



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 (3/17/2020)

President Barchi Update (3:12PM, 3/17/2020)

Dear Members of the Rutgers Community,

Like all of you, I have been closely monitoring the public health crisis created by COVID-19. This weekend, the Centers for Disease Control and Prevention issued new guidance recommending that for the next eight weeks events of more than 50 people be canceled or postponed. Directives urging that even smaller gatherings be canceled or postponed have flowed from both the White House and the State House.

With this guidance in mind, and with a heavy heart, today I am announcing that Rutgers University is suspending all in-person instruction, with the exception of clinical instruction, for the remainder of the spring semester.

All events scheduled at the University through the month of May are suspended. This will include some of our most wonderful celebrations, including Rutgers Day and commencements at all campuses. A final determination on whether or not commencements can be rescheduled to a later date will be made in the coming weeks. Canceling or postponing commencements will have no effect on our ability to confer degrees on our graduates.

These are the right actions to take for the health of our community. But I know I speak for all faculty and staff when I say how deeply we will miss the vibrancy that students bring to our campuses each spring, and how incomplete this year will feel without our commencement ceremonies. To our seniors, I offer our community's heartfelt appreciation for all you have contributed and my sincere regret that the global situation has required this unfortunate decision. Residential students will receive a notification over the coming days with guidance about next steps and timing for moving out of residence halls on their respective campuses. Students who received a waiver to continue residing on campus will be permitted to stay. We will be issuing prorated refunds for room and board. Information on this topic will also be forthcoming. I ask everyone for their patience during this process, as our hardworking staff balance this important task against the numerous competing personal and professional challenges we are all facing. To our faculty and staff, we are working aggressively to support academic continuity, research continuity, telecommuting, and leave flexibility for issues related to COVID-19. Further guidance in all these areas will be provided over the course of this week as we prepare a sustained effort to protect our community while remaining committed to our mission as a public university.

I want to thank every member of our community for the grace and flexibility with which you have responded to this historic crisis. You have shown resolve, toughness, and an incredible determination to make it work. Together, I know our community will overcome the obstacles ahead.

Robert Barchi



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Continuation of CSP Supports

We understand the increasing concern as the University transitions to remote learning. The CSP will continue to support students in any setting necessary to ensure academic success during this time of large uncertainty.

The updated methods of communication (Webex, phone, email) may vary based upon the department under which the supports are provided, but all supports will continue as they were previously, with updated communication methods.

Student's coordinators will continue to provide support and will be available for additional meetings, as needed, following the break. If you have any questions about the continuation of supports, please reach out to Courtney Butler (Courtney.Butler@rutgers.edu; 732-421-8169)

All supports listed below, and implemented at the onset of the Spring 2020 Semester, will continue, following the Rutgers University Spring Recess on Monday, March 23rd, 2020. As supports continue, CSP will abide by the University refund policy (see page 9).

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 11th with step-by-step directions regarding how to activate their Webex account (directions included, see page 6-7) and how to join a Webex meeting (directions included, see page 8-10).

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 23rd via text, FaceTime, Skype, or phone call.



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Social Events:

The upcoming “Cultural Night” social event scheduled for March 29th has been canceled. The CSP will follow the University’s guidelines regarding large group meetings for the remainder of the semester.

Advising

All advising appointments will continue via phone or Webex meetings. Students are encouraged to work with their coordinator to set up an advising meeting to plan for Fall 2020 courses and potential Summer 2020 courses.

Dates to keep in mind:

- March 30th, 2020: release date for Fall 2020 courses
- May 7th, 2020 – 6:30AM: Last day to register for summer courses without a late fee
 - To check equivalencies for NJ Community Colleges, go to [NJ Transfer/ARTSYS](#). For simple instructions on using NJTransfer, click [HERE](#).

Academic Coaching

Per Rutgers Learning Center Website:

The Learning Centers will be using the Webex platform to provide Academic Coaching beginning Monday, March 23rd through Friday, April 3rd.

If you wish to change your typical coaching day/time you may access the Online Academic Coaching schedule beginning on Monday, March 23rd:

1. Click on the following link: [Schedule an academic coaching appointment](#)
2. Select the date, time, and coach for your appointment.
3. You will receive an email with a Webex link to join the meeting before your scheduled appointment.

The current matched academic 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:

The Learning Centers will be using the Webex platform to provide Online Tutoring beginning Monday, March 23rd through Friday, April 3rd. Webex is available for free to all students at Rutgers

To access the Online Tutoring Schedule beginning, Monday, March 23rd:

1. Click on the following link: [Online Tutoring Schedule](#)
2. Enter the Week,
3. Choose Campus: Online (under the drop-down menu),
4. Choose the Course/Subject,
5. Hit Search.

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

Office of Disability Services- Accommodations

Per Rutgers ODS website:

Rutgers-New Brunswick ODS staff members are working remotely. The offices in Lucy Stone Hall will be closed until further notice. You can contact us by email or phone, or for general inquiries, dsoffice@echo.rutgers.edu. For the latest COVID-19 University status, check coronavirus.rutgers.edu. Updated 3/17/2020 10:30 am

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



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Residence Life:

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

To remain in on-campus housing, you must have been approved to stay. If possible, we encourage you to call or contact Residence Life via email regarding your question rather than seeking help in person.

