

**CUNY Network for College Success
Distance Learning Forum 3/23/2020
CBO FAQs**

CUNY Facilities/ Resources

- **What CUNY facilities are available at each campus? What are the hours of operation?**

CUNYs efforts are now positioned to fully support Governor Cuomo and New York State on the PAUSE executive order. To this end, effective Monday, March 23, all 25 CUNY campuses will expand their social distancing efforts by further reducing or modifying some of the programmatic and support services currently in place.

- Dorms and food pantries will stay open.
 - Child care centers will remain open in anticipation of being activated by the Governor's program to support the needs of first responders' families.
 - Check the [CUNY Continuity](#) page for updates on childcare and food pantry hours at each campus.
 - Computer labs and libraries will close, except for limited times in which campuses might need to distribute loaner laptops and tablets.
 - Basic business operations will operate remotely, with limited on-campus presence permitted for mail pick-ups and other selected needs. Administrative departments such as Financial Aid, Admissions and Human Resources will continue to maintain telephone and email operations.
- **Can students access food pantries on the campus closest to them rather than their "home" campus?**

Kingsborough, York, City College and LaGuardia's food pantries are open to all CUNY students.

- **How can students access essential services? (i.e. advising, financial aid, counseling)**

Administrative departments such as Financial Aid, Admissions and Human Resources will continue to maintain telephone and email operations. Check the [CUNY Continuity](#) page for each campuses counseling services phone number and complete continuity plans.

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- **Are students who have lab courses still required to attend in-person?**

The courses that must hold in-person meetings are going to be suspended effective Monday, March 23, for the duration of the New York State on PAUSE order. This applies to all undergraduate, graduate and continuing education courses that have not yet converted to distance-learning modes. Faculty engaged in these courses are asked to continue to explore, in conversation with their students, ways in which the in-person courses can be converted to distance learning. If the course's learning outcomes cannot ultimately be achieved via distance learning, the courses could resume once the "pause" is lifted, at which time faculty and students would work to make up for lost time. Given the circumstances, students could also opt to withdraw from the course, or receive a grade of incomplete if appropriate. For in-progress continuing education courses, colleges will communicate options available to students who decide to drop or cannot continue with coursework. The University is currently developing a refund/credit policy for these types of situations related to COVID-19.

- **Will there be a partnership between CUNY & SUNY? Will SUNY students who are back home and live close to a CUNY campus be able to access on-campus CUNY resources?**

Not that we are aware of.

Technology

- **What support is available for students who need access to laptops or the internet?**

Each campus has different resources available and has put in place a plan to provide laptops and technology resources to their students. To fill the void created by the closure of computer labs, CUNY is in the process of finalizing a large purchase of tablets and laptops for students who need it in order to continue to fully participate in distance learning.

- **What are the variety of online platforms and tools students will be expected to use?**

The online platforms and tools students have available to them are listed on the [CUNY Continuity](#) page ([Dropbox](#), [Microsoft Office 365](#), [ConnectCUNY Webex](#), [Blackboard](#), [Google](#)

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[Drive](#), [Adobe Creative Cloud](#) and [Slack](#)). Each have tutorials and resources to aid students in using.

Faculty and Professors are using various platforms including; Blackboard, ConnectCUNY Webex, Zoom, and BlueJeans.

Grading – CUNY Acknowledges that many of our students may feel uneasy about a move to distance learning and how that could affect their academic performance, the University has authorized the University Registrar to make changes to [CUNY’s academic calendar](#).

- **Will there be more leniency on students taking incompletes?**

The University will allow students to submit incomplete work to faculty for resolution of INC grades for courses taken in Spring 2020 through the Fall 2020 semester, and the new deadline for faculty to submit Incomplete to Grade forms to the Registrar’s Office for resolution will be Wednesday, December 23, 2020 (for KCC/LAG/GCC – March 01, 2021).

- **Will add/drop be extended for CUNY colleges?**

The current deadline for the Last Day to Drop with a Grade of “W” on the calendar is Wednesday, April 1, 2020. CUNY has moved that date to Thursday, May 14, 2020 (for KCC/LAG/GCC – Spring Session 1: June 04, 2020; Spring Session 2: August 01, 2020). This is the published “Last Day of Classes,” and before final examination week and also prior to the “End of the Spring Term”.

- **Will classes move to pass/fail grading for this semester?**

The new Pass/ No Credit/ Fail option deadline is May 14, 2020.

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Financial Aid

- **Will there be any adjustments made to tuition costs for spring 2020?**

Not that we are aware of, we will let the N4CS community know if we hear anything.

- **If a student does not do well academically this semester, will Pell, TAP, Excelsior, be lenient regarding academic (SAP) requirements to maintain aid?**

In response to concerns regarding students whose studies are impacted by COVID-19, HESC has determined that impacted students receiving NYS financial aid will not suffer negative consequences regarding their current or future awards.

HESC is working in partnership with colleges to ensure continued eligibility for awards under all circumstances related to the Coronavirus, and will provide students with updates, as needed. <https://www.hesc.ny.gov/covid-19-financial-aid-impact>

Pre-College

- **How will College Now be impacted for spring and summer 2020?**

The changes to College Now for the spring 2020 semester are the same as for CUNY, all classes have been moved to online instruction. There has been no official information about what summer 2020 will look like.

- **Will the commitment deadline still be May 1st or will it be pushed back?**

CUNY has encouraged all colleges to extend the May 1st deposit deadline. As in previous years, CUNY will continue to operate on a rolling admission basis, and is dedicated to ensuring that each of your students can attend CUNY in the fall.

National Association for College Admissions Counseling (NACAC) has a [webpage with updates to admissions policies for colleges and universities across the country.](#)