



**RUTGERS**

Graduate School of Applied  
and Professional Psychology

**College Support Program**  
102 Nichol Ave.  
New Brunswick, NJ 08901

csp-info@rutgers.edu  
p. 848-445-3973  
<https://gsapp.rutgers.edu/csp>

## **College Support Program (CSP) COVID-19 Management Plan (3/11/2020)**

### **CSP Services**

#### **Coordinator Meetings:**

Students will continue to meet with their CSP Coordinator as scheduled. CSP Coordinator meetings will be conducted via Webex teleconferencing service. Students received an email on March 11<sup>th</sup> with step-by-step directions regarding how to activate their Webex account (directions included, see page 4-5) and how to join a Webex meeting (directions included, see page 6-8).

Students have been instructed to reply to the email sent to confirm that their account has been activated. Once their account has been activated, their CSP Coordinator will schedule the weekly CSP Coordinator meeting via Webex. Students will need to log-on to Webex during their regularly scheduled meeting time to join the meeting. Students will need to have access to a microphone and webcam to be able to fully participate in the meeting (these devices will likely be needed for other class participation, so it is important that they have access to them).

#### **Peer Mentors:**

The Peer Mentor relationship is one of the pillars of the CSP; we wish to maintain these relationships across the University's closure. Thus, we have asked the Peer Mentors to provide a weekly check-in with their student(s) beginning the week of March 23<sup>rd</sup> via text, FaceTime, Skype, or phone call.

#### **Social Events:**

The upcoming "Cultural Night" social event scheduled for March 29<sup>th</sup> has been canceled. The CSP will follow the University's guidelines regarding large group meetings for the remainder of the semester.

#### **Academic Coaching**

The Learning Center has indicated that Academic Coaching meetings will be conducted virtually via Webex. The coaches will be able to assist students as they navigate their classes virtually over the next two weeks. The coaches will be reaching out to the students individually regarding scheduling their Webex meetings. The CSP will provide any additional updates if/when they become available.

For the most recent updates regarding academic coaching, visit: <https://rlc.rutgers.edu/student-services/academic-coaching>



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## **Tutoring**

Per Rutgers Learning Center Website:

“There will be no in-person scheduled tutoring beginning with Thursday, March 12th through to Friday, April 3. Beginning with Monday, March 23rd online tutoring will be provided through Rutgers' online Webex platform based upon tutor availability. Interested students should create a webex account and have a available a desk top or lap top equipped with a microphone and webcam. Webex is available free to all students, staff and faculty at Rutgers. See below. <https://webex.rutgers.edu/> Webex at Rutgers. Cisco Webex is a real-time video, voice, and chat communications software platform.”

For the most recent updates regarding tutoring, visit: <https://rlc.rutgers.edu/student-services/peer-tutoring>

## **Office of Disability Services- Accommodations**

Classes are moving to an online-format beginning March 23<sup>rd</sup>. Accommodations will be provided electronically. Thus, if students are approved for extended time on exams, it is the professor's responsibility to manually extend the time that is allotted for exams to be completed via the Learning Management Systems (I.e. Canvas, Sakai). According to ODS, the system for note-taking accommodations remain the same for now. More information can be found on ODS' website regarding the changes that they are implementing during this transition.

For the most recent updates regarding ODS and accommodations, visit: <https://ods.rutgers.edu/>

Or contact: [dsoffice@echo.rutgers.edu](mailto:dsoffice@echo.rutgers.edu)

## **Residence Life:**

Residence Life's statement regarding their operating status (<http://ruoncampus.rutgers.edu/residence-life-operation-status/>):

As a follow-up to President Barchi's message today regarding extended spring break and transition to virtual classes on March 23<sup>rd</sup>, we are asking that all on-campus New Jersey residents in break-housing and non-break housing to go home for the duration of the time that in-person instruction is suspended regardless of the residence hall you live in (open for spring break or not). We are asking out-of-state residents within commuting distance also to go home (e.g., New York, CT, Maryland, PA, New England, etc.). The university will revisit the decision to have extended closure on Friday, April 3<sup>rd</sup>.

As a result of the extended spring break, all non-break halls will close on Thursday, March 12<sup>th</sup>, 2020, by 7 p.m. Only students who reside in other countries, in university family housing, or who have prior approval from Residence Life will be allowed to stay in selected residence halls



and apartments. Those asking to stay on campus for “test-taking prep,” “internships,” “work,” and “team practices” cannot be accommodated on campus during this time. In response to the continued spread of COVID-19, we are enacting practices based on the concept of social distancing. The goal is to decrease the number of situations requiring community members to be in groups while minimizing the time spent in proximity to each other.

Residents who meet the above criteria for going home during the closure should prepare in the following ways:

- Take with you any important items (laptop, books, identification cards, passport, medication, etc.).
- Take enough clothing home with you.
- Clean out (micro)fridge.
- Empty all trash/recycle receptacles in proper disposal areas.
- Close and lock all windows leave window blinds completely open.
- Set all thermostats to 68 degrees (if applicable).
- Turn off all lights and electronics.
- Close and lock room/apartment door.
- Take your key and RUConnection card home with you and bring it back when classes resume.
- Any items you will need with you when classes go online starting on Monday, March 23rd.

After 7 p.m. on Thursday, March 12th, access to non-break residence halls will be prohibited, and card access will be discontinued. A decision about reopening the halls will be made by Friday, April 3rd.

It is likely that University food service and transportation will be greatly reduced during the closed period.

