



# SPECIAL REPORT

## SUMMER CLASSES WILL BE ONLINE

### CONGRATULATIONS TO THE CLASS OF 2020!

## FROM THE PRESIDENT

### A stronger society, stronger Southwest

Dear Southwest,

The last six weeks have been unlike any other time in my career. The world has changed for all of us. Before the COVID-19 pandemic caused the closing of all Southwest Tennessee Community College locations last month, meeting face-to-face was a way of life. As a member of the global community, that way of life changed for Southwest, for everyone. We now meet virtually—Microsoft Teams, Zoom and Facebook Live are our meeting rooms and classrooms now. And, due to the ongoing pandemic, this must continue through the summer.

The senior leadership team did not make this decision lightly. Members of my team meet with local and state officials regularly to ensure our decisions align with government and public health agencies' recommendations. We also continually monitor developments on the national and global fronts. The world is in crisis, a public health crisis. The decisions we make today are to protect life. Yes, of course, enrollment, retention and completion remain priorities. But make no mistake, we will not jeopardize health and safety to achieve metrics. Our decisions, especially during this pandemic, must be informed by local, state, national and even global authorities.

Recently, the Greater Memphis Chamber of Commerce hosted a conference call with Dr. John McCullers, infectious disease expert at



Dr. Tracy D. Hall  
[@Southwestnprez](https://twitter.com/Southwestnprez)

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# SUMMER ONLINE

the University of Tennessee Health Science Centers and Methodist LeBonheur. Dr. McCullers is a leading expert on influenza and pandemics. He advised that in recent days there have been reasons for optimism, namely a decline in hospitalizations and in the number of patients on ventilators. Dr. McCullers reiterated that social distancing and safer-at-home measures seem to be working. However, he stated that the path forward will likely require social distancing measures that prohibit large gatherings to continue until a vaccine is developed, hopefully within the next 18 months to two years. I must admit that news was hard to hear and comprehend.

So, what does this mean for Southwest? In early March, I assembled a COVID-19 task force that closely monitors pandemic developments. This team has formulated a reopening plan that follows a phased in approach, a soft reopening, that is based on guidelines outlined in the White House Opening Up America Again Plan. An overview of Phase 1 of the College's reopening plan is included in this special edition. Although the pandemic is fluid and, according to infectious disease experts, far from over, we are working to reopen Southwest as soon as it is safe. Until then, Southwest locations remain closed to the public and only essential personnel are allowed on campus. We maintain this strict standard also to protect those Southwest employees who must work at our locations, namely our public safety officers. While most of us can work safely from home, our police officers must maintain a presence on our campuses. Therefore, we are limiting their exposure to possible infection to the fullest extent possible and will maintain this posture until government and public health officials provide the all clear.

A great deal has changed for us in a very short period of time. What remains the same is our commitment to student, faculty and staff success. I appreciate and applaud your patience, understanding and hard work as we navigate our new normal together. And while I look forward to the day when we can see each other again, what I want most is for you and your families to be safe and healthy. If we continue to stay informed and connected to our local, state, national and global communities, we will get through this together and emerge a stronger society and a stronger Southwest.

Keep up the magnificent work and, most of all, stay safe and be well!

Dr. Tracy D. Hall,  
President



# SUMMER ONLINE

## COLLEGE REOPENING PLAN: PHASE 1

Out of an abundance of caution, Southwest Tennessee Community College closed all seven locations to the public March 20 in response to the COVID-19 global pandemic, thus moving to Level 2.5 of the Pandemic Preparedness Plan. In addition, all operations and classes were moved online for the remainder of the spring semester.

The College closely monitors the pandemic and continues to follow the guidelines set forth by the Centers for Disease Control and Prevention and local, state and national government agencies. Safety is our top priority and the decision to reopen the College will be in the best interest of Southwest students, employees and visitors and the community at-large and will align with guidelines set forth by the CDC and local, state and national health and government agencies.

Once these agencies and authorities deem it safe to operate on campus, Southwest will reopen locations using the White House Opening Up America Again Plan as a high-level guide.

