



SPECIAL REPORT GOING ONLINE

**CLASSES RESUME MARCH 23 ONLINE FOR REMAINDER OF THE SEMESTER
LOCATIONS CLOSED TO STUDENTS AND PUBLIC AFTER MARCH 20**

FROM THE PRESIDENT

Our Mission Remains the Same

Dear Southwest,

I am truly proud to be a Saluqi. And I am profoundly impressed with the calm resolve you have exhibited in the wake of COVID-19 as you continue to press toward the mark in preparation for an all online teaching and learning experience. I am beyond grateful for the Herculean efforts displayed by our faculty and staff to ensure the College will continue teaching and learning, providing student support services and conducting business operations, all online beginning March 23.

Change is usually difficult. And the speed with which we have had to adjust operations is unprecedented. I understand the anxiety that you may be experiencing, not just because of COVID-19, but also with entering this online world of teaching and learning, perhaps for the very first time. I admit: I am anxious, as well. I attended college as an undergraduate in 1985 and have never left. For 35 years, I have enjoyed the “traditional” college and university setting that focuses primarily on brick and mortar, face-to-face instruction, with online, or distance education, offered as an *option*.



Dr. Tracy D. Hall
@Southwestnprez

KEY ITEMS

- Student self-reports on positive test for COVID-19
- Instructor self-reports on possible COVID-19 exposure and pending test results
- Classes will be online for the remainder of the semester
- Commencement is postponed

But, to quote the Greek philosopher, Plato, necessity is the mother of invention. COVID-19 has forced Southwest to reinvent herself almost overnight. For many of you, an all online environment means uncharted waters. Your educational experience has changed. Yet, despite all of the changes occurring around us, what remains the same is the Southwest mission to provide the citizens of Shelby and Fayette counties and the surrounding Mid-South region with a high quality and affordable post-secondary education. I ask you—faculty, staff, and students—to continue on this academic journey with me in the days ahead as we work to chart a new course for Southwest.

I will continue to provide SCOOP Special Reports that provide information designed to address your questions and concerns and to keep you up-to-date on the latest developments. This edition is no exception and is devoted to providing specific information and guidance regarding Southwest's operations online and on campus going forward.

However, before you move on to the wealth of information that is in this edition, I want to provide some critical updates:

- An online student self-reported that they tested positive for the coronavirus. Although they study online, they did visit the Macon Cove Campus Bornblum Library March 2 and have not since returned to a Southwest location. **Please note: The Shelby County Health Department does NOT show a record of a positive test that matches the name of the person who submitted the self-report. By law, a positive COVID-19 test result is a reportable infection and we can and will verify all reports.** Nevertheless, Southwest is taking the necessary precautions to mitigate the spread of infection and will work with appropriate authorities should the Health Department confirm a positive test at a later date.
- A faculty member self-reported that they may have been exposed to the virus that causes COVID-19. They have been tested and are awaiting results. Southwest is investigating the areas they visited after their exposure and is taking the proper precautions until test results are in.
- Students and employees may self-report a positive COVID-19 test or possible exposure to COVID19@southwest.tn.edu. 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. Know that College officials are taking every self-report seriously. We are investigating and diligently assessing the credibility of every self-report to determine whether to provide an update to the campus community and beyond—all with your safety as a priority.
- All classes will be delivered online for the remainder of the spring semester. Lab, skills or clinical-based courses will resume online March 23rd with the work focusing on theory. Students should complete this work online and in situations where simulations cannot be used to satisfy course requirements, students will be given an (I) Incomplete in the course.

- All student support services will be provided online for the remainder of the spring semester, with a few exceptions that are outlined in this publication.
- All College operations will be performed fully online with a few exceptions that are outlined in this publication.
- Commencement and the Graduate Fair are being rescheduled. Stay tuned for updates.
- Effective March 23, all campus buildings will be closed to students and the public. Select faculty and staff will be provided access, as needed.

Know that the safety of students, faculty, staff and visitors is a top priority. We are doing all we can to provide a safe teaching, learning and work environment. Our mission has not changed. We are forging ahead with our imperative to "do no harm" and we remain committed to ensure we provide access to the tools students and employees need to achieve their goals.

The higher education landscape is shifting and we all are making adjustments along the way. We are all in this together and we are going to keep moving forward together. This crisis will pass and we will emerge stronger and wiser.

