate incoming transcripts and facilitate outgoing transcripts.

Visit www.carrollcc.edu/transcript for directions. Current Carroll students should log in through the Lynx Portal and click on Request an Official Transcript. Any student can go directly to the Parchment website and create a Parchment account to send official documents.

Please reach out to the Records Office if you have any questions. Phone: 410-386-8440;

Email: Records@carrollcc.edu

I REALLY MISS BEING ON CAMPUS AND MY CONNECTIONS THERE. HOW CAN I STAY IN TOUCH AND ENGAGED WITH CARROLL THIS SEMESTER?

The Student Life Office will hold online engagement activities that you can access through the Student Life Canvas page. Clubs will also post information to their Canvas pages.

Stayed tuned for more information about the Leadership Challenge, Student Government, the Club budget process, and the Lynx-to-Lynx mentoring program.

Stay connected on the Student Life Canvas page, and follow us [@CarrollCCStudentLife](https://www.instagram.com/CarrollCCStudentLife) on Instagram for information, tips, and contests for students or call 410-386-8500; Email: studentlife@carrollcc.edu.

I DO NOT HAVE ACCESS TO INTERNET SERVICE AT HOME. WHAT DO I DO?

For free internet resource suggestions, please access the following instructions: <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Free-Internet-Resources/>.

The College has ordered a supply of hotspots to help our students who are in need of this service. We will provide students with technology to help them be successful during throughout the Fall semester. The College buildings, as well as the north parking lot, offer free WiFi to students.

I PLAN TO PARTICIPATE IN ATHLETICS AT CARROLL IN THE FALL SEMESTER. WILL THE COLLEGE STILL HAVE SOCCER AND CROSS COUNTRY FALL 2020 AND LACROSSE SPRING 2021?

Fall practices are scheduled to begin on August 1, but the College Athletics department will follow all decisions made by MDJUCO and NJCAA and in compliance with the State and local health department officials. For additional updates please continue to visit: <https://www.carrolllynx.com/landing/index>.

Credit Student Resources page content – 7/9/2020

Student Affairs includes the Admissions, Advising, Career & Transfer, Disability Support Services, Financial Aid, Records & Registration, Testing Center, and Student Life Offices. Please note the email addresses and preferred phone numbers below. Student Affairs offices will be open virtually from 8:30 am-4:30 pm Monday through Friday via email and phone. Each office will have a modified physical staff presence on campus throughout these hours to help you make appointments or answer questions, if needed.

Admissions Office - Admissions Counselors are available to assist students daily. Dual enrollment students, visiting students and new students can make appointments with an Admissions Counselor. Please call or email to schedule.

**Phone: 410-386-8430; Email: admissions@carrollcc.edu

Advising and Transfer Office - Advisors will meet with students virtually to create and review academic plans, plan and schedule classes, and answer questions regarding advising, transfer and career. Students should contact their advisor to set up an appointment. Check Starfish for your advisor's direct contact information.

** Phone number: 410-386-8435; Email: Advise@carrollcc.edu

Career Development Center - A Career Counselor is available to review resumes and provide career assistance virtually. Call or email to schedule.

**Phone: 410-386-8523; Email: careerdevelopment@carrollcc.edu;

Web: <https://cccwebdev.carrollcc.edu/My-Carroll/Career-Development/>

Disability Support Services Office - If your learning is directly impacted by a physical or mental health condition, even in an online learning format, either currently or AT ANY POINT moving forward, you may be eligible for accommodations through our office.

**Phone number: 410-386-8329; Email: disabilitysupport@carrollcc.edu;

Web: <https://cccwebdev.carrollcc.edu/disability>

Financial Aid Office - The office is open virtually for all Financial Aid services.

You may also login to your **Lynx portal** at <https://cccwebdev.carrollcc.edu/MyCarroll/> to view, track, and identify what documents have been received and are missing to complete the financial aid process.

**Phone number: 410-386-8437; Email: financialaid@carrollcc.edu

Student Life Office - There will be online engagement activities that you can access through the Student Life Canvas course site. Clubs will also post information to their Canvas course sites. Stayed tuned for more information about the Leadership Challenge, Student participation, the club budget process, and the Lynx-to-Lynx mentoring program!

Stay connected on the **Student Life Canvas** course site and follow us [@CarrollCCStudentLife](#) on **Instagram** for information, tips, and contests for students.

**Phone: 410-386-8500; Email: studentlife@carrollcc.edu.

Records Office - Evaluation of incoming transcripts and facilitation of outgoing transcripts will continue this fall. Visit www.carrollcc.edu/transcript for directions. Current Carroll students should log in through the Lynx Portal and click on Request an Official Transcript. Any student can go directly to the Parchment website and create a Parchment account to send official documents.

**Phone: 410-386-8440; Email: Records@carrollcc.edu

Technology - As the college continues using online instruction and remote work, the IT Team will be providing support using standard office hours:

IT Help Desk: 7:30am - 9:00pm (Monday -Thursday) and 7:30am - 4:30pm (Friday)

Students should email ITHelpdesk@carrollcc.edu for assistance.

All students are automatically enrolled in our Teams software. To access Teams, please go to <https://cccwebdev.carrollcc.edu/mycarroll/> and click to go into Office 365 and log in. You'll see Teams (purple icon) as one of your Office 365 software choices.

If you're in need of Internet, check out the resources that we've found so far <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Free-Internet-Resources/>. Students have access to Carroll's WiFi on campus and in the north parking lot. Additionally, [tutoring services](#) are still available in an online format. Visit the Academic Center's Canvas page or email [Marsha Nusbaum](mailto:MNusbaum@carrollcc.edu) at MNusbaum@carrollcc.edu

Carroll Community College Screening Information - What to Do if You Have COVID-19 Related Symptoms - 7/14/2020

Elevated Temperature Screening

Due to a temperature reading of 100.4 or above, you are required to leave Carroll Community College's campus.

Seek emergency medical care immediately if you have any of the following symptoms: trouble breathing, persistent pain or pressure in the chest, confusion, bluish lips or face.

Contact your supervisor or instructor to notify them you have been required to leave campus due to an elevated temperature reading. (For employees, your supervisor will contact HR to answer any questions you may have about leave time.)

Contact your health care provider for guidance on COVID-19 symptoms and testing. Some symptoms may include but not limited to: Fever or chills, Cough, Shortness of breath or difficulty breathing, Fatigue, Muscle or body aches, Headache, New loss of taste or smell, Sore throat, Congestion or runny nose, Nausea or vomiting, Diarrhea

You are encouraged to contact the Carroll County Health Department COVID-19 Call Center 410-876-4848 to check symptoms and for testing information.