### **PHASE 1**

Phase I will consist of the following activities:

1. Employees will continue to telework whenever feasible.
2. Lecture-based courses will continue online.
3. Lab and skills-based programs/courses will be offered on campus in a face-to-face modality with strict adherence to social distancing measures. Programs will be given priority that have been unable to continue optimally, if at all, in an online format (i.e. nursing and allied health, technology and Culinary Arts, and possibly, graphic art and music). The College also will determine the best path forward for offering non-credit programming that was suspended due to COVID-19.
4. All locations will follow CDC guidelines as they relate to social distancing and sanitation. In addition, the College will provide personal protective equipment to students and employees as feasible and possibly monitor them for signs of fever and other COVID-19-related symptoms.
5. Common areas such as cafeterias and libraries will remain closed.



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## COLLEGE REOPENING PLAN: PHASE 1

6. COVID-19 positive test results reporting procedure will be finalized. The College also will develop procedures to monitor employees and students displaying symptoms indicative of infection.
7. Symptom monitoring, Personal Protection Equipment (PPE) use and social distancing in labs and classrooms procedures will be developed.
8. Procedures for monitoring and maintaining sufficient PPE and other COVID-19-related supplies for Phase 1 will be developed.
9. Business/operational processes that support lab and skills-based programs/courses on-site (mail and package delivery, security, custodial services, etc.) will be developed.

### Logistics

The Southwest COVID-19 Task Force is formulating logistics protocols for instruction (i.e. scheduling, building and classroom identification, staggered labs with no more than 10 at a time, etc.) and developing a health and safety checklist for custodial services (sanitation, hand sanitizers, PPE supplies, etc.). The pandemic response is fluid. Therefore, the task force focuses on those areas where the College has some degree of control (i.e. the who, what, where, why and how) and relies on state and local officials to provide guidance as to when it is safe to implement Phase 1. The College is preparing to implement face-to-face career and technical education (CTE) instruction by our Summer II session that runs July 8-August 10 should government and health agencies grant permission. The College also plans to allow Spring 2020 CTE students to complete the hands-on portions of their courses during the Summer II session, where and when possible.

In addition, if pandemic developments require, the College is fully prepared to remain in Phase 1 through the fall semester. Employees who perform support functions that indirectly support students will be phased in when health and government authorities deem it safe to do so. This phased-in approach will allow the College to quickly move operations back online should the danger of infection suddenly escalate due to a possible second wave of COVID-19 infections.



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## COLLEGE REOPENING PLAN: PHASE 1

Conversely, if the pandemic improves dramatically and health and government agencies deem it safe, the College will be poised to fully restore operations quickly.

### Online Rigor and Integrity

Southwest is fully committed to providing a rigorous educational experience in an online environment. Therefore, all full and part-time faculty are required to become certified in online instruction through the College's Center for Teaching and Learning. In addition, our Teaching Academy offers faculty additional resources and professional development opportunities. The College also is surveying faculty, staff, and students on access to technology and other online instruction factors and will use the feedback to make data-driven decisions that ensure equity and quality online instruction now and beyond the COVID-19 pandemic.

### Southwest COVID-19 Task Force

Dr. Tracy D. Hall, President

Dr. Kendricks Hooker, Vice President for Academic Affairs

Jacqueline Faulkner, Vice President for Student Affairs

Michael Neal, Vice President for Financial and Administrative Affairs

Cynthia Graham, Vice President for External Relations

Michael Boyd, Chief Information Officer

Cynthia Abadie, Special Assistant to the Vice President for Academic Affairs

Sherman Greer, Executive Director for Government Relations

Daphne J. Thomas, Executive Director for Communications, Marketing and Community Relations

*Medical Advisor:* Dr. Shelia Bouie, Chair - Health and Natural Sciences / Nursing

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## HELPFUL LINKS

[Southwest Tennessee Community College COVID-19 News and Updates](#)

[COVID-19 Emergency Assistance for Students](#)

[COVID-19 Safety Information and Resources](#)

[Shelby County Health Department](#)

[White House Open Up America Again Plan](#)






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## FROM THE VICE PRESIDENT FOR STUDENT AFFAIRS

A new school year is on the way, but before we look ahead, I want to congratulate the Class of 2020 on your amazing accomplishment! I have no doubt that you will do great things. We are proud of your accomplishments toward graduation and are eager to commemorate them through our commencement ceremony at the appropriate time. However, due to the current global crisis that we are facing with COVID-19, we are unable to hold graduation May 2. Please know that we continue to explore options that will allow for a celebration of your achievement in the very near future. Please stay tuned for updates!