This public health crisis is fluid and we are monitoring it continuously. Our plans may be adjusted as new information emerges. I urge you to stay abreast of developments by monitoring your email and the College's website and social media channels (@SouthwestTN on Twitter and Facebook) and to sign up for RAVE, the College's emergency communications system that sends alerts via text and email.

Thank you and be well.

Dr. Tracy D. Hall,
President

QUICK FACTS

- **Classes resume entirely online for the remainder of the semester.**
- Effective March 21, all Southwest locations are CLOSED to students and the public, except for select employees, as needed. Employees will work remotely.
- Students, faculty and staff may self-report COVID-19 exposure or positive results to COVID19@southwest.tn.edu. All reports will be verified.
- Commencement and Grad Fair are postponed and will be rescheduled.
- **May 2020 graduates: All Educational Testing Services Proficiency Profile exams will be waived.** Major Field exams for Southwest Associate of Applied Science programs remain accessible online through PAWS and are required for graduation. If you require Testing Services assistance, please email testing@southwest.tn.edu.
- Childcare Centers at the Macon Cove and Union Avenue Campuses are closed until further notice, in keeping with Centers for Disease Control and Prevention guidelines.
- Nursing and Allied Health exams will be delivered completely online. Stay tuned for updates from your instructor or department leaders.
- Students, stay tuned to email and the College's COVID-19 site for an online learning guide entitled Achieving Your Dreams Online. It was designed with you in mind!

STUDENT AFFAIRS

The Division of Student Affairs is comprised of: Academic Advising, Academic Support Center, Admissions, Career Services, Childcare Centers, Counseling, Dual Enrollment, Financial Aid, Recruitment, Registrar's Office, Retention & Student Success, Social Services, Student Development, Student Disability Services, Testing, Upward Bound, Veterans Affairs, and Federal Work Study.

All Student Affairs services will be provided online, beginning Monday, March 23, 2020.

A complete description of student support services online may be accessed in the Students section of the COVID-19 section of the College website at:

<http://www.southwest.tn.edu/coronavirus/student-services-online.htm>

Academic Advising

During this time, the Office of Advising has transitioned services online. Yes, you can STILL be advised. Check your Southwest email because your Professional Academic will send your recommended classes for Fall 2020.

You can register for Fall classes beginning Monday, April 6, 2020.

For Advising, there are a few different options available:

- Microsoft TEAMS
- ZOOM (30 minute free version)
- Skype
- Phone - See your student dashboard for advisor contact information.
- Email - Professional Academic Advisors may be emailed. See your student dashboard for contact information.

All of these options require time for advisors to respond and there may be delays. Please plan ahead and check out the advising options available.

Students who have questions may email advising@southwest.tn.edu or call 901-333-4594.

STUDENT AFFAIRS

Academic Support Center

Online tutoring is available to all students. The ASC has a few different online options for your convenience. Students may email ASC@southwest.tn.edu and WritingTutor@southwest.tn.edu to receive online tutoring via email. Another option is to log into PAWS and select “self-register” under “Self-Registration Courses” on the right side of the main page to enroll in the ASC’s two PAWS sites: “ASC Math Workshop” and “ASC Writing, Literature, Reading, or Spanish Online Tutoring.” There students can upload assignments to receive feedback.

Smarthinking is another tutoring option that can be accessed in PAWS. Links to Smarthinking are on the main page of each course page. By signing into PAWS and selecting your course, students can access tutoring online 24 hours a day.

Counseling

Mental health counseling will be provided virtually using Microsoft TEAMS, which all students have access to via their Southwest e-mail. Students in need of an appointment should contact the mental health counselor, Julia Rhea LPC-MHSP, at 901-333-5121 send an email to jrhea@southwest.tn.edu to set up an appointment. Additional hotlines and resources are available on the counseling website, including relaxation exercises and other educational materials.

Registrar's Office

Students should contact the Registrar’s Office via the records@southwest.tn.edu email for concerns regarding withdrawals, retroactive course changes, transcript evaluation, etc. Southwest Tennessee Community College will continue to offer transcript services. Given the current situation with COVID-19, the coronavirus, we recommend requesting transcripts at <http://www.southwest.tn.edu/admissions/transcripts.htm>.

Please be advised that normal processing time for transcript requests is 2-3 business days; however, during this time, the processing time may take slightly longer than expected.

