



**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 (3/22/2020)**

### **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 5-6) and how to join a Webex meeting (directions included, see page 7-9).

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.

#### **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.



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Dates to keep in mind:

- April 10<sup>th</sup>, 2020: Last day to drop a class with a W
  - With the permission of your dean and under extenuating circumstances, you could even request to withdraw from the Spring 2020 semester as late as April 30
- March 30<sup>th</sup>, 2020: release date for Fall 2020 courses
- May 7<sup>th</sup>, 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](#).

From the Office of the Provost:

<https://nbprovost.rutgers.edu/new-academic-policies-resources-remote-learning>

For undergraduate students, if you believe your academic performance will be adversely affected due to disruptions caused by COVID-19, we will offer you a new option to **change one or more courses from letter grading to Pass/No Credit grading**. We understand that these are unprecedented times, and have extended the deadline to make this decision to May 22, well after the semester is completed, and one week after final grades have been submitted. The extended timeline will allow you ample time to review, consult and then make the appropriate decision should this option be the right one for those of you severely disadvantaged by the COVID-19 disruption.

*We do encourage you to consult with your academic advisor prior to opting-in, as this grade change may have certain implications for your academic progress, career path, and financial aid standing.*

Please [review the full policy](#) to learn more about this option; further details for the opt-in process will be forthcoming by April 10.

<https://nbprovost.rutgers.edu/grade-change-academic-deadlines>

## **Academic Coaching**

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.



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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>

## **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**

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)



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### **Residence Life:**

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

Residence Halls are closed until April 3. To remain in on-campus housing through April 3, you must have been approved to stay.

If possible, we encourage you to call or contact us via email regarding your question rather than seeking help in person.

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](mailto:oncampus@rutgers.edu) or call 848-445-0750.

### **Continuation of CSP Supports:**

All supports listed above, and implemented at the onset of the Spring 2020 Semester, will continue following the Rutgers University Spring Recess on Monday, March 23<sup>rd</sup>, 2020. As supports continue, CSP will abide by the University refund policy (see page 10).

The updated method of communication may vary based on the department under which the supports are provided, although Webex, phone, and email are the main modes of contact. 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](mailto:Courtney.Butler@rutgers.edu); 732-421-8169)

Please see additional technology resources for students, linked below:

<https://coronavirus.rutgers.edu/technology-resources-for-students/>



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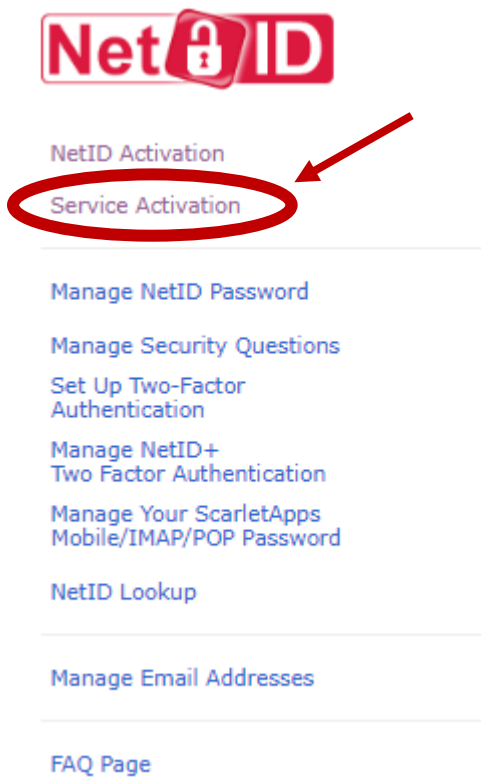
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## How to Activate Your Rutgers Webex Account

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 your 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 and arrow highlight the "Join" button.

*(Continue on next page)*



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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 red arrow pointing to a green "Join Meeting" button with a dropdown arrow. To the right of the host information, the time zone is listed as "(UTC-04:00) Eastern Time (US & Canada)". Below this is a "Meeting Information" section with fields for Meeting link, Meeting number, and Password. At the bottom, there 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?".

*(Continue on next page)*





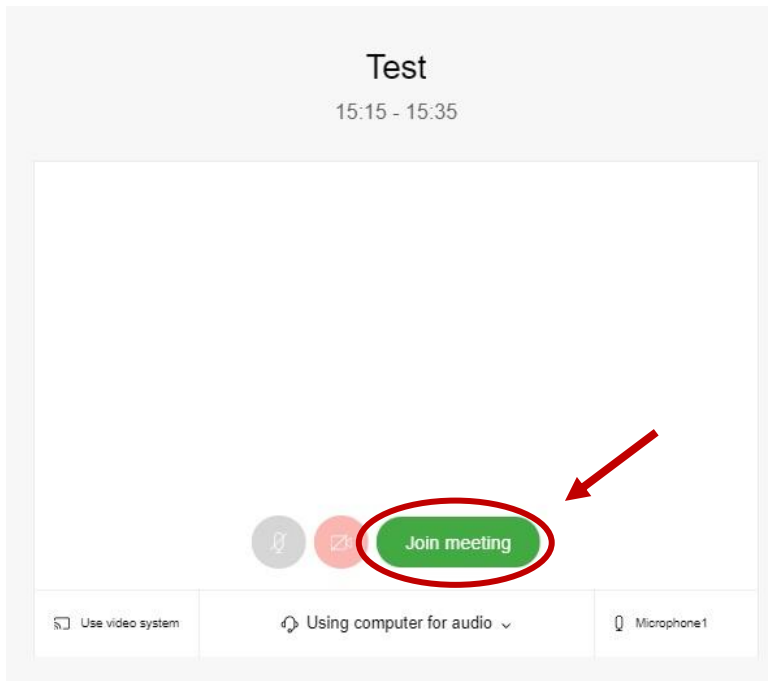
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You will be redirected to the “Meeting Room”  
Select “Join Meeting”





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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.