



**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 (4/3/2020)**

### **CSP Services**

#### **Coordinator Meetings:**

Students are meeting with their CSP Coordinator as scheduled. CSP Coordinator meetings are being conducted via Webex teleconferencing service. Students should have activated their accounts by March 23<sup>rd</sup>, however step-by-step directions regarding how to activate their Webex account ([directions included, see page 9-10](#)) and how to join a Webex meeting ([directions included, see page 11-13](#)) remain posted in this document.

Students must 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:**

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

As we have all started to adjust to our new "normal" lives online, we have decided that it would be fun to host a virtual social event! The survey below is to gather your interest in participating in a virtual social event. Please select your favorite event ideas from the options below. **The survey will close next Thursday, April 9th at 12:00 PM.** Once we have a consensus we will let you know what the next steps will be!

[https://rutgers.ca1.qualtrics.com/jfe/form/SV\\_3PIQo89j122GaXz](https://rutgers.ca1.qualtrics.com/jfe/form/SV_3PIQo89j122GaXz)



## 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. The link to the schedule of classes can be found via <https://sis.rutgers.edu/soc/#home>.

Summer Course Update via Barbara A. Lee, Senior Vice President for Academic Affairs:

As you know, the U.S., New Jersey, and Rutgers University communities continue to be seriously affected by the COVID-19 pandemic, and there is little certainty about when the current crisis will subside. I am writing to clarify that the only University-sponsored courses/programs/activities that will take place this summer on the Camden, Newark and New Brunswick campuses will be done via remote technology. This cancellation does not apply to RBHS clinical programs and activities; please check with the relevant RBHS office to ascertain the status of RBHS summer programs, courses and activities.

There will be no in-person classes, programs, camps, conferences or other activities at Rutgers University through at least August 14. Information related to fall orientations and intercollegiate pre-season athletic activity will be forthcoming.

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
- 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.

For FAQ regarding the P/NC option visit <https://nbprovost.rutgers.edu/guidance-faq>

<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 for the remainder of the semester.

If you wish to change your typical coaching day/time you may access the Online Academic Coaching:

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 and maintaining their Webex, weekly meetings. The Coordinators will continue to communicate with academic coaches to facilitate support as needed.*

For the most recent updates regarding academic coaching, visit:

<https://rlc.rutgers.edu/student-services/academic-coaching>



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## **Tutoring**

The Learning Centers will be using the Webex platform to provide Online Tutoring for the remainder of the semester.

To access the Online Tutoring Schedule:

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**

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:**

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](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:**



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**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](https://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 have not yet arranged for your proxy, please log into [oncampus.rutgers.edu](https://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](mailto: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](https://go.rutgers.edu/hallstatus).

More detailed information regarding move-out can be found by visiting: [go.rutgers.edu/hallstatus](https://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](mailto:oncampus@rutgers.edu) or call 848-445-0750.



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## CAPS

Operating information found 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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Per President Barchi's email regarding Commencement (4/3/20):

To Our May 2020 Graduates:

I am writing to you regarding our decision to suspend in-person commencements across Rutgers during May. I want you to know that this decision was an extremely difficult and unhappy one to make, despite the clear necessity of keeping our community safe and healthy during this pandemic.

We recognize the profound sadness that disrupting a milestone moment, for which you and so many thousands of Rutgers students have worked so hard, is causing. We know how much your families and friends have looked forward to celebrating your achievements with you. And I know personally how much I have been looking forward to taking part in my final commencement week as president of this remarkable institution.

While we cannot go forward with the in-person May commencements we were planning, the University has formed a working group comprising people from all our locations with faculty, staff, and student perspectives that is looking urgently at alternatives which will allow us to properly salute our graduating students. We are considering the most meaningful ways in which we can celebrate our graduates remotely this spring and, at the same time, exploring the feasibility and options for also holding in-person celebrations at a future date when the public health threat has subsided. Each campus will be soliciting feedback from their May graduates on possible options.

