

Dear Norco College Family – Please note the email sent to all students districtwide today. Best,
Monica

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From: RCCD-ALL <RCCD-ALL@LISTS.RCC.EDU> **On Behalf Of** Goldware, Rebecca

Sent: Monday, March 16, 2020 3:34 PM

To: rccd-all <rccd-all@lists.rcc.edu>

Subject: [RCCD-ALL] COVID-19 update (student services information)

Coronavirus (COVID-19) Student Letter

The Riverside Community College District (RCCD) - Moreno Valley College, Norco College, and Riverside City College, will close all non-essential functions beginning March 16 following the [Riverside County Public Health](#) officials [order](#) to reduce the spread of the coronavirus disease (COVID-19).

- All in-person lectures, labs, meetings and events are suspended until further notice.
- In-person lectures will be held in an online learning environment by Monday, March 23.
- Classes already held online will continue as scheduled.
- Labs that cannot shift to an online environment will be rescheduled for a later date.
- Services that the District is unable to provide in an online format will be addressed at a later date.

We are writing to assure you that in addition to our primary focus on the health and safety of our students and employees, we are doing our best to keep your academic progress on track.

Q: How do I access my class online?

All classes will take place in the Canvas platform. A computer (PC or MAC) is recommended. There may be some issues accessing via a mobile device. Log into CANVAS and check your RCCD email often.

Q: How do I get internet access?

Several companies including Charter, Spectrum, and Comcast have announced plans to offer free internet service for 60 days to households with students as classes are moving online amid concerns about COVID-19. **Beginning March 16 Charter Communications will make its internet and WiFi services available for free for 60 days to households with K-12 and/or college students who don't already have internet through the company. WiFi hotspots will also be open for public.** <https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>

Please contact the companies at the phone numbers below directly to arrange services if you are interested.

- Charter and Spectrum: 1-844-488-8395
- Comcast: 855-846-8376 for English speakers or 855-765-6995 for Spanish speakers

Q: How do I get access to support and services (e.g. counseling, tutoring, etc...)

There are many services that can be conducted online, by phone/text or email. Please visit the college website for additional information. You may also call the District Hotline at 951-222-8662 and your message will be routed to the appropriate college and department for a response within 24 hours.

Norco College: <https://www.norcocollege.edu/online/Pages/oss.aspx>

Moreno Valley College: <http://www.mvc.edu/services/sfs/>

Riverside City College: <https://www.rcc.edu/services/Pages/Student-Services.aspx>

Q: What if I belong to a special program or service (e.g. Veterans, Disability Resources, EOPS, Foster, etc)?

You will be contacted directly by the program director or staff member related to your program. Please check your RCCD email regularly for communications from your program or service.

Q: Will I have access to the Food Pantry and/or Showers?

Please visit the college website to see modified hours of operation and/or locations.

Q: What do I do if I am sick or think I have COVID-19?

If you have medical related questions, contact your health care provider or the Riverside County Health department at (951) 358-5107 during business hours or the emergency line at (951) 782-2974. For general questions regarding coronavirus, call 2-1-1.

The California Department of Public Health has identified a number of precautions to protect yourself and those around you, including:

- Washing hands with soap and water for at least 20 seconds.
- Cleaning your hands often with an alcohol-based hand sanitizer that contains at least 60 percent alcohol.
- Avoiding touching eyes, nose or mouth with unwashed hands.
- Covering your nose and mouth with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available). Discard tissue and wash your hands.
- Social distancing – stay isolated from others if you develop respiratory symptoms, or a fever and a cough. Call your health care provider or local public health department first before seeking medical treatment.