



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 (3/27/2020)

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 11th with step-by-step directions regarding how to activate their Webex account (directions included, see page 7-8) and how to join a Webex meeting (directions included, see page 9-11).

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.

Social Events:

All in-person social events have been canceled for the remainder of the semester, as per the University's guidelines regarding large group meetings.

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:

- April 10th, 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



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- 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](#).

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>

From Academic Affairs:

The 2020 Rutgers University summer session will proceed as scheduled. Because of the spread of the COVID-19 virus, *instruction for all courses will be offered remotely*. As you know, spring 2020 courses are being offered via remote instruction, and we will utilize that same delivery system for summer session courses.

Registration is open for summer session classes. Please direct any questions you might have about course offerings to the school or department offering the course, or to the dean's office of the school in which you are enrolled or wish to be enrolled.

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:



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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>

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 23rd. 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:

Evolving information from both the State and University officials require us to make modifications to the information you were provided earlier.

In accordance with Executive Order No. 2020-01 (https://sites.rutgers.edu/coronavirus/wp-content/uploads/sites/425/2020/03/Calcado_Order_March_26.pdf), all students who departed from on-campus housing on or after the March 10th directive from President Barchi, must return to campus and retrieve their belongings between March 28-April 14. Please know that the University will take measures to ensure that move out is conducted in an orderly and safe manner, which maintains the necessary social distancing. We realize this new and expedited timeline differs from our previous instructions.

OUR NEW MOVE-OUT PROCESS AND TIMELINE:

Move-out appointments will now begin on Saturday, March 28th and will be available through Tuesday, April 14th only. Halls must be empty by this date.

The number of appointments offered far exceeds the number of residents per building to ensure residents and their helpers will be able to practice social distancing during the move-out process. If your original move-out appointment was between April 3rd and April 14th, you are welcome to keep your appointment time if desired. If you would like to change your appointment time, you can do so via SignUp Genius. Either:

Go back to the sign up by following the link that was provided in your original email, OR

Go back to the confirmation email that was sent to you after you signed up. When you view the sign up, you'll see a link at the top that states, "Already signed up? You can change your sign up". Click that link to follow the steps to edit your sign up slot. All original appointments between April 15th and April 30th must be rescheduled via the SignUp Genius platform. Either:

-Go back to the sign up by following the link that was provided in your original email, OR

-Go back to the confirmation email that was sent to you after you signed up. When you view the sign up, you'll see a link at the top that states, "Already signed up? You can change your sign up". Click that link to follow the steps to edit your sign up slot.

-If you have not yet signed up for an appointment, please do so immediately:

-Go back to your original email from Friday, March 20th and use the "Sign Up" link at the bottom, OR

-Unique links to each building's SignUp Genius page are available at go.rutgers.edu/hallstatus

-You will still be able to use a proxy to collect your belongings for you. If they have selected a date after April 14, please have them follow the above directions to select another date. If you



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have not yet arranged for your proxy, please log into oncampus.rutgers.edu and fill out the "Move-Out Proxy Notification Form."

If you have a commitment that will require you return to campus after April 15, such as a previously purchased flight, please email us at oncampus@rutgers.edu with details.

Please review the suggestions for a successful move-out: planning your arrival, keeping safe, returning your key, and informing us when you've vacated your room at go.rutgers.edu/hallstatus.

More detailed information regarding move-out can be found by visiting: go.rutgers.edu/hallstatus. If possible, we encourage you to call or contact us via email regarding your question rather than seeking help in person. Questions can be directed to oncampus@rutgers.edu or call 848-445-0750.

CAPS

Operating information via <http://health.rutgers.edu/general-resources/RSH-operating-status/>

- Beginning Monday, March 23, 2020, CAPS will provide all services remotely. All physical CAPS building are closed.
- Initially services will be offered by phone.
- Information about video chats is forthcoming.
- Let's Talk, our informal consultations, will remain available by phone only. Students should call 848-932-7884 and leave a message.
- Use of the Patient Portal to schedule appointments with CAPS is currently suspended.
- Hours 8:30 am to 5:00 pm – Phones are monitored by front desk staff. Students must leave a message and get a phone call back from a blocked number.
- All appointments are by phone; eventually by video chat
- Psychiatry- call to schedule follow-up appointment and get refills.
- Therapy – call to schedule follow-up appointments
- On-Call services are available by phone.
- No groups.