We want to bring people together to salute our graduates. We are committed to finding the best possible solution given the unprecedented constraints we currently face, and recognizing the central part that Commencement plays in the life of every academic community. Please bear in mind that it may be quite some time before we have clarity on what is possible.

I hope you will understand this extremely difficult decision and trust that we will do all we can to give you and your fellow classmates a fitting celebration. You certainly deserve it!



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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 academic schedule through the end of the Spring 2020 Semester. As supports continue, CSP will abide by the University refund policy ([see page 14](#)).

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. 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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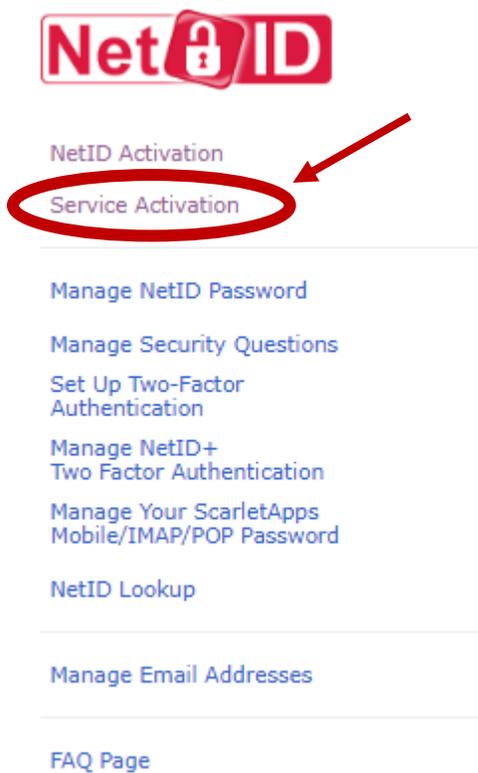
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## How to Activate Your Rutgers Webex Account

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 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 shows the Webex Personal Room interface. On the left is a navigation sidebar with 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 (https://rutgers.webex.com/meet/), and a "More ways to join" link. Below this are 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.

*(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 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" 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. 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)*



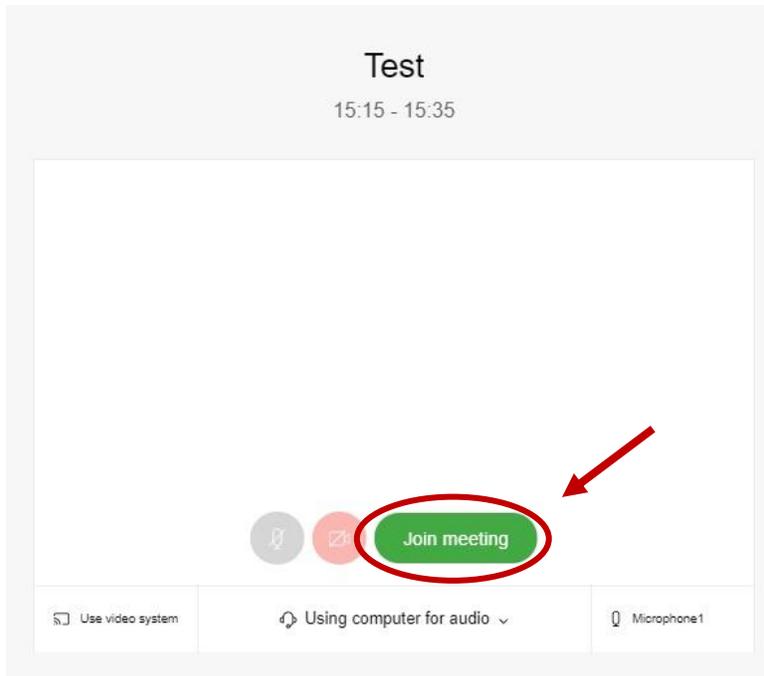
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You will be redirected to the “Meeting Room”  
Select “Join Meeting”





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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.