

NOTICE: This document was created for internal use for the Office of Continuing Education and Workforce Programs (CEWP) in response to the overwhelming needs of educators and staff members who need support. The Tools & Resources information is provided to the CUNY community as a service, and does not constitute or imply an endorsement by CUNY of any vendor or its products or services; CUNY makes no representations or warranties of any kind regarding these vendors' products or services.

FINANCES

Q. A student has lost their job and needs financial assistance. What are some next steps/resources I can refer them to?

A. If a student is experiencing unemployment as a result of the coronavirus situation, there are unemployment resources that may be available to help them as a result of the CARES Act that was signed into law on March 27. Specifically, there are new unemployment benefits called Pandemic Unemployment Assistance (PUA) that are available to those who are not typically eligible for unemployment insurance, including self-employed/1099 workers, part-time workers, and those who were not working for an extended period of time.

If an individual qualifies for PUA, their benefit rate will be based on recent earnings and they will also receive an additional \$600 per week until 7/31/2020. The best way for impacted students to apply is online (unemployment.labor.ny.gov) or dialing in at 1-888-209-8124.

More information can be found on the Pandemic Unemployment Act Fact Sheet (www.bit.ly/puafacts) and the Pandemic Unemployment Act Checklist (www.bit.ly/puachecklist).

Q. A student needs immediate funds for food. What are some financial resources that we can direct students to?

A. A student can get help paying for groceries by enrolling in a food assistance program. Emergency Food is free and available to everyone; no sign-up or eligibility screening necessary.

SNAP (Food Stamps) (www.bit.ly/cunysnap101)

Helps people with limited income buy food. Benefits are provided on an electronic card that is used like an ATM card and accepted at most grocery stores.

Women, Infants, and Children (WIC) (www.bit.ly/wiccunyc101)

Provides pregnant women, mothers, and young children with healthy food and support services for prenatal care, breastfeeding, and nutrition.

Individuals with food insecurity can also find resources in some of our community partners.

The NYC Department of Education (www.bit.ly/nycfreemeals)

Provides three free meals a day to any New Yorker who wants one at more than 400 Meal Hubs across the city.

Hunter College's NYC Food Policy Center (www.bit.ly/nycfreemeals2)

Created a complete guide with food resources for every neighborhood in NYC.

Q. A CUNY student needs help paying their rent. What tools are available to help them?

A. For those struggling to make ends meet, the city's Human Resources Administration can offer some help through the "One Shot Deal" (www.bit.ly/nycosd). This emergency assistance program can provide qualifying New Yorkers with a one-time payment they can put toward rent. Individuals who are out of work or have lost other sources of income as a result of the outbreak and may not be able to pay their rent can also benefit from the one-time \$1,200 check for those earning under \$75,000 through the federal CARES Act, encourage your students to check their bank account if they filed taxes in 2019. Finally, on March 20, Governor Andrew Cuomo announced a 90-day moratorium on evictions for residential and commercial tenants, meaning no one can be evicted in New York state until at least June 20th. View guidance on tenant protections related to coronavirus through the Mayor's Office to Protect Tenants (www.bit.ly/cunyttenantinfo) and contact them with questions or concerns (bit.ly/nychousing101).

NOTICE: This document was created for internal use for the Office of Continuing Education and Workforce Programs (CEWP) in response to the overwhelming needs of educators and staff members who need support. The Tools & Resources information is provided to the CUNY community as a service, and does not constitute or imply an endorsement by CUNY of any vendor or its products or services; CUNY makes no representations or warranties of any kind regarding these vendors' products or services.

JOBS AND INTERNSHIPS

Q. My students are worried about jobs and internships, what advice can I give them as we navigate these changes?

A. Full-Time jobs and internships for college students and graduate are being affected as a result of the COVID-19 pandemic. Below are some tips you can give to our students as they seek jobs and internships. We pulled some great tips from Thrive Global (www.bit.ly/thriveglobaltips).

Ask If Interning Remotely is Possible

If a student's boss or mentor lets them know that they may be canceling their company's internship program or stopping group lab work, encourage your students to ask if there is any way they can work from home and still add value to the project or company. Many companies are starting work from home (WFH) in light of the coronavirus and it could be possible for students to do the same.