You should self-isolate until:

- You are cleared by your Health Care Provider OR
- Have been tested and received two negative results at least 24 hours apart OR
- At least 3 days (72 hours) have passed since recovery, defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and At least 10 days have passed since symptoms first appeared.

You may return to Carroll Community College after providing:

For Employees, provide one of the following to Human Resources:

- A note from your Health Care Provider indicating you have been symptom free for 3 days (72 hours) after being in isolation for a minimum of 10 days since symptoms first appeared and are in recovery, defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); or have received two negative tests at least 24 hours apart, or:
- Documentation of two negative COVID tests that were taken at least 24 hours apart.

For Students, provide one of the following to Dr. Kristie Crumley:

- A note from your Health Care Provider indicating you have been symptom free for 3 days (72 hours) after being in isolation for a minimum of 10 days since symptoms first appeared and are in recovery, defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); or have received two negative tests at least 24 hours apart, or:
- Documentation of two negative COVID tests that were taken at least 24 hours apart.

For more information:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://cchd.maryland.gov/covid-19/>

For Employees - Human Resources Department, HR@carrollcc.edu, 410-386-8030

For Students - Dr. Kristie Crumley, Dean of Student Affairs, KCrumley@carrollcc.edu, 410-386-8408

July, 2020

Frequently Asked Questions – Credit Students – 7/28/2020

Frequently Asked Questions –Credit Students Updated July 28, 2020

For the Fall semester, the College will be offering the majority of courses in a face-to-face format. We are also offering several different instructional formats strategically designed to ensure both student success and safety:

- **Remote Synchronous (RSYNC):** Remote Synchronous is our newest course format. This type of course meets with a live instructor via a virtual format (generally through Microsoft Teams, similar to Zoom). You will log in at a scheduled time to participate in the class. All instruction is provided remotely, just as if you were going to class on campus.
- **Online (NET):** Online classes meet within our Learning Management System called Canvas. This is an asynchronous format, which means you complete weekly work when it's best for you. You have 24-hour access to your class. This is not a self-paced course; there are weekly assignment deadlines. Tests may be required in the Testing Center by appointment.
- **Hybrid (HYB):** Hybrid means that there are some scheduled face-to-face activities on campus, but more than 50% of the class is conducted online (not at a scheduled time/day).

We have prepared this Q&A to address the most frequently asked questions by credit students. We will update this periodically to keep you informed.

ARE OFFICES OPEN?

Student Services offices like Admissions, Advising, Financial Aid, and Disability Support Services are all open 8:30am-6pm beginning August 16. You are still encouraged to make an appointment, if possible.

HOW DO I GET MY STUDENT ID?

Student IDs are available through the Library. Please visit the Library's [COVID](#) Information page for the latest information on how to get your student ID.

ARE THERE RESOURCES I CAN TAP INTO TO HELP PAY MY TUITION?

The Financial Aid Office is open for all Financial Aid services. You may also login to your **Lynx Portal** at <https://cccwebdev.carrollcc.edu/MyCarroll/> to view, track, and identify what documents have been received and are missing to complete the financial aid process. You may also call 410-386-8437; Email: financialaid@carrollcc.edu

If you have been affected financially by the COVID-19 pandemic and you are having specific needs related to your tuition payments for the Fall semester, please complete this form: <https://cccwebdev.carrollcc.edu/relieffunds/>

I NEED HELP WITH MY STUDIES. WHAT KIND OF HELP IS AVAILABLE?

Tutoring Services are available in online format. For more details about drop-in, appointments and review sessions visit <https://cccwebdev.carrollcc.edu/student-services/student-resources/tutoring-and-study-skills/>, or email Marsha Nusbaum at MNusbaum@carrollcc.edu

If you have any additional concerns or questions, please reach out to your instructor and/or Disability Support Services, if applicable, along with your Academic Advisor.

Disability Support Services: Phone: 410-386-8329; Web: www.carrollcc.edu/disability
Advising and Transfer Office: Phone: 410-386-8435; Email: Advise@carrollcc.edu

IS THE FOOD LOCKER STILL OPEN AND CAN I STILL BECOME A CLIENT?

The Carroll Food Locker will be available throughout the academic year. If you would like more information about Fall hours or want to sign up to become a client of the Food Locker, please reach out to Jen Milam by emailing jmilam@carrollcc.edu. All communication remains confidential.

HOW CAN I GET A COPY OF MY TRANSCRIPT REMOTELY?

The Records Office will continue to evaluate incoming transcripts and facilitate outgoing transcripts. Visit www.carrollcc.edu/transcript for directions. Current Carroll students should log in through the Lynx Portal and click on Request an Official Transcript. Any student can go directly to the Parchment website and create a Parchment account to send official documents.

Please reach out to the Records Office if you have any questions. Phone: 410-386-8440;

Email: Records@carrollcc.edu

I REALLY MISSED BEING ON CAMPUS LAST YEAR. WILL THERE BE STUDENT ACTIVITIES THIS FALL?

The Student Engagement Office will hold face-to-face, in person engagement activities throughout the fall semester. You can access through full list of activities on the Student Engagement Canvas page. Clubs will also post information to their Canvas pages.

Information about the Leadership Challenge, Student Government, the Club budget process, and the Lynx-to-Lynx mentoring program is available in the Office (A-118) and on the Student Engagement Canvas page.

Stay connected on the Student Engagement Canvas page, and follow us [@CarrollCCStudentLife](https://www.instagram.com/CarrollCCStudentLife) on Instagram for information, tips, and contests for students or call 410-386-8500;

Email: studentengagement@carrollcc.edu.

I DO NOT HAVE ACCESS TO INTERNET SERVICE AT HOME. WHAT DO I DO?

For free internet resource suggestions, please access the following instructions: <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Free-Internet-Resources/>.

ATHLETICS ARE BACK!

Fall practices are scheduled to begin on August 1, but the College Athletics department will follow all decisions made by MDJUCO and NJCAA and in compliance with the State and local health department officials. For additional updates please continue to visit: <https://www.carrolllynx.com/landing/index>.

Frequently Asked Questions – CET Students – 7/29/2020

Updated for Fall 2020

Please note: All Continuing Education and Training student services and operations will continue to be delivered remotely through August 31. The College campus is not currently open to the general public, but we encourage the community to explore the many instructional offerings and remote services still available. Please visit: <https://cccwebdev.carrollcc.edu/Programs-and-Courses/>. To make an appointment for a virtual or on-campus appointment please email cet@carrollcc.edu or call 410-386-8100. If you do not have the necessary technology for virtual registration, we accept prospective student walk-ins. We have prepared this Q&A to address the most frequently asked questions by our Continuing Education & Training students. We will update this periodically to keep you informed.

