

March 24, 2020

Dear Students, Faculty and Staff,

I hope this message finds you and your families well. Yesterday marked the first day of the College being in full swing with remote learning. We are aware that some faculty and students were able to begin before yesterday and that is wonderful. Our goal of supporting your success remains and we are now leveraging remote learning and operations to meet that goal.

I know these past few weeks have presented many opportunities and challenges and I do not think it has been easy for any of us but if I have learned anything about the NCC community it is that we are a resilient, dedicated, strong and empathetic community. We are stronger than we know and our ability to overcome obstacles to continue academic progress and provide student support is admirable by any standards.

We understand that we are all working to the best of our abilities as we navigate through this new reality we are living in and this pertains to our home life as well. Recognizing the importance of academics, we must also acknowledge and embrace the fact that this pandemic has thrown our whole lives for a spin. Some of us have experienced a loss of a job, some of us may have relatives who have been affected by the virus, some of us are home-schooling our own children while attempting to pursue our own education and possibly work and all of this while trying to simply make ends meet. There are a lot of variables life is throwing at us, but I want to reassure you that we are here for you, through all of it. We are Nassau Strong!

### Support Resources

- Our student support services, including student counseling, are open during normal business hours and can be reached [via email](#). And if you are feeling overwhelmed with this new way of remote instruction, then we encourage you to please reach out to your individual faculty members. Tell them your concerns. We all need to be flexible in this new reality and our students' academic progress is of the utmost importance.
- We have updated our COVID-19 website with a thorough list of FAQs that includes a number of support resources and pertinent information for students, faculty and staff. We encourage you all to [check them out](#). If you have a question that you do not see listed please email [marketing-communications@ncc.edu](mailto:marketing-communications@ncc.edu) and we will work to get you the information you need.
- For students, faculty and staff [Open SUNY Helpdesk](#) provides technical support including how to access courses using online tools/technology. Specifically, for students, SUNY systems [has a dedicated website for student remote learning support](#) and they have also organized live, drop-in, sessions via Collaborate to assist students with the transition to remote course instruction. Sessions are staffed with SUNY personnel familiar with how to quickly address common student questions about participation in online/remote courses, connect students with technical support for remote access to their courses, and point them to appropriate campus resources.

### Further information on these sessions are below:

Monday - Friday 7:00AM - 12:00AM Midnight EST

Saturday 10:00AM - 5:00PM EST

Sunday 1:00PM - 9:00PM EST

### To join a live session, visit:

<https://us.bbcollab.com/guest/73ee8680bb20494ca6181c2428e8a3f7>

OR Dial in +1-571-392-7650 PIN: 258 129 3907



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516.572.7501  
informationservices@ncc.edu  
www.ncc.edu

Please share the resources included on [our website](#) with members of your family who are supporting you as you continue your education here at NCC. We will update the website and provide you with new information as it becomes available.

We are a community and we will tirelessly endeavor to support you in the successful completion of this Spring semester and beyond for many of you.

Please stay safe and best wishes for a great Spring semester.

Regards,

Jermaine F. Williams, Ed.D.

President – Nassau Community College