Check-in with Their Campus Career Service Center

Many campus career centers are still open for business offering virtual advising and employer info sessions and recruiting events. Also, career services centers' job boards are one of the first places where immediate hiring opportunities for local business are posted.

Encourage Them to Sign Up for the CUNY Career Success Job Opportunities Listserv

This listserv (www.bit.ly/cunycareersuccess) goes out to thousands of CUNY students and community members. It is a collection of tjob opportunities, internships, trainings and other resources curated just for CUNY students. Students can sign up at the link above.

Advice Them to Strengthen & Build Their Network

Encourage students to create or enhance their LinkedIn profile and expand their network. They can reconnect with teachers, coaches, and family friends and also contact alumni in careers of interest. This is a unique situation where many people are working from home and may have more time and flexibility to provide career advice.

Guide them to Industry-Specific Training and Certifications

Having identified skills students want to strengthen, encourage students to enroll in industry training and certification programs. To help reduce their expenses, share free online resources such as those on Coursera (www.coursera.org) and LinkedIn Learning Courses (www.linkedin.com/learning).

Identify & Contact Companies that are Ramping Up

Have students identify industries that are expanding quickly in this uncertain environment. A few examples include telemedicine, video conferencing, online educational and streaming platforms, digital marketing, cybersecurity, subscription and delivery services, and social networking platforms. Students can find out if any of these companies have internships or part-time employment opportunities available. Being a CUNY student or recent alumni may also provide a competitive advantage! As consumers of social media as well as educational and online streaming platforms, students may bring unique insights and expertise to these companies!

NOTICE: This document was created for internal use for the Office of Continuing Education and Workforce Programs (CEWP) in response to the overwhelming needs of educators and staff members who need support. The Tools & Resources information is provided to the CUNY community as a service, and does not constitute or imply an endorsement by CUNY of any vendor or its products or services; CUNY makes no representations or warranties of any kind regarding these vendors' products or services.

HEALTH

Q. A student suspects they have been infected with the COVID-19 virus. What should they do?

A. Students can get information about the coronavirus, including symptoms, prevention, testing, and other health topics by calling 311 or going online to the NYC Coronavirus Health and Safety page (www.bit.ly/311coronavirus).

Students are encouraged to reach out to their primary care doctor via phone or video if they have any medical concerns. If a student has healthcare insurance but do not have a primary care doctor, they are encouraged to book a telehealth appointment via ZocDoc (www.ZocDoc.com). If a student does not have a healthcare provider or health insurance and needs to schedule a primary care appointment, please encourage them to visit the Find a Doctor (www.bit.ly/311finddoctor) page within the 311 network for a referral.

Q. I suspect or am aware that a student is a victim of intimate partner violence or is in an unsafe/abusive home environment, how can we provide support?

A. Avoiding public spaces and working remotely can help to reduce the spread of COVID-19, but for many survivors, staying home may not be the safest option. If a student reached out to you in need of support have them contact:

National Domestic Violence Hotline (www.thehotline.org)
text LOVEIS to 22522
call 1-800-799-7233
use the chat feature on the website

Safe Horizon (www.SafeHorizon.org)
call 1-800-621-4673

Q. If a student needs support with sadness, depression, or anxiety, how can we help?

A. Students should try to get immediate help from a licensed mental health practitioner if they are experiencing any one or more of the following:

- Feeling extremely helpless
- Having thoughts of hurting one's self or others
- Using alcohol or drugs excessively.

Students can contact their Campus Counseling Center (www.bit.ly/cunycounselors) to receive assistance.

If campus resources are not an option or students would prefer other options, they can also reach out to the following community-based organizations.

NYC Well (nycwell.cityofnewyork.us)
text "WELL" to 65173
call 1-888-692-9335
use the chat feature on the website

NAMI (www.NAMI.org)
text "NAMI" to 741741
call 1-800-950-6264

NOTICE: This document was created for internal use for the Office of Continuing Education and Workforce Programs (CEWP) in response to the overwhelming needs of educators and staff members who need support. The Tools & Resources information is provided to the CUNY community as a service, and does not constitute or imply an endorsement by CUNY of any vendor or its products or services; CUNY makes no representations or warranties of any kind regarding these vendors' products or services.