Jacqueline Faulkner  
 @TheRealJacqueO

We are all aware of the global crisis that our world is facing with COVID-19. For those students who continue to pursue their academic goals, much uncertainty exists about the future impact of this pandemic; however, one thing that can be assured is the continued importance of academic preparation and skills development during this time. To these ends, we encourage you to register today to continue progress toward completion of your academic goals.

April marked the beginning of early registration for Fall 2020. Get a jumpstart on choosing your classes and completing your 2020-2021 financial aid requirements now. Early registration grants you the greatest availability of courses and the best chances of getting the classes that you need to fit into your schedules and to meet academic requirements for your degree programs. Plus, there is no payment required to register early. You can register now and pay later. Enrolling at Southwest has never been easier. Completing the steps below will make for a smooth process!

### **Step 1. Meet with your professional academic advisor.**

You must be advised before registering. You have an assigned professional academic advisor to help you map out the best route to graduation, the best avenue to transfer to a four-year college, or the best path to a successful career. During this time, the Office of Advising has transitioned services online. Yes, you can STILL be advised. Check your Southwest email for a message from your professional academic advisor who will provide course recommendations for Fall 2020.

Advising options include:

- Skype, ZOOM (30-minute free version) and Microsoft TEAMS
- Phone
- Email – You may email or text your professional academic advisor. His or her information is in your My.Southwest dashboard.



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NOTE: These options require time for advisors to respond and may cause a delay. Please plan ahead and review the advising options available. Email [advising@southwest.tn.edu](mailto:advising@southwest.tn.edu) or call 901-333-4594/5122 for more information.

## **Step 2. Register for classes.**

Current students and newly enrolled students with complete files may register for summer and fall classes now. Sign into the My.Southwest portal register and review your status to ensure you can address any holds you may have on your account that could prevent you from completing the registration process. Holds must be cleared before registering. Visit [www.southwest.tn.edu/registration](http://www.southwest.tn.edu/registration) for more information.

## **Step 3. Verify your financial aid and pay your tuition and fees.**

Be sure you have completed your 2020-2021 FASFA at [www.fafsa.ed.gov](http://www.fafsa.ed.gov) if you plan to receive financial aid assistance. Financial Aid Priority Deadline is June 12, 2020. Please check your student dashboard for any required documentation needed to complete your file and locate your designated financial aid specialists name and contact information. Visit [www.southwest.tn.edu/financialaid](http://www.southwest.tn.edu/financialaid) or email the Financial Aid Office at [financialaid@southwest.tn.edu](mailto:financialaid@southwest.tn.edu) for more information.

You are doing great so far! Keep moving forward and we will see you this summer and in the new 2020-2021 school year this fall!

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## **HELPFUL LINKS**

[Student Services Online](#)

[COVID-19 Emergency Assistance for Students](#)

[How to Register for Classes](#)

[Schedule an Online Advising Appointment](#)

[Financial Aid Online](#)

[My.Southwest Portal](#)



# SUMMER ONLINE

## FINANCIAL AND ADMINISTRATIVE SERVICES

### SOUTHWEST AWARDED CARES ACT FUNDING

*Will disburse relief funding to eligible students as soon as possible*

The U.S. Department of Education has selected Southwest to receive funding under the Coronavirus Aid Relief and Economic Security (CARES) Act approved by Congress recently. The funds are intended to help college students cover expenses related to the disruption of campus operations due to coronavirus, including cost-of-attendance eligible expenses such as food, housing, course materials, technology, health care and child care, according to the U.S. Department of Education. The payments will not affect students' regular financial aid.

Eligible full and part-time students who were enrolled as of March 16 automatically will receive relief funds in the form of a check mailed to them or via electronic funds transfer directly into their bank accounts. No application is necessary. "These funds are critical to help Southwest students continue their academic journey and emerge from this public health crisis ready to compete in the marketplace that awaits them," President Dr. Tracy D. Hall said.

Tennessee Board of Regents, Southwest's governing body, is formulating the disbursement procedures and Southwest will distribute funds to eligible students in accordance with TBR guidelines as soon as possible.

