



ALAMO COLLEGES DISTRICT

RETURN TO LEARNING STUDENT & FAMILY GUIDE

2020 - 2021

NORTHEAST LAKEVIEW COLLEGE



NORTHWEST VISTA COLLEGE



PALO ALTO COLLEGE



ST. PHILIP'S COLLEGE



SAN ANTONIO COLLEGE



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STUDENTS FIRST PLANNING PROCESS



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Students First Planning Process

Our Pledge

The Alamo Colleges District has developed this to guide a successful limited return from remote learning. Our priority is to protect the health and well-being of our students, faculty, and staff, while also continuing to support student success, performance excellence and employee engagement. This guide reflects the policies, procedures, COVID-19 Recovery Task Force recommendations and ACD COVID-19 Incident Command decisions to support our successful return from remote learning. We continue to align our plans with local and state declarations and follow the health and safety guidelines of the City of San Antonio's Metro Health and the Center for Disease Control and Prevention (CDC).

Shared Responsibility:

Stopping the spread of COVID-19 requires responsible action by every member of the ACD family to follow the protocols outlined in this guide. All students, employees and visitors are expected to promote and abide by current policies, such as [C.2.1.9 "Use of Face Coverings/Social Distancing at College District Sites"](#), as well as the protocols and guidelines outlined in this guide.

Student Pledge

To support our value of "respect for all," all Alamo Colleges students should make a pledge to each other to do their part to keep their fellow students, employees and community members safe.

As Alamo Colleges students, we pledge to:

Protect Ourselves

- Stay safe
- Monitor for the symptoms of COVID-19 and report to a health care professional if I experience fever, new shortness of breath or difficulty breathing, new chills or muscle aches, new cough, headache, sore throat or new loss of taste or smell
- Wash my hands often with soap and water for at least 20 seconds or use hand sanitizer

Protect Our Alamo Colleges Family

- Wear a face covering on campus and around others
- Maintain appropriate physical distancing
- Read and follow on-campus instructional signs and directions
- Stay home if I feel ill or after exposure to someone who is ill or has tested positive for COVID-19
- Keep my belongings, personal spaces and shared common spaces clean
- Follow all public health requests and guidance to preserve the wellness of the community

I'm both proud and in awe of your resilience and steadfastness as you work together with our faculty and staff to take on the challenges our collective new reality presents. Many of you overcame great odds and made personal sacrifices to take a bold step into higher education in order to create new life opportunities for yourself and your families. Now, as a result of a world-wide pandemic, you have had to redouble your efforts and embrace a new way of learning. I want to assure you that we are here to support you. You, our students, are our first priority.

In Service,

Chancellor
Dr. Mike Flores



PROTECTION & PREVENTION MEASURES



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Protection & Prevention Measures

Health & Safety Guidance:

Temperature checks will be required for all students, faculty, and staff on campus for summer 2021. When entering a campus, students, faculty, staff and visitors will pass through a designated entry point, where a temperature check and health screening questionnaire will be conducted. Masking will be required to ensure the safest possible environment is maintained for everyone, and all efforts will be made to control the number of individuals in each college and at any one time. Individuals who do not pass the health screening or masking standards will not be granted access.

Daily Self-Monitoring

Each day before returning to campus, make sure you are free of ANY symptoms potentially related to COVID-19. At this time, these symptoms include one or more of the following:

- Cough
- Shortness of breath or difficulty breathing
- Fever (100 degrees F or higher)
- Chills
- Repeated shaking with chills
- Runny nose or new sinus congestion
- Muscle pain
- Headache
- Sore throat
- Fatigue
- New gastrointestinal symptoms
- New loss of taste or smell

If you have any new symptoms or are feeling sick, inform your instructor, make plans to stay at home, and pursue medical attention. Do not attend class if you have any of the symptoms outlined above. Upon notification of an exposure to COVID-19 or a positive COVID-19 test result, complete the COVID-19 Incident Reporting Form immediately and do not access campus: www.alamo.edu/command/report



STAY HEALTHY, ALAMO COLLEGES FAMILY

Protect yourself and prevent COVID-19 spread!

-  If you are sick, or caring for others who are sick, stay home.
-  Wash your hands well with soap and water often.
-  Cough or sneeze into a tissue and dispose of used tissues in the trash.
-  Keep six feet distance between you and others when possible.
-  Avoid touching your eyes and face mask with unwashed hands.
-  Use hand sanitizer and surface wipes to disinfect often.