Most Career Training Programs, professional development, and small business classes will continue to be held online, some with limited on-campus classes for hands-on learning.

Adult Education Programs (GED® and ESOL) will continue to be held online with placement testing available on campus by appointment only. Call 410-386-8630 for more information.

Motorcycle training will be offered on campus through October and will be held in the parking lot and amphitheater. For class schedules and registration visit www.carrollcc.edu/motorcycle. Personal Enrichment classes will be delivered online. Adventure hiking classes will be held off site. For available classes, visit: www.carrollcc.edu/CETregistration.

Q&A:

Will Fall 2020 non-credit courses still be delivered as online instruction?

Yes. Many of our Career Training Programs are planned for online delivery, some with limited on-campus classes for hands-on learning. All other classes including professional development, small business, personal enrichment and adult education will be offered online only. For more information, visit www.carrollcc.edu/CETregistration.

How do I register for CET courses?

Online registration is available 24/7 for Continuing Education and Training classes at www.carrollcc.edu/CETregistration. **Registration is open for Summer and Fall classes.**

Our Continuing Education and Training team is available to support your needs remotely during the hours of 8:30 a.m. - 4:30 p.m., Monday through Friday. For registration assistance or inquiries about a particular class, **call 410-386-8100** during regular office hours, or email cet@carrollcc.edu.

Beginning August 31, in-person registration will be available on campus in the Continuing Education and Training office (A115). Office hours will be Monday through Thursday, 8:30 a.m. – 4:30 p.m. and Friday 8:30 a.m. – 2:30 p.m.

How do I access my online class?

Your online content will become available here: www.carrollcc.edu/mycarroll under the CANVAS tab.

Will I be screened to access campus facilities?

All students and prospective students will need to complete an online screening form (<https://cccwebdev.carrollcc.edu/campuscheckin/>). Complete the form prior to leaving your home to travel to campus. Based on the responses you will receive entry results in both your browser and an email (either a green check or a Red X). Upon arrival to campus, show the email with the timestamp to the College-appointed designee with your check-in status.

If you do not have access to the internet on your phone, a paper questionnaire will be available at the entrance to allow for a self-evaluation and awareness of COVID-19 concerns.

Anyone who self identifies a health issue within the questionnaire will be asked NOT to come to campus until the issues have been resolved. We implore all students that if they feel ill that they **stay home** and contact their instructor. All efforts will be made to help you to catch up on missed work.

If I come to the College's campus for an appointment or preapproved face-to-face class, what should I expect?

All entrants to the campus are required to wear a cloth face covering that covers the mouth and nose that meets CDC guidelines while on campus. Face covering must always be worn in any classroom/lab and any public area of the College by students, staff and faculty.

Face coverings are the most effective way to prevent the spread of COVID-19. Face Shields do not protect others from droplet spread without the required face mask.

Physical distancing requirements will be adhered to and based on the Center for Disease Control and Prevention Guidelines. Screenings will also be required before entering College facilities. For more information please visit the College's COVID-19 webpage that is routinely updated at <https://cccwebdev.carrollcc.edu/covid-19/>.

Are student resources available to help me with remote learning?

We understand the stress that this unprecedented situation is placing on our students. Please use the following link to access Non-Credit Student Resources to help with remote learning: <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Non-Credit-Student-Resources/#workforce>

I need help with my studies. What kind of help is available?

If you have any concerns or questions, please reach out to your instructor and Beth Rosko Lee, Manager of Student Support Services, at blee@carrollcc.edu.

Disability Support Services: Phone: 410-386-8329; Web: www.carrollcc.edu/disability

Are there resources I can tap into to help pay my tuition?

Student support services such as tuition assistance/scholarships, assistance with career choices and specific career training program questions can be emailed to Beth Rosko Lee at blee@carrollcc.edu. Phone advising is available by appointment between 8:30 a.m. - 4:30 p.m. To request an appointment, email Beth Rosko Lee at blee@carrollcc.edu.

Can I still enroll my child in Summer Kids@Carroll+Teen College?

Yes, Summer!Kids@Carroll is offering weeklong online camps through August 28. Classes vary in length based on age and topic.

Registration is still open! Visit www.carrollcc.edu/summerkids for complete camp information and registration.

How can I get a copy of my Continuing Education Record remotely?

The Records Office will continue to evaluate incoming non-credit transcripts and facilitate outgoing transcripts.

For instructions on requesting your records, please visit www.carrollcc.edu/transcript. Current Carroll students should log in through the Lynx Portal and click on Request an Official Transcript. Any student can go directly to the Parchment website and create a Parchment account to send official documents. Please reach out to the Records Office if you have any questions.
Phone: 410-386-8440; Email: Records@carrollcc.edu

I do not have access to internet service at home. What do I do?

For free internet resource suggestions, please access the following instructions: <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Free-Internet-Resources/>.

The College recognizes that high speed internet service providers do not offer services to all in-County addresses. When service is **not** available for Students, faculty, or staff at their home address, a request for a hotspot can be made by emailing the IT Help Desk (ithelpdes@carrollcc.edu). Please realize that hotspots are not a cure-all, as some locations can't take advantage of this.

Is the Food Locker still open and can I still become a client?

The Carroll Food Locker has created a monthly drive through distribution on campus through August. We expect to expand services during the Fall semester. If you would like more information or want to sign up to become a client of the Food Locker, please reach out to Jen Milam by emailing jmilam@carrollcc.edu. All communication remains confidential.

Fall 2020 Joint Student Letter – 8/10/2020

Updated August 10, 2020

Dear Students,

As the fall semester approaches, we would like to update you on several important items regarding your health and safety while you are a student at Carroll Community College. The faculty and staff have worked all summer to provide an educational experience that focuses on the health and safety of our students, faculty and staff. We have created a variety of procedures that will decrease risk including an increased variety of instructional formats, new guidelines for campus access, and protocols for visiting campus. The College will remain closed to the general public, but we welcome our credit and non-credit students back to campus on **Monday, August 31, 2020**. We encourage prospective students to explore both credit and non-credit course offerings by visiting: <https://www.carrollcc.edu/Apply-and-Register/>. We will continue to offer virtual appointments for all credit student services, and prospective students who need face to face assistance for non-credit class registration can call 410-386-8100.

All activities have been organized to minimize face-to-face contact, while also implementing best practices from federal, state, local and professional agencies to promote safety through **physical distancing and the wearing of cloth face coverings that cover the mouth and nose, at all times**. Our plans have been approved by the Carroll County Health Department and we are fully prepared to adapt our plans with updated guidance from the state, the Commissioners of Carroll County or the Carroll County Health Department.

Below, you'll find a list of our screening guidelines and the specific safety procedures that we will adhere to throughout the fall semester.