We apologize for this inconvenience as Rutgers University and institutions across the country respond to minimize the impact of COVID-19 on their university community. If you have questions related to your situation, contact Residence Life via [oncampus.rutgers.edu](https://oncampus.rutgers.edu).



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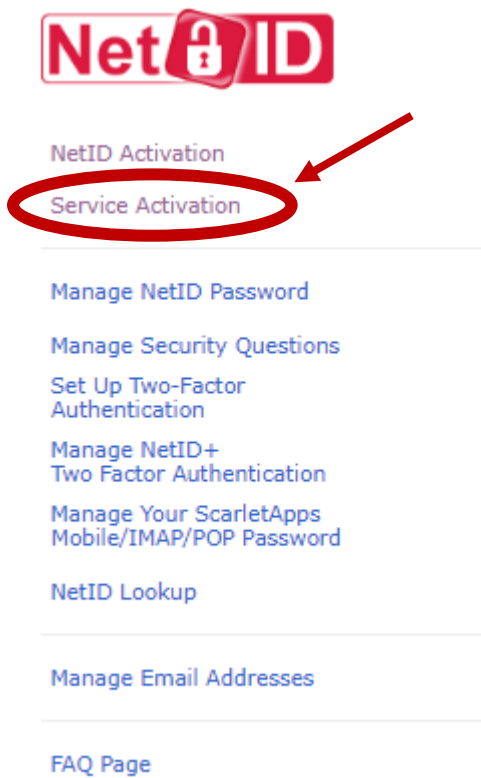
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## How to Activate Your Rutgers Webex Account

Go to: <https://netid.rutgers.edu/index.htm>

Click "Service Activation" (upper left-hand portion of the screen)



Type in your NetID credentials, click login

*(Continue on next page)*



Check the box next to “Rutgers Webex”, and then click “Activate Services”

**Services Selection**  
Email service is selected from the available choices. The services that appear are appropriate to your role at the University.

ScarletApps is a Google Apps for Education cloud implementation managed by Rutgers. It provides access to Google Apps such as Gmail, Drive, Calendar, Sites, Google+, etc. for students, faculty, and staff only.

Rutgers Connect is Office 365 provide by Microsoft and managed by Rutgers. It provides access to Office 365 features for faculty, staff and guests.

If no service is selected, your NetID will still be activated.

**If you require activation for an email service not listed here, please contact [help@oit.rutgers.edu](mailto:help@oit.rutgers.edu) or your local IT support staff for further assistance.**

**You qualify for the following services**

Please select all the services you want to activate

- Rutgers Connect Office 365 for Rutgers employees [You already have this account.]
- ScarletApps, including ScarletMail Google for Rutgers [You already have this account.]
- Box (rutgers.box.com) Cloud storage platform [You already have this account.]
- Rutgers Webex Webex for Rutgers employees [NOT for RESTRICTED data controlled by HIPAA or other regulation] [You already have this account.]
- Remote Access VPN, Cisco AnyConnect Access for Rutgers Allows remote access to university resources. [Duo enrollment is required to use this service] **YOU ARE NOT ENROLLED IN DUO. VPN ACCOUNT CANNOT BE ACTIVATED.** In order to activate VPN service, please follow the instructions in the [enrollment guide for two-step login with Duo](#) and then return to Service Activation.

**Protected Health Information (PHI) Notice:** You have been identified with a department/unit/school that has restricted data as defined in Section 70 of the Information Classification Policy (<http://policies.rutgers.edu/view-policies/>). The selected service and applications associated with this service must not be used to communicate or store University restricted data or patient Protected Health Information. Doing so represents a violation of the federal HIPAA's Privacy/Security rules, state or local privacy laws, or University policies.

**Activate Services** Skip Service Activation

Go to <https://webex.rutgers.edu/>

Click Log in:

Enter you NetID credentials



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## How to Access Your Weekly Coordinator Meetings

Go to <https://webex.rutgers.edu/>

Click Log in

Enter you NetID credentials

You will already be assigned to a weekly reoccurring meeting with your coordinator (same day/time as the in-person meeting)

Select “Join” to enter the meeting

The screenshot displays the Webex Personal Room interface. On the left is a navigation menu with the Rutgers logo at the top. The main content area is titled "Personal Room" and includes a search bar, a URL, and buttons for "Start a Meeting" and "Schedule". Under the "Upcoming Meetings" section, there is a meeting entry for "3:15 PM - 3:35 PM Test" with a green "Join" button. A red oval highlights the "Join" button, and a red arrow points to it from the right.

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You will be redirected to your *Meetings* Page

Select "Join Meeting"

The screenshot shows the Webex Meetings interface. On the left is a navigation sidebar with options: Home, Meetings (highlighted), Recordings, Preferences, Insights, Support, Downloads, and Feedback. At the bottom of the sidebar are links for Webex Training, Webex Events, and Webex Support. The main content area displays a meeting titled "Test". Above the title is a search bar and language/view options. Below the title, it says "Hosted by" followed by a green dot and a dropdown arrow. A red circle highlights the "Join Meeting" button, with a red arrow pointing to it. To the right of the "Hosted by" information, the time zone is listed as "(UTC-04:00) Eastern Time (US & Canada)". Below the "Join Meeting" button is a section for "Meeting Information" with fields for Meeting link, Meeting number, and Password. Further down is a "More ways to join" section with options for "Join by video system" and "Join by phone". On the right side of the interface, there is a section titled "Who is invited?".

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You will be redirected to the “Meeting Room”  
Select “Join Meeting”