Protection & Prevention Measures

Face Covering & Face Mask Procedure

The Center for Disease Control and Prevention (CDC) recommends the use of face coverings (“masks”) in public and at institutions of higher education, in particular, to slow the spread of COVID-19. Students are required to wear masks on campus and upon entry to any campus building and as required or encouraged in public settings. (CDC guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>)

- Students are required to wear masks during their entire presence on campus, in all buildings, at indoor and outdoor common areas, going to and from buildings, and at outdoor events where people congregate.
- Students at clinical sites must wear masks or respirators approved by CDC as required by the clinical site. This requirement may be stated in a class syllabus.
- Students who do not wear masks will not be allowed to remain in any classroom, laboratory, or campus, unless they accept available masks furnished by the Alamo College District. A faculty member may enforce the mask requirement in the classroom and may report a non-compliant student to the Student Conduct officer for determination of any violation of the Student Code of Conduct, unless a legitimate reason exists for non-compliance with this procedure as determined by the Alamo Colleges District.
- As an alternative to complying with the mask requirement, a student may register before the beginning of the semester for online courses or be transferred to online learning when feasible, with the student’s agreement.

HOW TO APPLY AND REMOVE YOUR MASK

Face coverings and masks are meant to help prevent harmful air particles from entering the mouth and nose. Incorrect use of face coverings increases the risk of community spread.

The Alamo Colleges District requires all students, staff and faculty to wear a face covering and mask while on campus to ensure the safest possible environment.



WASH YOUR HANDS BEFORE WEARING YOUR MASK



SECURE THE STRINGS AROUND YOUR EARS



FIX THE MASK TO FIT THE SHAPE OF YOUR NOSE



STRETCH THE MASK TO COVER YOUR CHIN



DO NOT TOUCH THE MASK WHILE USING IT



WASH YOUR HANDS BEFORE REMOVING YOUR MASK



DO NOT TOUCH THE MASK WHILE USING IT



REMOVE THE MASK FROM BEHIND BY HOLDING THE STRINGS WITH YOUR HANDS



DISPOSABLE MASKS SHOULD BE PLACED IN THE TRASH. CLOTH MASKS SHOULD BE WASHED PRIOR TO REUSE.



WASH YOUR HANDS AFTER REMOVING YOUR MASK

ACADEMIC EXPERIENCE



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Academic Experience Summer 2021 Semester Plan:

For the Summer semester, Alamo Colleges will phase up through Levels 4, 3, and 2. Up to 50% of instruction will be face-to-face (F2F). Students will be notified of the modality for the course at the time of registration. Face-to-face contact between staff and students during this period is limited due to social distancing requirements. On-campus classes will be prioritized for courses that require in-person instruction, and the colleges and regional centers will manage the number of individuals on-site at the same time to ensure appropriate occupancy for the designated level. The Alamo Colleges will plan according to the following levels:

Alamo Colleges District COVID-19 Return To Campus Plan

LEVELS	ACTIONS
Level 1 Up to 100% Onsite Locally declared: All Clear	IMPLEMENT, MONITOR & ADJUST Carefully phase up to 100% occupancy as facilities and resources are ready, monitor impact and adjusting for effectiveness, safety & health <ul style="list-style-type: none"> Up to 100% of all personnel Up to 100% of students onsite
Level 2 Up to 50% Onsite Locally declared	IMPLEMENT, MONITOR & ADJUST Carefully phase up to 50% occupancy as facilities and resources are ready, monitoring for impact and adjusting as necessary for effectiveness, safety and health <ul style="list-style-type: none"> Up to 50% of essential DPS, IT, Facilities and other support personnel Up to 50% of students onsite Up to 50% of faculty onsite
Level 3 Up to 25% Onsite Locally declared	IMPLEMENT, MONITOR & ADJUST Carefully phase up to 25% occupancy as facilities and resources are ready, monitoring for impact and adjusting as necessary for effectiveness, safety and health <ul style="list-style-type: none"> Up to 25% of essential DPS, IT, Facilities and other support personnel Up to 25% of students onsite Up to 25% of faculty onsite
Level 4 Up to 10% Onsite Within locally declared parameters	TEST & TRAIN Test schedules, protocols, training, resources & communications. Train employees and students for level 3 and level 2 <ul style="list-style-type: none"> Up to 10% essential DPS, IT, Facilities personnel and CTE Support Personnel CTE courses that must be offered onsite for accreditation A limited number of Arts & Science course sections that may be determined by a college to be essential to offer onsite A limited one-stop student success office to provide essential services by appointment
Level 5 Stay Home, Work Safe Locally Declared	PLAN & RESOURCE Plan Phased Return: schedules, protocol training, resources & communication. Train employees & students for level 4. <ul style="list-style-type: none"> 95-100% remote work, teaching and learning 1-5% essential DPS, IT and Facilities personnel onsite