Screening– Self Disclosure via Online or Paper Questionnaire

- Each day you will need to complete an online screening form (<https://www.carrollcc.edu/campuscheckin/>). Complete the form prior to leaving for campus. Based on the responses, you will receive entry results, a **Green Check for Permission to come to campus or a Red X for Denied Access**, in both your browser and an email. You will need to show the email with the timestamp of your Check-In status to the College appointed designee. **Please Do Not come to campus if you received a Red X**
- If you do not have access to an electronic status from the screening tool, you will need to complete a paper questionnaire to assess for potential COVID-19 infection or exposure. A College representative will take your temperature.
- Anyone who self-identifies a health issue within the questionnaire needs to stay home or will be denied access and instructed not to return to campus until the issue has been resolved or they provide a release note from their healthcare provider.
- **We implore all students that if they feel ill that they stay home and contact their instructor. All efforts will be made to help you to catch up on missed work.**

Safety Procedures

- **Cloth face coverings that cover both the nose and mouth must be worn by everyone everywhere on campus at all times.**
 - If a student has a licensed healthcare provider's note documenting a valid medical reason for not wearing a face covering then a face shield will be accepted as an alternative.
 - Students are required to provide a copy of their licensed healthcare provider's note to Dr. DaVida Anderson at danderson3@carrollcc.edu.

- Physical distancing requirements per Center for Disease Control and Prevention Guidelines will be marked appropriately and enforced in all areas of campus, including classrooms, labs, common areas, restrooms, the Learning Resource Center, and office areas.
- We reduced seating in classrooms, labs, and common areas to accommodate physical distancing.
- We reduced available fixtures (commode, urinal, sink) in all restrooms to accommodate physical distancing.
- Elevators have restricted usage for one person at a time.
- Hand-sanitizer dispensers are available at building entrances, high traffic areas, and all classrooms.
- Cleaning and sanitation protocols include cleaning by faculty, students, and staff after every instructional activity or meeting.
- Thorough cleaning of all classrooms and common areas by facilities staff will occur each evening, using an “N list” disinfectant on high touch surfaces multiple times per day, and cleaning supplies are available in every classroom and lab.
- CDC “Stop the Spread” information fliers are posted in all classrooms, restrooms, common areas and office suites.
- We are providing training to students, faculty, and staff on safe practices and procedure on campus.

Campus Services

- The College’s Fitness Center and Gym will be closed to students except for Athletes for conditioning and those students who are required to access the Fitness Center or Gym for classes.
- The Cafe will not be open until further notice. Vending machines will be stocked.
- The Learning Resource Center (Library) and the Academic Center (tutoring services) will be available for registered students as will virtual services.
- All Student Services including Admissions, Advising and Transfer, Career Development, Financial Aid, and Student Life will continue virtually but appointments can be made while students are on campus.

Additional detailed information, including what to do if you receive a positive test or have been in close contact with someone who has or is suspected to have COVID-19, can be found by visiting: <https://www.carrollcc.edu/covid-19/> .

We are thrilled that you’ve chosen Carroll Community College for this unprecedented fall semester. We pledge to every member of our campus community that we will do our best to keep you safe while helping you achieve your higher education goals.

Sincerely,

Dr. Rose Mince
Provost

Libby Trostle
Vice President, Continuing Education & Training

Fall 2020 Summary Access Plan – 8/20/2020

Updated August 10, 2020

DO NOT COME TO CAMPUS IF YOU:

- Have tested Positive for COVID-19;
- Had close contact, as defined by CDC, as 15 minutes or more, 6 ft. away or less, sharing utensils or drinks, or any physical contact with a confirmed or suspected case of COVID-19; or
- Received a call from a Health Department Contact Tracer; or
- Have a temperature reading of 100.4 or higher or have other COVID-19 symptoms.

Key Messages

- Fall Semester for students begins August 31, 2020. Access to the campus will be made available to enrolled students for a limited number in-person instruction or training classes.
- Standard operating procedures have been developed in response to the COVID-19 pandemic and are designed to promote safety and reduce risk for students, faculty and staff.
- The College performed a self-assessment utilizing a tool kit developed by Johns Hopkins for higher education institutions. The College's Mitigation Score of 93% (Very Prepared) and an Overall Risk Score of Very Low (lowest possible score) indicated that the College is "very prepared to mitigate the COVID-19 impact."
- All activities will be organized to minimize face-to-face contact, while also implementing best practices from federal, state, local and professional agencies to promote safety through physical distancing and the wearing of cloth face coverings that cover the mouth and nose.
- The College will operate at less than 35% capacity (employees/students) throughout the day, well below the State's 50% capacity guideline for service industries.
- We are supporting the need for on-campus education for targeted student populations:
 - Allied Health programs, to graduate/certify healthcare workers and first responders needed to support the State and County's pandemic response and recovery efforts.
 - Select general education courses, for those who may not be successful learning remotely, will be offered on a very limited basis.
- The College will offer a variety of instructional formats, strategically designed for the best educational experience to ensure both student success and safety, including:
 - On campus, face-to-face instruction- on a limited basis.
 - Remote course offerings, both synchronous (live remote instruction) and asynchronous (fully online).
 - Hybrid sections in which half of the class members will come to campus one session per week, while the second half access remotely.
 - Hybrid sections in which the majority of the instruction will be conducted online, but one or more hands-on skills training sessions/labs conducted on campus.
 - Off-campus clinical settings and placements.
- The College will remain closed to the general public. The only exception is for Non-Credit registration assistance.
- We are fully prepared to adapt our plans with updated guidance from the state, the Commissioners of Carroll County or the Carroll County Health Department.

Screening – Self-Disclosure via Electronic or Paper Questionnaire

- Each day an employee, student or member of the community is scheduled to come to campus, the individual will need to complete an online screening form (<https://www.carrollcc.edu/campuscheckin/>).
 - Complete the form prior to leaving for campus. Based on the responses, you will receive entry results, a **Green Check for Permission to come to campus or a Red X for Denied Access**, in both your browser and an email. You will need to show the email with the timestamp of your Check-In status to the College appointed designee. **Please Do Not come to campus if you received a Red X.**
- If an employee, student or member of the community does not have an electronic status from the screening tool, the individual will complete a paper questionnaire to assess for potential COVID-19 infection or exposure.
- Anyone who self-identifies an issue, based on their questionnaire answers, will be denied access to campus and instructed not to return until the issue has been resolved or a release note is provided.

