

March 17, 2020

Dear Students,

When spring semester started, none of us could have imagined the rapid spread of a highly contagious virus that would touch all aspects of our daily lives. As President Hauser's messages have conveyed, the College is taking extra steps to stay informed and to make decisions that put the health and safety of our entire community first. We understand that the precautions meant to protect all of us from the spread of COVID-19 can create trying times for some. Some of you rely on the College for computers, internet access, or a quiet place to study. Others of you work at the college and other local businesses to support yourselves and your families. Still others depend on social interaction with instructors and classmates to make life and learning more complete.

We want to assure you that faculty and staff are taking extra time and effort to find ways to make the transition to online courses and services smooth and easy to navigate. We are trying to incorporate live video interaction through Moodle Collaborate and other online meeting platforms whenever possible, and we are incorporating collaborative projects whenever possible to allow you to maintain your connection with your classmates. Most importantly, we want to hear from you if health, access, or other issues are making it hard for you to keep up with your classes so we can try to assist in locating appropriate assistance.

We encourage you to take advantage of the following resources available to support you:

- **CCC Faculty:** email or call your instructors if you need clarification about assignments, deadlines, or expectations
- **Student Hotline:** call 252-222-6100 for information on classes, registration, or other concerns
- **Moodle Help:** contact the Moodle Meisters at dl@carteret.edu or 252-222-6397 for help navigating Moodle
- **IT Help Desk:** email or call CCC's Tech Team at help@carteret.edu or 252-222-6196 for help with passwords or email
- **Library and Research Support:** speak or chat with a Librarian for research and APA/MLA assistance at 252-222-6213 or library@carteret.edu – or use the "Chat" link on the Library web page
- **Bookstore:** order books online at <https://www.bkstr.com/carteretccstore/home> for home delivery
- **Coronavirus Information:** visit the College's website at www.carteret.edu for links to up-to-date information on COVID-19

- **Internet Options:** consider the attached broadband internet resource list distributed by the NC Community College System

During this time, patience and kindness will be important guiding principles as we all learn new ways of communicating, teaching, and learning. Working and learning together, we can emerge stronger. As philosopher Ravi Shankar has said, “Trying times bring the best out of you. Rewarding times give the best of the world to you. Life is a combination of both.”

Wishing you and your families well,

Tracy Mancini, Ed.D.
Vice President of Instructions and Student Support

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Internet Service Provider and Phone Company Coronavirus Response Efforts

"Keep Americans Connected" Pledge – FCC and Internet/Phone Service Providers

- [FCC 3/13/20 Media Release](#) announced the pledge and the companies that initially signed on. Pledge is for 60 days for companies to...
 - 1) "not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
 - 2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic;
 - 3) open its Wi-Fi hotspots to any American who needs them."

FCC Chairman Pai also encouraged companies to go beyond the pledge:

- Expand or introduce low-income broadband programs like Connect2Compete (e.g., Cox)
- Relax their data cap policies in appropriate circumstances
- Work with schools and libraries on remote learning opportunities
- (telephone carriers) waive long-distance and overage fees in appropriate circumstances

Specific broadband company offers (so far)

Spectrum ([Charter Spectrum](#)) 60-day free broadband offer - Effective Monday, March 16:

- Free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. **To enroll call 1-844-488-8395.** Installation fees will be waived for new student households. (After 60 days, discounted fees would apply.)
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Charter will open its Wi-Fi hotspots across its footprint for public use.
- Spectrum does not have data caps or hidden fees.
- Tips for students:
 - Students will have to specifically refer to this offer when they call to receive it
 - Call wait times may be longer than usual
 - Students who were former customers with unpaid fees will first have to pay those balances before accessing this service

Comcast - opening up their Xfinity Wifi Network nationally for free and expanding services/support for existing and new customers: <https://corporate.comcast.com/covid-19>

- Map of Xfinity WiFi hotspots: www.xfinity.com/wifi
- Unlimited data and no disconnects or late fees for existing customers
- New low-income customers will receive 60 days of complimentary Internet Essentials service, normally \$9.95/month (at speeds of 25 Mbps downstream and 3 Mbps upstream)
- Other streaming/entertainment services

Cox Communications (see Cox's [coronavirus page](#)) - Effective Monday, March 16:

- Limited-time, first month free of Connect2Compete service (a service for lower-income customers); \$9.95/month thereafter
- Until May 12, 2020, phone and remote desktop support through Cox Complete Care will be provided at no charge
- Resources for discounted, refurbished equipment through Cox' association with PCs for People
- A Learn from Home toolkit for schools, including instructions on how to fast-track eligible students without internet access

Further information will be provided as companies roll out additional offers. In addition to the companies listed above, examples of other NC broadband and phone service providers known to have taken the FCC pledge include AT&T, CenturyLink, Google Fiber, Sprint, T-Mobile, Verizon, and Windstream.

Provider coverage maps:

- AT&T: <https://www.att.com/maps/wireless-coverage.html>
- Cox Communications: <https://providersbyzip.com/cox-communications-availability>;
hotspots: www.xfinity.com/wifi
- Spectrum/Charter Wifi/Cell: <https://spectrum.cellmaps.com/charter-fullscreen.html>
- Verizon: <https://www.verizonwireless.com/featured/our-network/#maps>
- Various Internet Service Providers (ISPs): <https://www.highspeedinternet.com/nc>