Status of On-Site Instruction:

For Summer 2021, up to 50% of instruction will be face-to-face (F2F). Students will be notified of the modality for the course at the time of registration.

Academic Success – Key Considerations:

Face-to-Face (F2F) courses will be prioritized to support student success for the following reasons:

1. Specialized accreditors will not allow completion in a remote format.
2. Psychomotor competencies/affective skills cannot be assessed remotely.
3. Practicums, labs, clinical and internships are required F2F.
4. Program cohorts and curriculum sequence must be delivered F2F to prevent impacting the ability of the next program cohort to start.
5. Incompletes could be assigned, if needed, to classes in the previous semester.
6. To support equity, colleges will provide opportunities for student populations that demonstrate greater success in F2F environments.
7. Courses needed to support partnerships with external stakeholders.

Academic Experience

Registration:

Students sign up for classes completely online using the Alamo Colleges registration tool in ACES. To access:

1. Log in to ACES at aces.alamo.edu
2. Navigate to the Student tab
3. Click the "Register Here" graphic

Using this online tool, students can:

- Prepare for registration
- Synchronize existing degree plans
- View past schedules
- Browse classes and the course catalog
- Register for classes

As the Alamo Colleges continues its return to on-site operations, students will see various instructional methods offered when signing up for classes. Understand the type of class you're signing up for by reviewing the definitions below.

Instructional

Online/Fully Distance Education Course

This form of instruction does not occur at a specific day or time, otherwise known as "asynchronous" learning. **At least 85% of this instruction is delivered online*** via Canvas and additional online tools, which allows students to learn on their own time. There may be a face-to-face component such as orientation, laboratory, exam review, or an in-person test, which would be communicated by the instructor.

Remote Synchronous

Remote synchronous instruction takes place **100% online at scheduled class days and times.*** It offers the benefits of face-to-face instruction while maximizing social distancing efforts. Remote instruction takes place via Zoom, Canvas, and additional online tools.

Face-to-Face (F2F)

Face-to-face indicates that instructors and students are in the same physical location at the same time. These courses meet for **on-campus instruction at least 50% of the time.*** There may be some remote elements to these courses.

Hybrid/Blended Course

These courses include both remote synchronous and face-to-face instruction. In these courses, **50-85% of instruction is remote synchronous.***

Need help? Watch our Registration Tutorial video!



*Review course details for exact details on that course's instructional method.

STUDENT RESOURCES



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Student Resources

On-Campus and Remote Services:

Student Support Services

Services will be provided to students both on campus and remotely throughout the summer via on-site, Zoom, phone, chat, email and other methods. Hours and services will vary.

Level IV: May 3-May 30

Remote hours: Monday - Friday, 8 a.m.-5 p.m., colleges rotating late nights 5-7 p.m. (Monday – PAC; Tuesday – SAC; Wednesday – SPC; Thursday – NLC & NVC)

On-site hours: Monday & Thursday, 8 a.m. up to 5 p.m. by appointment for essential services only*

Level III: May 31-July 5

Remote hours: Monday - Thursday, 8 a.m. - 7 p.m.

On-site hours: Monday & Thursday, 8 a.m. up to 7 p.m. by appointment for essential services only*

Level II: July 6-July 25

Remote hours: Monday - Thursday, 8 a.m. - 7 p.m.

On-site hours: Monday - Thursday, 8 a.m. up to 7 p.m. by appointment for essential services only*

Level II: July 26-August 29

Remote hours: Monday - Thursday, 8 a.m. - 7 p.m.; Fridays, 8 a.m. - 5 p.m.