Safety Procedures

- The College's Screening Tool needs to be electronically filled out each time you come to campus. It will be checked at the limited access points to College facilities. (Buildings A and K beginning on August 31). Paper questionnaires will be used if the electronic tool/status is not available to an individual. Failure to comply with this screening process will result in the denial of access to the campus.
- **Cloth face coverings that cover both the nose and mouth must be worn by everyone everywhere on campus at all times.** Face coverings are the most effective way to prevent the spread of COVID. Face Shields do not protect others from droplet spread without the required face covering.
 - If an entrant has a licensed healthcare provider's note documenting a valid medical reason for not wearing a face covering then a face shield will be accepted as an alternative.
 - Students are required to provide a copy of their healthcare provider's note to Dr. DaVida Anderson at danderson3@carrollcc.edu.
- Physical distancing requirements per Center for Disease Control and Prevention Guidelines will be marked appropriately and enforced in all areas of campus, including classrooms, labs, common areas, restrooms, the Learning Resource Center, and office areas.
- Installed plexiglass sneeze guard barriers on office Reception Area desks.
- Reduced seating in common areas to accommodate physical distancing.
- Reduced seating in classrooms and labs to accommodate physical distancing.
- Reduced available fixtures (commode, urinal, sink) in all restrooms to accommodate physical distancing.
- Restricted usage of elevators to one person at a time.
- Hand-sanitizer dispensers will be available at building entrances, high traffic areas and all classrooms.
- Cleaning and sanitation protocols include cleaning by faculty, students, and staff after every instructional activity or meeting.
- Thorough cleaning of all classrooms and common areas by facilities staff each evening, using an "N list" disinfectant on high touch services multiple times per day, and the availability of cleaning supplies in every classroom and lab.
- CDC "Stop the Spread" information fliers are posted in all classrooms, restrooms, common areas and office suites.
- We are providing training to students, faculty and staff on safe practices and procedure on campus.

Miscellaneous

- The Child Development Center will continue to be open following State guidelines.
- The Café will not be open until further notice. Vending machines will be stocked.
- The College's Theater and conferencing facilities including the Bollinger Family Conference Center will not be used by outside groups until further notice. Internal use for course work is approved with social distancing protocols.
- The College's Fitness Center and Gym will be closed to students with the exception of Athletes for conditioning and those students who are required to access the Fitness Center or Gym for classes.
- The Learning Resource Center and Tutoring services will be available for registered students as will virtual services.
- All Student Services including Admissions, Advising and Transfer, Career Development, Financial Aid, and Student Life will continue virtually but appointments can be made while students are on campus.
- Cross country for the Fall 2020 season will proceed since it's a non-contact sport and physical distancing is possible for training and racing. This decision will continue to be revisited as additional information becomes available.
- Men's and women's soccer season to Spring 2021. Our intercollegiate athletics program in Spring 2021 will also include our inaugural men's and women's lacrosse season.

Designated COVID-19 Points of Contact

- **Employees Contact** - Human Resources Department, HR@carrollcc.edu, 410-386-8030
- **Students Contact** – Dr. DaVida Anderson, Director of Student Care & Integrity, danderson3@carrollcc.edu, 410-386-8217
- **Media Inquiries & Health Department Liaison** - Trish Carroll, Chief Communications Officer, pcarroll@carrollcc.edu, 410-386-8184

COVID-19 Screening Tool Instructions for Campus Access Updated August 10, 2020 (Active through June 1, 2021)

The safety and well-being of our College community is our number one priority. Below is important information on the COVID-19 screening tool required by all entrants of the College. This screening tool is to be used every time you are scheduled to come to campus.

Each day you will need to complete our **Campus Check-In Online Form**. You should complete the form **BEFORE** leaving for campus. Please answer all the questions accurately. Upon arrival, you will show a College appointed designee your Check-In status that you received via email after completing the questions.

Below are instructions on how to access the screening tool. If you need assistance, please contact the IT Help Desk at 410-386-8060 or ithelpdesk@carrollcc.edu.

- **Click the link or scan the QR Code below**
 - <https://www.carrollcc.edu/campuscheckin/>



Complete the Campus Check-In Self Declaration Online Form DAILY.

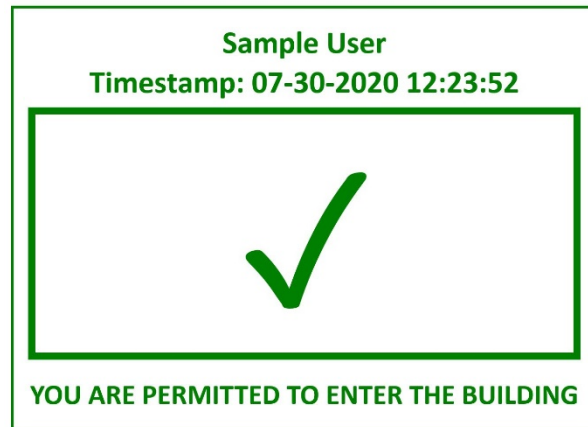
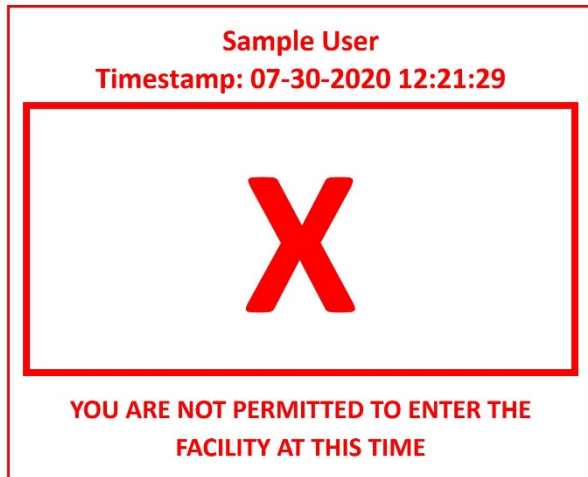
- All fields are required.
- Results will be shown in the browser and emailed to the address provided.
- If you do not clear your browser cache, previous results may be saved in the form.
- *Be sure to answer the questions each day.*
- Be sure to answer 'YES' if you have **unexplainable** symptoms not related to preexisting health condition

If you are unable to use this screening tool, a paper form will be provided at the designated entry points on campus and your temperature will be taken by a College designee.

Based on your daily online responses, you will receive one of two possible results in both your browser and an email:

1. **Green Check for Permission:** You may come to campus for in-person instruction or work.
2. **Red X for Denial: Do Not Come to Campus.** Please comply with the information you receive in the email.

Show the email with the timestamp (either on your mobile device or a printed copy) when you arrive on-campus at the designated entry point.



If you have a Red X, do not come to campus. Please comply with the information in the email.

Show the email with the timestamp (either on your mobile device or a printed copy) when you arrive on-campus at the designated entry point.