DISTANCE LEARNING

Q. A student is struggling with distance learning. What can I do to help them better manage this transition?

A.

As a faculty member, some ways you help to students with the transition include:

Be Social From a Distance

Offer students an opportunity to exchange phone numbers and, for those who are interested, help them create a WhatsApp chat group. or online study groups. It can sometimes be difficult for a student to ask for a classmate's phone number or initiate this type of activity.

Encourage Students to Acknowledge Issues and Concerns

Frequent and honest communication is key to getting through the semester. Students may have connectivity issues, including limited data/WiFi or no computer, or have issues at home that are interfering with their work. Be sure to communicate with your students about the importance of bringing issues up early with you whether via email, during office hours, etc.

Encourage Students to Seek a Variety of Support

The coronavirus pandemic has altered every facet of our lives and it is important for students to acknowledge and process whatever they are experiencing. You can find support and mental health resources in the Health Section for students.

Remind Students to Adjust Their Expectations of Themselves During This Time

Some students can be very hard on themselves in terms of their expectations around grades and academic performance. They might not fully understand how these COVID-19 related changes and their "new normal" might impact them. They will need reminding that right now this semester is less about getting straight As, and more about getting through the semester safely, sanely, and with good health. This situation won't last forever, and they are not alone in dealing with the challenges of this period.

ACADEMICS

Q. A student is struggling academically and has concerns about their academic performance. What resources can I guide them to?

A.

As students transition to remote learning, adapting can be challenging for some students. Let your students know that their struggles are normal and encourage them to take advantage of the following resources:

Grades

As part of The City University of New York's response to the COVID-19 pandemic, all students shall have the option to convert any or all of the (A-F) letter grades they earn in their classes, during Spring 2020, to Credit/No Credit grading (www.bit.ly/cunygrades).

Academic Counseling

If a student is in need of academic counseling regarding their major, have them contact their Advisement Offices. The contact information for the university's 25 colleges can be found at the bottom of this page (www.bit.ly/cunyacademicadv).

Tutoring

If a student needs tutoring assistance, have them contact their department's academic office. Their department's academic office should be included in their syllabus.

NOTICE: This document was created for internal use for the Office of Continuing Education and Workforce Programs (CEWP) in response to the overwhelming needs of educators and staff members who need support. The Tools & Resources information is provided to the CUNY community as a service, and does not constitute or imply an endorsement by CUNY of any vendor or its products or services; CUNY makes no representations or warranties of any kind regarding these vendors' products or services.

GRADUATION

Q. A student was looking forward to graduation this semester, how will graduation ceremonies be affected?

A. Commencement ceremonies across the University-system will be postponed. With all public gatherings currently prohibited and no way to know how long this will continue to be the case, colleges simply cannot begin choosing dates, even if for later than usual, securing venues and taking all the logistical steps that go into planning a successful commencement.

DIPLOMAS

The lack of graduation this semester will have no impact on diplomas. At the completion of the spring semester, all degrees will be conferred as scheduled.

UNDOCUMENTED STATUS

Q. My student is undocumented. Are there specific resources for undocumented students?

A. If a student is undocumented and needs support, the New York State Youth Leadership Council compiled an ongoing list of resources (www.bit.ly/cunyundocumented) that are open to undocumented students. These resources include information on financial assistance, DACA, housing, food, and job loss in several languages. You can share this resource directly with your student or you can review and make recommendations based on the student's need.

STUDENTS WITH DISABILITIES

Q. A student in my classroom has a disability and I want to ensure they are reasonably accommodated as we participate in distance learning.

A. As CUNY faculty delivers course content via distance learning modalities they must continue observing Title II of the Americans with Disabilities Act (ADA) and utilizing campus Offices of Disability Services (www.bit.ly/cunyods) as a key resource for technical assistance in determining the best ways to reasonably accommodate students with disabilities in distance learning environments.