On-site hours: Monday - Thursday, 8 a.m. up to 7 p.m. by appointment for essential services only*

On-site Services: Available by Appointment*

- Welcome Center/Onboarding/ Admissions
- Financial Aid & Business Office
- Testing Services
- Academic Advising
- Advocacy Center
- Other essential services as appropriate, VA, DSS, Counseling, & International

Students' Remote Services

All Student Success Services will continue to be provided remotely.

My Digital Backpack

Please visit our "My Digital Backpack" for more information regarding:

- Support services
- Health and well-being
- Registration and enrollment
- Technology
- COVID-19 response
- My rights and responsibilities

Find more information at <https://www.alamo.edu/digitalbackpack>.

Return To Campus FAQs

For your support, a list of frequently asked questions regarding our Return to Campus Plan has been added to our website at

www.alamo.edu/returntocampus/faqs.

View FAQs



Student Resources

Student Advocacy Center Support Resources:

During this challenging time, the Student Advocacy Centers across the Alamo Colleges District will continue to support our students by providing wraparound support services remotely and on-site at specified times. We will help with issues that are outside the classroom but can negatively impact stress, focus, and student performance. Online counseling and case management support, as well as emergency aid and access to community resources are available.

Please contact the Alamo Colleges Helpline at 210-486-1111 for assistance or visit alamo.edu/advocacy.

COVID-19 Student Impact Fund:

For many of our students, making ends meet while balancing classes, job and family can be overwhelming at the best of times. Many students were already struggling with food and housing insecurity and financial instability. The COVID-19 crisis adds new burdens and directly impacts students' ability to remain in college.

To support our students through this crisis, the Alamo Colleges District has established a COVID-19 Student Impact Fund to provide emergency resources for students who need temporary assistance so they can:

- Buy groceries
- Pay rent or utility bills
- Access technology needed to support remote learning
- Pay healthcare expenses
- Make up for lost wages

To apply for other available emergency aid, please contact one of the colleges' Student Advocacy Centers through the Alamo Colleges Advocacy Helpline at 210-486-1111.

Wellness 360 Healthcare:

Through a partnership with UT Health San Antonio Wellness 360, healthcare services are available for Alamo Colleges students. Visit a medical professional virtually from anywhere you have phone and internet access, by calling 210-485-0571 or visiting alamo.edu/wellness360, Monday–Friday, 8 a.m.–5 p.m. Beginning in Summer 2021, limited on-campus appointments are available at Palo Alto College and San Antonio College by appointment only. Appointments are made by calling 210-485-0571.

Are there additional resources available?

To support Alamo Colleges students or community members through this crisis, the Alamo Colleges District, City of San Antonio and Bexar County have several resources options including:

- Reduced Payment Plans
- Laptop & Internet Hotspot Check-Out
- Campus Internet Access and No-Cost Internet Service
- Library E-Resources
- Food Assistance
- Housing/Rental Assistance Programs

[Learn More](#)

Learn more at www.alamo.edu/returntocampus/student-resources.



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We Are #AlamoTOGETHER

The health and safety of our students, employees and the community is our highest priority. Over more than a year, the Alamo Colleges District family has done a remarkable job of adjusting to a new normal as our communities and the world face the ever-changing circumstances created by the COVID-19 pandemic. It is through our collective spirit and resilience that we are #AlamoTOGETHER.

Be a champion of public health by joining us in being #AlamoTOGETHER on social.

Stay connected with us on social!

Alamo Colleges District Facebook

facebook.com/TheAlamoCollegesDistrict

Alamo Colleges District Twitter

@AlamoColleges1

Alamo Colleges District Instagram

@alamocolleges

NLC Facebook

facebook.com/northeastlakeview

NVC Facebook

facebook.com/Go2Vista

PAC Facebook

facebook.com/paloaltocollege

SPC Facebook

facebook.com/gospc

SAC Facebook

facebook.com/sanantoniocollege

NLC Twitter

@NLCPR

NVC Twitter

@govista

PAC Twitter

@PACPR

SPC Twitter

@GoSPC

SAC Twitter

@SAC_PR

NLC Instagram

@northeastlakeview

NVC Instagram

@northwest_vista_college

PAC Instagram

@paloaltocollege

SPC Instagram

@gospc

SAC Instagram

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