- Have tested Positive for COVID-19;
 - Had **close contact**, as defined by CDC, as 15 minutes or more, 6 ft. away or less, sharing utensils or drinks, or any physical contact with a confirmed or suspected case of COVID-19; or
 - Received a call from a Health Department Contact Tracer; or
 - Have a temperature reading of 100.4 or higher or have other COVID-19 symptoms.
1. **Seek emergency medical care immediately** if you have any of the following symptoms: Trouble Breathing, Persistent Pain or Pressure in the Chest, Confusion, Bluish Lips or Face.
 2. If your unexplained symptoms or elevated temperature begin while you're already on campus, you will be required to leave campus immediately. (Emergency medical attention will be called by your instructor or Campus Police if you have the symptoms noted in #1 above).
 3. Contact your health care provider for guidance on possible next steps and testing. Some COVID-19 symptoms may include, but are not limited to: New loss of taste or smell, Fever or Chills, Unexplained Cough, Shortness of Breath or Difficulty Breathing, Fatigue, Muscle or Body Aches, Unexplained Headache, Sore Throat, Unexplained Congestion or Runny Nose, Diarrhea, Nausea or Vomiting.
 4. You are encouraged to contact the Carroll County Health Department's COVID-19 Call Center 410-876-4848 for general information. You may also visit: <https://cchd.maryland.gov/>.
 5. **Notification:** Students should contact all instructors and advise them that they will not be able to attend in-person instruction or training. Students should also email Dr. DaVida Anderson, Director of Student Care & Integrity at danderson3@carrollcc.edu. Employees should contact their direct supervisor as well as Human Resources at HR@carrollcc.edu.
 6. If you are ill or have had a positive viral (PCR) test for COVID, you must **isolate** at home until:
 7. You are cleared to return by a licensed healthcare provider OR the Health Department Contact Tracing Team; **AND**

- It has been 10 days since you first became ill or had your positive test; **AND**
 - You have not had a fever for 24 hours (without the use of medication) and all of your other symptoms are improving.
 - Additional information on isolating is available at <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/isolation.html>
8. If you have had close contact with a person who is ill or has had a positive COVID test, you must quarantine for 14 days since the last time you were in contact with that person. Additional information on **quarantine** is available at <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>
9. Whether you are out of school due to isolation or quarantine (being sick, having a positive COVID test, or being exposed to someone with COVID) you may return in-person to campus only once you have submitted a release note from your healthcare provide or the Health Department to:
- **Students:** Dr. DaVida Anderson at danderson3@carrollcc.edu.
 - **Employees:** Human Resources at HR@carrollcc.edu
 - **You must have proof of the receipt of this documentation to return.**

For More Information:

<https://www.carrollcc.edu/covid-19/>

<https://cchd.maryland.gov/covid-19/>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

COVID-19 Precautions web page – Updated 8/26/2020

Carroll Community College's policies and protocols for responding to the COVID-19 pandemic are rooted foremost in the safety of our students, our staff and our faculty, who represent the heart of this College. Ensuring your well being is our top concern.

The following procedures, developed in response to the health crisis, are designed to reduce the level of risk for all who visit our campus as we continue our mission to provide the highest quality of education. All activities are organized to minimize face-to-face contact, while also implementing best practices from federal, state, local and professional agencies.

Currently, our aim is offer a safe, structured and innovative approach when providing required in-person/hands-on skills development, and at least one section of most courses for students who may not be successful learning remotely. This approach lessens instances of exposure for students, faculty and staff on campus.

Policies & Procedures for Campus/Building Access

Entering Campus

- A daily screening tool is used each time a staff member or student/community member comes to campus. All individuals will need to log into a provided app and complete a questionnaire. Upon arrival to campus, Campus Police and/or a College-appointed designee will check the status of each individual.
- All visitors, while on campus, must wear a personal mask or cloth facial covering that a) covers the mouth & nose; and b) meets Center for Disease Control and Prevention (CDC) guidelines.
- Physical distancing requirements will be adhered to, based on CDC guidelines.

Cleaning Routine

- At the conclusion of instructional activities, faculty, staff and students will follow standard cleaning procedures using provided approved sanitizers.
- Facilities staff will thoroughly clean all instructional spaces and common areas used each evening.
- Cleaning supplies will be provided in each classroom/lab and office for self-cleaning throughout the day.

Engineering Controls

- Installed Plexiglass sneeze guard barriers on office Reception Area desks.
- Reduced seating in common areas to accommodate physical distancing.
- Reduced seating in classrooms and labs to accommodate physical distancing.
- Reduced available fixtures (commodes, urinals, sinks) in all restrooms to accommodate physical distancing.
- Restricted usage of elevators to one person at a time.

Administrative Controls

- Placed floor tape six feet from reception counters indicating "Please Stand Here."

- Placed the CDC's "Stop the Spread" information flier/poster in all classrooms, restrooms, common areas and office suites.
- Placed pedestal-style hand sanitizer dispensers at building entrance doors and other high traffic areas.
- Waiting delivery on wall mount hand sanitizer dispensers for all classrooms. (Using individual bottles until dispensers arrive.
- Added an "N List" disinfectant to Environmental Services inventory with plans to sanitize high touch surfaces daily, or multiple times daily.

Additional Safety Measures

- Completed Johns Hopkins University's "COVID-19 Self-Assessment Calculator for Higher Education," achieving a Mitigation score of 87% (Very Prepared) and an Overall Risk score of Very Low (lowest possible score).
- Offering training to employees on "Campus Re-Opening Safe Practices and Procedures." Requiring anyone who is sick to remain home and seek medical advice.
- Requiring anyone who is sick to remain home and seek medical advice.

Free Internet Resources – updated 9/17/2020

We understand there are homes in Carroll County that do not have internet access and that will certainly complicate online instruction.

But we do have some suggestions, *please keep reading!*

First and foremost, please stay in close contact with your instructors as you navigate this challenge. There are creative solutions that many of your instructors are already thinking about.

Please see our recommendations of free internet resources below.

Carroll Community College Parking Lot Access To Free Wi-Fi

Carroll Community College is offering access to free Wi-Fi from the campus parking lot. Signal strength is strong throughout all of the areas highlighted on the coverage map below.