### **STUDENTS: Sign up for TouchNet to receive funds electronically**

Southwest locations are closed, but the college is operating completely online. This includes the Cashier's Office. **Students now can get their Southwest cash disbursements deposited directly into their bank accounts through TouchNet.** [Sign up for TouchNet](#) on the Southwest website. Students must have a checking account to participate in TouchNet. Many banks and credit unions locally and nationwide already offer free checking for college students and provide special services designed with students in mind. Simply apply online to the bank of your choice. Be sure to have your student ID handy and other customary forms of identification. Open a student checking account with your favorite banking institution today!

Those students who rely on receiving a paper check will receive their disbursements in the mail, which may delay receipt by several days. Students who elect to receive a check in the mail should ensure their mailing address in their My.Southwest dashboard is current.

[Learn more about choosing the best checking account for you.](#)





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## FINANCIAL AND ADMINISTRATIVE SERVICES

### CAMPUS ACCESS: Mail Retrieval Procedures

Southwest is at Level 2.5 of the Pandemic Preparedness Plan. At this level, all College locations are closed with only essential and other select personnel allowed access.

In addition, designated employees are allowed access for mail retrieval on the Macon Cove Campus only. Only designated employees are allowed to retrieve mail on campus Tuesdays, 11:30 a.m. – 4:30 p.m., in the Farris Administration Building mail room. Employees must sign in and out at the Police Services desk in the Farris Administration building lobby when they arrive and leave campus. All other buildings on the Macon Cove campus are secured and inaccessible.

For more information, contact Public Safety/Police Services at (901) 333-4242.

### Reporting COVID-19

Southwest Tennessee Community College is committed to providing the safest teaching, learning and working environments possible as we navigate COVID-19 pandemic. If you have tested positive for the virus or feel you may have been exposed and would like to notify the College, you may do so by emailing [covid19@southwest.tn.edu](mailto:covid19@southwest.tn.edu). Please include the date you were tested, the last date you were on campus and the names of any individuals you think you may have come in contact with at Southwest during the 14 days prior to being tested.

The College will notify the Shelby County Health Department, but will NOT divulge the identity of the person(s) in question to the greater campus or Memphis communities. All information gathered will remain confidential as directed by the Shelby County Health Department. The College will assess the credibility of every self-report to determine whether to provide an update to the campus community.

Visit the Department of Health and Human Services website to [learn more about specific regulations on HIPAA Privacy and sharing patient information](#). If you suspect you have been exposed to or infected with COVID-19, follow the Centers for Disease Control and Prevention guidelines on self-care and home care.

Thank you for your cooperation in helping to mitigate the spread of this infectious disease. If you have questions or concerns, please email [covid19@southwest.tn.edu](mailto:covid19@southwest.tn.edu). For updates on the College's pandemic response, please refer to the COVID-19 section of the College's website.



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# IMPORTANT LINKS

## **TENNESSEE BOARD OF REGENTS TELECOMMUTING POLICY**

<https://policies.tbr.edu/policies/alternate-work-arrangements>

The guidelines in TBR Policy 5-01-01-20, Telecommuting, should be followed when deciding whether this arrangement should be utilized (Working Remotely). Employees who are approved to work from home and do not have STCC assigned PC's will be provided College owned equipment on a priority basis.

## **GETTING ONLINE**

- **PAWS:** <https://elearn.southwest.tn.edu/d2l/login>
- **Microsoft Office 365 (webmail):** <https://outlook.office365.com/mail/>
- **Working Remotely from Home:** <http://www.southwest.tn.edu/its/remote.htm>
- **Virtual Private Network (VPN) Instructions:** <http://www.southwest.tn.edu/its/vpn.htm>
- **Remote Desktop Instructions:** <http://www.southwest.tn.edu/its/remote-desktop.htm>
- **Microsoft Teams (virtual meetings):** <https://teams.microsoft.com/downloads>
- **Microsoft Teams Info Page:** <http://www.southwest.tn.edu/its/teams.htm>

## **WORKING REMOTELY: VOICEMAIL**

Voice Mail and Call Forwarding Instructions: <http://www.southwest.tn.edu/its/voicemail.htm>

## **CONTACT SUPPORT**

**EMAIL:** [helpdeskstaff@southwest.tn.edu](mailto:helpdeskstaff@southwest.tn.edu)

**PHONE:** 901-333-HELP (4357)

**REMOTE HELP:** [support.southwest.tn.edu](http://support.southwest.tn.edu)