Contact CAPS: 848-932-7884

*Students whose mental health needs are not managed by CAPS are encouraged to reach out to their provider directly to determine the options for service delivery.



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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 23rd, 2020. As supports continue, CSP will abide by the University refund policy (see page 12).

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; 732-421-8169)

Please see additional technology resources for students, linked below:

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



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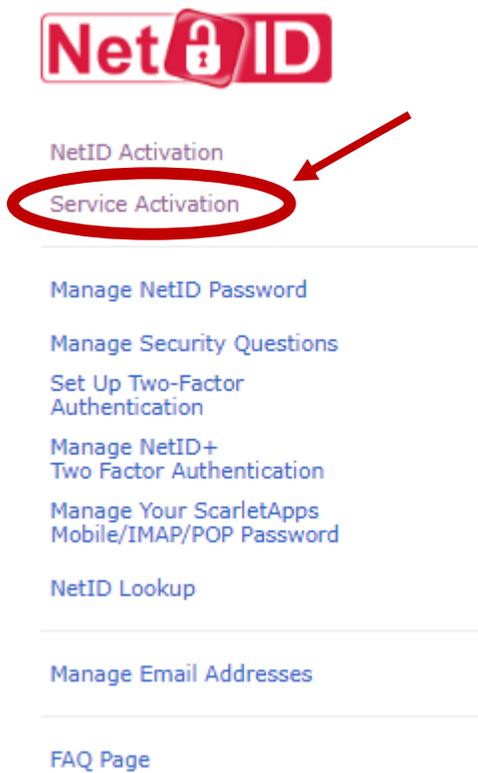
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How to Activate Your Rutgers Webex Account

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 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 and links for 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 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, which also has a dropdown arrow. A red arrow points to this button. To the right of the "Hosted by" text, it says "(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. At the bottom, there is a "More ways to join" section with options for "Join by video system" and "Join by phone". On the far right, a panel titled "Who is invited?" is partially visible.

(Continue on next page)



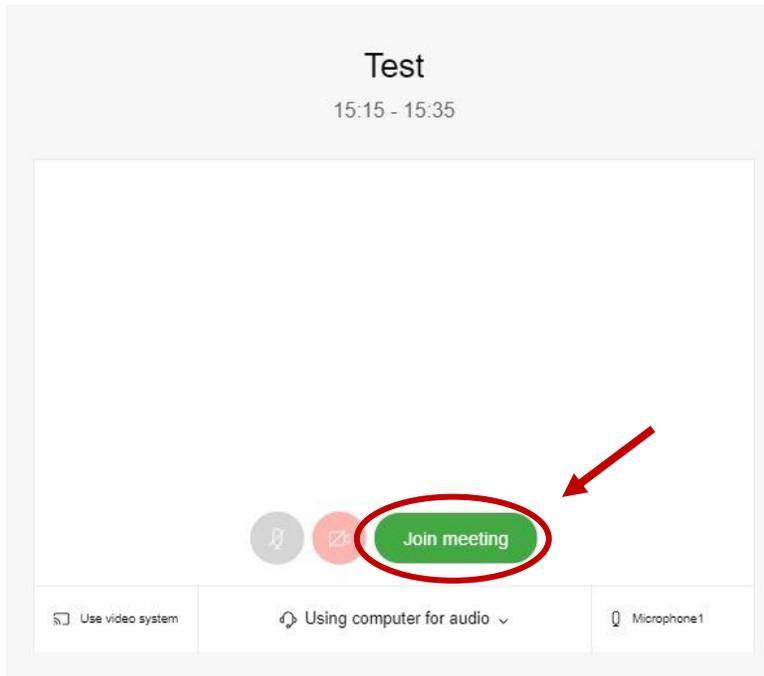
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You will be redirected to the “Meeting Room”
Select “Join Meeting”





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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.