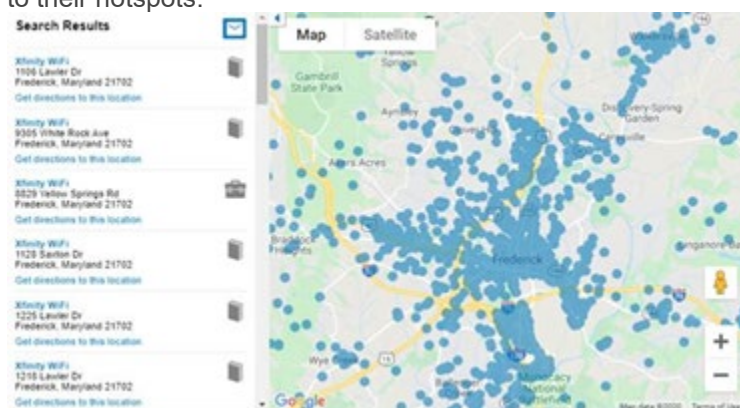
Xfinity Hotspot Locations

Carroll has talked to Xfinity/Comcast about offering free access to their hotspots in the community at no charge for the next 60 days. Students can access the site using the link below for more information.

<https://Wi-Fi.xfinity.com/>

“Xfinity Wi-Fi Free For Everyone: Xfinity Wi-Fi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity Wi-Fi hotspots, visit <https://www.xfinity.com/Wi-Fi>. Once at a hotspot, consumers should select the “xfinityWi-Fi” network name in the list of available hotspots and then launch a browser.”
<https://corporate.comcast.com/covid-19>

Visit the web address above and provide your zip code. You will see a map like the following that shows hotspot locations for free Wi-Fi access. Xfinity provides instructions just below the map for how to connect to their hotspots.



Ting Wi-Fi location in Westminster

During the current crisis, Ting has worked with the City of Westminster staff and Council to try to make sure everyone has access to critical communications infrastructure. Together, we have activated public drive-up Wi-Fi in town so that people can access the Internet from their vehicle at the Conway Lot, which many of you will recognize as the location of the Downtown Westminster Farmers' Market, at 27 Railroad Avenue.

There is a splash page welcoming Ting Park & Wi-Fi users that reminds them to please stay in their vehicles, minimize social interaction, maintain social distancing protocols and adhere to the suggestions made by our local leaders.

Carroll County Public Libraries Free Wi-Fi Access

Carroll County Public Libraries are offering access to free Wi-Fi from their parking lots 24 hours a day, 7 days a week.

There will also be access to the Wi-Fi in the park in front of the Westminster library branch.

Internet access through your cell phone wireless provider

- **AT&T:** For the next 60 days, AT&T is making all of its public Wi-Fi hotspots open for free access by anyone. Here are instructions for locating their hotspots: <https://www.att.com/support/article/wireless/KM1103818/>
- **Comcast:** Comcast is now offering an “Internet Essentials” package that provides 60 days of free service and a \$9.95 per-month plan after that time. Comcast is also making all of its Wi-Fi hotspots available for free public use and has provided instructions and a map for connecting to this free service. Access to Comcast Wi-Fi is now open across hundreds of locations across the region. See **Xfinity Hotspot Locations** above for more information.
- **Sprint and T-Mobile** are allowing existing customers unlimited smartphone data and an additional 20GB of tethering and hotspot data for the next 60 days.

Internet access through retail outlets

Though many of these retail outlets are closed, for some, the parking lot is a safe place to access the Wi-Fi, if possible:

<https://www.thesimpledollar.com/save-money/ten-places-to-find-free-wi-fi-in-any-neighborhood/>

Thanksgiving Break Message To Students - 11/20/2020

Dear Lynx students,

As we approach Thanksgiving Break I send a very important message. Please read in full:

1. In concert with Governor Hogan's travel notice, we encourage all students to avoid all travel outside of Maryland (excluding those living in PA).
2. Those who travel to a state with a **Positivity Rate of 10% or above** or a **Case Rate per 100,000 of 20 or higher** consider self-quarantining for 14 days upon returning to Maryland. View [State Positivity Rates](#) and [State Case Rates](#).
3. This quarantine should also applies if you are exposed to individuals from a state in the "red zone."
4. The quarantine applies even if you have tested negative during the 14 days of quarantine. According to the Health Department, the average incubation period is 4 to 5 days, and it's possible for a person not to exhibit symptoms or become infectious for up to 14 days.
5. Exposure guidelines are provided on our website. Visit [What To Do If You Have Symptoms or Have Been Exposed](#)
6. If you have any questions about attending your face-to-face or hybrid classes on campus, please consult with your instructors.
7. For behavioral health resources please visit the Carroll County Health Department's website for available [Behavior Health Services](#).
8. For additional information and safety tips visit the Maryland Department of Health [Expanded Travel Advisory](#) for all out-of-state travel and the [CDC Celebrate Thanksgiving Safety Guidelines](#).

Please, let's all do our part. I wish you a safe and healthy Thanksgiving!

Rosalie V. Mince, Ph.D

Provost

Pronouns: she/her/hers

Frequently Asked Questions – CET Students – 12/18/2020

Updated For Winter 2021

Please note: Most Continuing Education and Training student services and operations will continue to be delivered remotely. The College campus is not currently open to the general public, but we encourage the community to explore the many instructional offerings and remote services still available. Please visit: <https://cccwebdev.carrollcc.edu/Programs-and-Courses/>. To make an appointment for a virtual or on-campus appointment please email cet@carrollcc.edu or call 410-386-8100. If you do not have the necessary technology for virtual registration, we accept prospective student walk-ins. We have prepared this Q&A to address the most frequently asked questions by our Continuing Education & Training students. We will update this periodically to keep you informed.

Most Career Training Programs, professional development, and small business classes will continue to be held online, some with limited on-campus classes for hands-on learning.

Adult Education Programs (GED® and ESOL) will continue to be held online with placement testing available on campus by appointment only. Call 410-386-8630 for more information.

Personal Enrichment classes will be delivered online. Limited on-campus classes are scheduled for select Art, Language, Music and Wellness classes this winter. For available classes, visit: www.carrollcc.edu/CETregistration.

WILL Winter 2021 NON-CREDIT COURSES STILL BE DELIVERED AS ONLINE INSTRUCTION?

Yes. Many of our Career Training Programs are planned for online delivery, some with limited on-campus classes for hands-on learning. Most personal enrichment classes will also be offered online, with limited classes scheduled for on-campus. All other classes including professional development, small business, and adult education will be offered online only. For more information, visit www.carrollcc.edu/CETregistration.

HOW DO I REGISTER FOR CET COURSES?

Online registration is available 24/7 for Continuing Education and Training classes at www.carrollcc.edu/CETregistration. **Registration is open for Winter/Spring classes.**

Our Continuing Education and Training team is available to support your needs remotely during the hours of 8:30 a.m. - 4:30 p.m., Monday through Friday. For registration assistance or inquiries about a particular class, **call 410-386-8100** during regular office hours, or email cet@carrollcc.edu.

In-person registration is available on campus through Dec. 18 in the Continuing Education and Training office (A115). Office hours will be Monday through Thursday, 8:30 a.m. – 4:30 p.m. and Friday 8:30 a.m. – 2:30 p.m. In-person registration will not be available in January. In-person registration is expected to resume February 1.