STUDENT AFFAIRS

Social Services

Students can request assistance for social services via the Counseling and Social Services website: www.southwest.tn.edu/counseling/social-services.htm or schedule an online appointment or request services online at <http://www.southwest.tn.edu/counseling/social-services-appointments.htm> or via email to Chauntay Harris at cnharris1@southwest.tn.edu.

Student Disability Services

For students currently enrolled with the Office of Student Disability Services (SDS), SDS will continue to work with faculty to ensure that your approved accommodations continue. Should you experience any difficulties, reach out to SDS by email at sds@southwest.tn.edu or by phone at 901-333-4223 or 901-333-5523.

Students currently registered with SDS who have a concern or specific testing need regarding accommodations such as large text, text to speech or reader and scribe services may request exam proctoring appointments via email at sds@southwest.tn.edu. In partnership with Testing Services, accommodated proctoring for the accommodations listed above will be provided via Microsoft Office TEAMS **by appointment only**.

Work Study

We will follow the guidance of the Department of Education, electronic announcement from March 5, 2020.

Beginning March 16, 2020, the Southwest will continue to pay current Federal Work Study students wages based on their hourly rate and scheduled hours of work weekly.

Federal Work Study supervisors are not required to take any action during this time.

Contact

Should you have questions or need additional information, please call (901) 333-5000 and ask for Student Affairs.

ACADEMIC AFFAIRS

All teaching and learning will take place online beginning March 23 and will extend through the end of the semester.

Lab, skills or clinical-based courses will resume online March 23 as well, with the work focusing on theory. Students should complete this work online. Instances where simulations cannot be used to satisfy course requirements, students will be given the grade of Incomplete for the course, also known as an 'I'. This will allow students to fulfill the lab, skills or clinical requirements of the course once the college returns to normal operation in the summer or the fall in accordance with the Southwest Grading Policy. Faculty will work with students to devise a plan to complete this work.

All Nursing and Allied Health exams will be held online. Stay tuned for updates from your instructor.

Students already assigned to a clinical site will continue to serve at that site unless the health care facility makes a decision to stop accepting students.

Help is available:

STUDENT SUPPORT

Tech Support: Dial (901) 333-HELP (4357) for the Help Desk weekdays 8 a.m. - 4:30 p.m.

Course Support: Email your instructor if you have specific questions about your class.

PAWS

Instructional videos are online to help you learn how to navigate the platform. Begin with the **VIRTUAL BACKPACK**, an awesome tool that orients you to PAWS and navigating the online environment.

LIBRARY

Click [here to Ask a Librarian](#) and get help online!

ACADEMIC AFFAIRS

OTHER CONTACTS

International Studies: internationalstudies@southwest.tn.edu

Dual Enrollment: dualenrollment@southwest.tn.edu

Evening and Weekend Programs: eveningweekend@southwest.tn.edu

Prior Learning Assessment: gstephens@southwest.tn.edu or 901-333-4658

A PHONE CALL AWAY

Sindy Abadie, Assistant to the Vice President of Academic Affairs - 901-333-4515

Anita Brackin, Associate Vice President of Workforce Development - 901-333-4317

DEANS

Jeremy Burnett, Faculty Support - 901-333-4624

Dr. Robin Cole Jr., Business and Technology - 901-333-4121

Dr. Evan McHugh, Health and Natural Sciences - 901-333-5475

Dr. LaDonna Young, Humanities, Social Sciences, and Mathematics - 901-333-4660

ASSISTANT DEANS

Ashley Geisewite, Associate of Faculty Support - 901-333-4743

Carlton Greene, Business and Technology Dean Associate Dean - 901-333-4006

Matthew Lexow, Assistant Dean of High Impact Practices & Innovation - 901-333-4624

Dr. Jennifer Towns, Associate Dean of Teaching Academy - 901-333-4624

CHAIRS

Eddie Baker, Business & Legal Studies - 901-333-4130

Joanitha Barnes, Education, Criminal Justice & Human Services Interim Chair - 901-333-5101