To aid in these efforts, the guide *Reasonable Accommodations: A Faculty Guide for Teaching Students with Disabilities* (www.bit.ly/cunydisabilityguide) was developed specifically for CUNY faculty to provide them with information and best practices to be most effective in meeting the needs of students with disabilities and achieving the goal of equal access.

NOTICE: This document was created for internal use for the Office of Continuing Education and Workforce Programs (CEWP) in response to the overwhelming needs of educators and staff members who need support. The Tools & Resources information is provided to the CUNY community as a service, and does not constitute or imply an endorsement by CUNY of any vendor or its products or services; CUNY makes no representations or warranties of any kind regarding these vendors' products or services.

TECHNOLOGY

Q. A student doesn't have access to a computer to connect via distance learning. What resources are available to help them?

A. The coronavirus crisis has forced the closure of many CUNY facilities, such as libraries and computer labs, which many students rely on for their coursework. In response to these closures, CUNY is getting new laptops and tablets that will be distributed to CUNY students in need of one. CUNY students who need a laptop or tablet in order to fully participate in distance learning should contact their college immediately (www.bit.ly/cunylaptops).

Q. A student has a laptop but limited access to a wifi network. What resources or partnership does CUNY provide to help these students?

A. The Federal Communications Commission has released an agreement stating that providers will waive late fees, not cut off service for lack of payment, and open hot-spots. In addition here (www.bit.ly/cunywifihunter) is a resource from Hunter College on various providers who are offering their services to those affected by the pandemic. Some resources include Comcast, which is offering an internet essentials package for free and AT&T will offer open hot-spots, unlimited data to existing customers, and \$10/month plans to low-income families.

Q. A student is struggling with using the tools necessary for distance learning. How can we provide a quick guide for how to use these new tools?

A. There is a guide with information for students to receive guidance on all the remote tools used for distance learning on this page (www.bit.ly/cunyremote).

NOTICE: This document was created for internal use for the Office of Continuing Education and Workforce Programs (CEWP) in response to the overwhelming needs of educators and staff members who need support. The Tools & Resources information is provided to the CUNY community as a service, and does not constitute or imply an endorsement by CUNY of any vendor or its products or services; CUNY makes no representations or warranties of any kind regarding these vendors' products or services.

CUNY STUDENT EMERGENCY FUND

Q. A student is having financial difficulties and needs financial assistance, what resources are available from within the university?

A. CUNY has established the Chancellor's Emergency Relief Grant Program in response to the serious financial hardships many CUNY students and their families face as a result of the COVID-19 emergency. Nearly half of CUNY's 275,000 degree-seeking students work while in school and many now find their jobs and incomes eliminated, drastically reduced or otherwise imperiled. The program will provide one-time \$500 grants to qualifying CUNY students, including undocumented immigrants and student parents, to help cover their basic living expenses as the pandemic and its economic consequences continue to unfold.

Q. Who is eligible to receive the emergency grants?

A. CUNY is identifying students in need and, to ensure that each student has a chance at receiving an emergency grant, is inviting them to participate in a lottery. Students who meet the criteria for eligibility (detailed below) will be notified by email and given instructions for entering the lottery.

Q. What are the criteria to enter the lottery?

A. Students are eligible for the lottery if they meet the following qualifications:

1. Undergraduate
2. Student's federal financial aid application (FAFSA) has an Expected Family Contribution of zero.
3. Within 12 credits of earning a baccalaureate or associate's degree.

The University is identifying from its database all students who meet the above criteria and notifying them of their eligibility to participate in the lottery.

Q. When can students apply?

A. Eligible students will receive emails and text messages notifying them of the lottery starting April 6. The messages will instruct them on how to enter the lottery through their CUNYfirst Student Center. Please note that entering the lottery is no guarantee of being selected to receive a grant.

Q. How long will the Chancellor's Emergency Relief Grant Program provide support to its students?

A. CUNY is dedicated to raising additional funds to support this program over several months and helping as many students as possible. Decisions about future grants will be made on a continuing basis, and information will be disseminated to students.