HOW DO I ACCESS MY ONLINE CLASS?

Your online content will become available here: www.carrollcc.edu/mycarroll under the CANVAS tab. \ ***WILL I BE SCREENED TO ACCESS CAMPUS FACILITIES?***

All students and prospective students will need to complete an online screening form (<https://cccwebdev.carrollcc.edu/campuscheckin/>). Complete the form prior to leaving your home to travel to campus. Based on the responses you will receive entry results in both your browser and an email (either a green check or a Red X). Upon arrival to campus, show the email with the timestamp to the College-appointed designee with your check-in status.

If you do not have access to the internet on your phone, a paper questionnaire will be available at the entrance to allow for a self-evaluation and awareness of COVID-19 concerns.

Anyone who self identifies a health issue within the questionnaire will be asked NOT to come to campus until the issues have been resolved. We implore all students that if they feel ill that they **stay home** and

contact their instructor. All efforts will be made to help you to catch up on missed work. For more information, see [What to do if you have been exposed to COVID.](#)

IF I COME TO THE COLLEGE'S CAMPUS FOR AN APPOINTMENT OR PREAPPROVED FACE-TO-FACE CLASS, WHAT SHOULD I EXPECT?

All entrants to the campus are required to wear a cloth face covering that covers the mouth and nose that meets CDC guidelines while on campus. Face covering must always be worn in any classroom/lab and any public area of the College by students, staff and faculty.

Face coverings are the most effective way to prevent the spread of COVID-19. Face Shields do not protect others from droplet spread without the required face mask.

Physical distancing requirements will be adhered to and based on the Center for Disease Control and Prevention Guidelines. Screenings will also be required before entering College facilities. For more information please visit the College's COVID-19 webpage that is routinely updated at <https://cccwebdev.carrollcc.edu/covid-19/>

ARE STUDENT RESOURCES AVAILABLE TO HELP ME WITH REMOTE LEARNING?

We understand the stress that this unprecedented situation is placing on our students. Please use the following link to access Non-Credit Student Resources to help with remote learning: <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Non-Credit-Student-Resources/#workforce>

I NEED HELP WITH MY STUDIES. WHAT KIND OF HELP IS AVAILABLE?

If you have any concerns or questions, please reach out to your instructor and Beth Rosko Lee, Manager of Student Support Services, at blee@carrollcc.edu.

Disability Support Services: Phone: 410-386-8329; Web: www.carrollcc.edu/disability

ARE THERE RESOURCES I CAN TAP INTO TO HELP PAY MY TUITION?

Student support services such as tuition assistance/scholarships, assistance with career choices and specific career training program questions can be emailed to Beth Rosko Lee at blee@carrollcc.edu. Phone advising is available by appointment between 8:30 a.m. - 4:30 p.m. To request an appointment, email Beth Rosko Lee at blee@carrollcc.edu.

CAN I STILL ENROLL MY CHILD in SUMMER KIDS@CARROLL+TEEN COLLEGE?

Our hope is to offer some on-campus camps this summer and plans are being made accordingly. A final decision on summer camps will be made no later than February 15.

Visit www.carrollcc.edu/summerkids for complete camp information and updates.

HOW CAN I GET A COPY OF MY CONTINUING EDUCATION RECORD REMOTELY?

The Records Office will continue to evaluate incoming non-credit transcripts and facilitate outgoing transcripts.

For instructions on requesting your records, please visit www.carrollcc.edu/transcript. Current Carroll students should log in through the Lynx Portal and click on Request an Official Transcript. Any student can go directly to the Parchment website and create a Parchment account to send official documents. Please reach out to the Records Office if you have any questions.

Phone: 410-386-8440; Email: Records@carrollcc.edu

I DO NOT HAVE ACCESS TO INTERNET SERVICE AT HOME. WHAT DO I DO?

For free internet resource suggestions, please access the following instructions: <https://cccwebdev.carrollcc.edu/Student-Life/COVID-19-Resources/Free-Internet-Resources/>.

The College recognizes that high speed internet service providers do not offer services to all in-County addresses. When service is **not** available for Students, faculty, or staff at their home address, a request for a hotspot can be made by emailing the IT Help Desk (ithelpdes@carrollcc.edu). Please realize that hotspots are not a cure-all, as some locations can't take advantage of this.

IS THE FOOD LOCKER STILL OPEN AND CAN I STILL BECOME A CLIENT?

For more information or to sign up to become a client of the Food Locker, please reach out to Jen Milam by emailing jmilam@carrollcc.edu. All communication remains confidential.

It's A Wrap! - 12/18/2020

Dear Carroll Students,

Today, we wrap up our very busy Fall semester and come one day closer to the culmination of an unprecedented year. You have been receptive to on-going change and persistent in pursuing your goals for higher education. You have been an integral part in our collective efforts to ensure the safety and well-being of our College community. I offer you my deep appreciation, and I thank you sincerely!

As we break, I remind you of a few important safety tips from Governor Hogan and the Carroll County Commissioners. Stay Home for the Holidays. Do what is best for you and your loved ones. This holiday season could present our most challenging time – parties and groups are the highest transmission times:

- You are safer at home for the holidays
- It will help our hospitals and will save lives
- Dept. of Health issuing an advisory limiting groups to 10 and avoid parties involving people outside the home
- Governor issuing an Emergency Order that limits travel to essential purposes only
- Testing before and after travel is required, or quarantine for 10 days (*College policy is still 14 days. We will revisit for Spring.*)

People are at highest risk of catching the virus if they are in **close contact** of a person with COVID-19. Based on current research, **you are a close contact if:**

- **You were within 6 feet of someone who has COVID-19 for a total of 15 minutes or more over a 24-hour period while the person was infectious (2 days before illness onset or testing)**
- You provided care at home to someone who is sick with COVID-19
- You had direct physical contact with the person (hugged or kissed them)
- You shared eating or drinking utensils
- They sneezed, coughed, or somehow got respiratory droplets on you

Please enjoy your time with family and take time to rest and recharge. On behalf of our Board of Trustees, Executive leadership, faculty and staff, we look forward to seeing you in the new year!

My best to everyone,

Jim Ball

James D. Ball Ed.D.
President

Fall 2020 Operating Procedures / Web Sidebar Links (archived)

- [Fall 2020 Student Update](#)
- [CCC Fall 2020 Detailed Access Plan \(PDF\)](#)
- [Screening Tool Instructions for Campus Access](#)
- [Printable Daily Campus Check-In Self Declaration Form \(PDF\)](#)
- [What to Do if You Have or Been Exposed to COVID](#)
- [Fall 2020 Summary](#)