Dr. Robert Blaudow, Natural Sciences - 901-333-5220

Dr. Shelia Bouie, Nursing - 901-333-5425

Dr. Osborne Burks, Allied Health - 901-333-5729

Patsy Fancher, Communication & Graphic Arts - 901-333-5346

Dr. Aaron Jager, Technologies - 901-333-4150

Ron Johnson, Funeral Service Education - 901-333-6467

Dr. Sherria King, Social and Behavioral Sciences - 901-333-5196

Merry Mattix, Emergency Medical Services Chair - 901-333-5729

Mark Moses, Mathematics Chair - 901-333-4474

Jeffrey Stewart, Engineering Technology - 901-333-4150

Dustin Williams, Languages & Literature Interim Chair - 901-333-5208

SOUTHWEST PROJECT M.O.S.T. DIRECTOR

Kariem Salaam Director of Project M.O.S.T. - 901-333-5469

ACADEMIC AFFAIRS

Campus Access

All Southwest locations are CLOSED to students and the public, effective Saturday, March 21. Only select staff and faculty, as well as representatives of companies who are providing services to the College, will be granted permission to access Southwest properties 8 a.m. - 5 p.m., as needed.

Accreditation

- There are three academic audits remaining for this spring. They will be virtual and faculty will begin working with the IR office to accommodate that modality.
- The College has already informed the Southern Association of Colleges and Schools, Commission on Colleges (SACS-COC) of our intent to enact the Emergency Temporary Relocation of Instruction.
- If you have a programmatic accreditation, please seek updates on guidance they are giving regarding requirements in our current COVID19 world. Communicate those updates with your chair and dean.

We Are Here to Help

PAWS Training

Contact Digital Learning
distance@southwest.tn.edu
901-333-4612

Technical Support

901- 333-HELP (4357)

General Faculty Assistance

Contact your department chair.

FINANCE & ADMINISTRATION

The Financial and Administrative Services Division is comprised of Public Safety, Human Resources, Equity and Compliance, Finance, Budget and Financial Planning and the Physical Plant. This division oversees all financial transactions for the College, as well as manages employee relations, facilities and the force of professionals who protect lives and property.

All Southwest locations are CLOSED to students and the public, effective Saturday, March 21. Only select staff and faculty, as well as representatives of companies who are providing services to the College, will be granted permission to access Southwest properties 8 a.m. - 5 p.m., as needed. All of this division's services, from the Cashier's Office to Accounts Payable to Equity and Compliance will be delivered online except for Public Safety and Physical Plant. More information about F&A online processes will be available online soon.

On-site Protocols

Shipping and Receiving

The College will close the shipping and receiving dock at 4:00 pm on Friday, March 20. No packages will be received after 4:00 pm on Friday, March 20. If you are expecting a shipment, please contact your vendor and make arrangements for them to hold the packages until the College reopens or to cancel the order.

Mail Services

Effective Monday, March 23, Mail Services will collect mail on Mondays and Tuesdays from the USPS and arrange mail by department. Mail may be collected at the Macon Cove campus only on Tuesdays between 11:00 am and 4:30 pm by an approved department representative. Please check in with Police Services/Public Safety for access to the mail room at the Macon Cove campus during this time.

Bookstores

Due to safety concerns surrounding the COVID-19 pandemic, the campus bookstores are CLOSED. However, free ground shipping is offered on items that are available 24 hours a day via the following websites:

- Macon Campus: <https://www.bkstr.com/swtennesseeccmaconstore>
- Union Campus: <https://www.bkstr.com/swtennesseeccunionstore>

Follett also is providing FedEx return shipping labels for students returning rented textbooks. In addition, the bookstores are extending the non-return period without penalty. Check your Southwest email for the FedEx return label that you will receive a few weeks before the end of the term.

FINANCE & ADMINISTRATION

Public Safety

While the College's operations are 100 percent online, the Police Services/Public Safety department continues to offer the same high level of security to which you have become accustomed. Regular patrols are conducted to ensure the campuses and centers are free from intrusion.

Accessing Southwest Locations

Effective March 21, Southwest locations are CLOSED to students and the public and only select employees are working on site. Access is granted 7 a.m. - 5 p.m. to faculty and staff, as necessary. Employees must adhere to the following protocols:

- Present a Southwest I.D. in the Public Safety on location and sign in.
- Contact the police office for entry into secured areas.
- If you have your own keys, you are still required to sign in when you arrive.
- Sign out when you leave the premises.
- Adhere to social distancing safety guidelines.

Contact Police Services/ Public Safety

Macon Cove: 901-333-4242

Union Avenue: 901-333-5555.

Whitehaven Center: 901-333-6479

Maxine Smith Center: CLOSED

We thank you in advance for your patience and understanding.



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

PHONE: 901-333-HELP (4357)

REMOTE HELP: support.southwest.tn.edu