Per President Barchi's statement (3/17/2020):

Residential students will receive a notification over the coming days with guidance about next steps and timing for moving out of residence halls on their respective campuses. Students who received a waiver to continue residing on campus will be permitted to stay. We will be issuing prorated refunds for room and board. Information on this topic will also be forthcoming.

If you are staying on campus or nearby, food options can be found at the link below:

<http://food.rutgers.edu/operatingstatus/>

Questions can be directed to oncampus@rutgers.edu or call 848-445-0750.



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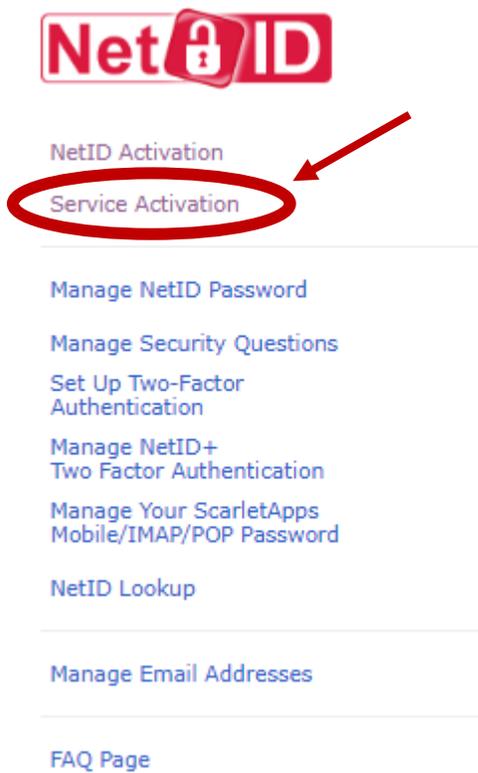
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How to Activate Your Rutgers Webex Account

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”

RUTGERS Logout

Manage Services | Manage Service Passwords | Manage Email Addresses

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 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 and a list of options: Home, Meetings, Recordings, Preferences, Insights, Support, Downloads, and Feedback. 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 and arrow highlight the 'Join' button.

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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 shows a meeting titled "Test" with a "Back to Meeting List" link. Below the title, it says "Hosted by" followed by a green dot and a name. To the right, the time zone is "(UTC-04:00) Eastern Time (US & Canada)". A green "Join Meeting" button with a dropdown arrow is circled in red, and a red arrow points to it. Below this are sections for "Meeting Information" (with fields for Meeting link, Meeting number, and Password) and "More ways to join" (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?".

(Continue on next page)



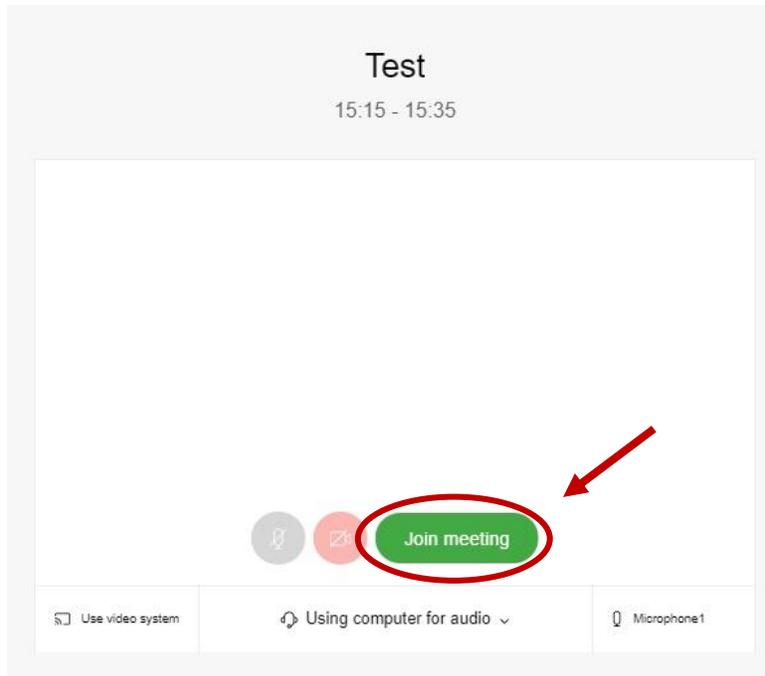
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You will be redirected to the “Meeting Room”
Select “Join Meeting”





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College Support Program Refund Policy

If a student withdraws from Rutgers and the College Support Program (CSP), the University Refund Policy will be followed. Refund percentage is based on the semester fee of \$3,500 and begins with the service start date cited on the contract.

0 – 2 weeks = 80%

3 – 4 weeks = 60%

5 – 6 weeks = 40%

7 weeks or more = ineligible for refund

If a student wishes to discontinue supports for the 2020-2021 academic year, you must provide written intention to discontinue prior to the start of the Fall semester (September 1, 2020). If this documentation is not submitted by the date indicated, you will be responsible for payment in full.