



Hello College Community,

I hope everyone is doing as best as can be expected during the current health crisis. Certainly, we have learned how to live and work (and perhaps play) very differently. But, in doing so I hope you are doing well and are making the best of the situation.

It is hard to believe that we are coming up on the end of our 4th week with remote teaching and learning and online support programs and services. I applaud the college community for doing an extraordinary job to transition to this online format in the effort to continue providing the quality educational experience, strong support services, and engaging programs for our students. You all have been amazing!

I write to you today to remind you that all student services typically in place to support our students are – and have been – up and running in a remote format. While we created the TASC Plus entity to be a clearinghouse for questions, concerns, requests and verification of processes, keep in mind that our typical services should be the first place to go with student referrals or inquiries. In particular, I remind you that the Office of Counseling & Student Success continues to provide support and resource referral to all students. Our Counselors are available to support students and assist with this transition to remote learning and any other life circumstances impeding their ability to meet their educational goals. In lieu of the SINT (Student Issue Notification Tool), please send an e-mail to [mcounseling@ccm.edu](mailto:mcounseling@ccm.edu) with the student's name, ID number, class section, and a brief description of what the issue is. Counselors will reach out to the student and then follow-up with you to let you know how the case is progressing.

In addition, as a faculty or staff person, it may be difficult to acclimate to and cope with the changes resulting from everything that is going on in the world. The Employee Assistance Program offered through HR is here to provide support through six free sessions for full time employees (see <http://www.onesourceeap.com> for more information). If you do not have access to this resource, Counseling and Student Success is here to provide coping strategies and linkage to community resources. Please contact them at [mcounseling@ccm.edu](mailto:mcounseling@ccm.edu) should you require additional support.

Also remember that all our other student services (Accessibility Services, Career Services, Financial Aid, Records & Registration, Testing Center, Transfer Services, Tutoring Center, and TASC - not TASC Plus) are available to provide immediate and direct support to students. No need to connect with TASC Plus with matters that would typically be handled by these departments. Get students to them directly.

Finally, if there is anything that my office can assist with, just let me know. We are all here to assist our students, our faculty and our staff. Best wishes.

Bette Simmons, Ed.D.  
Vice President of Student Development & Enrollment Management