As the College responds to New York State and SUNY directives and guidance, this guide summarizes current resources.

**Instruction and General Services**

- All face-to-face instructional activity is suspended. No in-person meetings for classes, including labs, is allowed.
- General campus services are remote, except food service for Perry Hall residents.
- The College is committed to helping you continue to succeed in your classes in the online/remote environment.

**Blackboard Orientation and Assistance**

- A Bb orientation is available on the first screen when one opens Bb in MyCCC.
- The orientation and other help information is in the middle column, under the heading Blackboard Orientation and Student Resources
- Accessing Bb on your mobile device
- Blackboard Help Requests can be submitted here

**Information Technology Services Help Desk**

- Help with MyCCC accounts, gmail, mobile device questions, hardware or software recommendations, support on software or hardware products, phones, and wireless or network connections.
- SUNY CCC Help Desk

**Specific Course Information**

- Please communicate with your instructor

**Enrollment Advising Center/Educational Planning**

- Email: EACenter@corning-cc.edu
- Phone: 607-962-9875 (leave voice message)
- Appointments: 607-962-9460 (leave voice message)
- Academic Advising: Video Conferencing and telephone appointments are available by either calling or email
- Registration for Fall 2020 opens March 23, 2020

**WELLCONNECT for SUNY CCC Students**

- Support includes consultations on finances, legal needs, health and wellness, and life, as well as counseling.
- WELLCONNECT services and access (Phone # and online)

**Financial Aid**

- Email: finaid@corning-cc.edu
- To continue your academic progress, you must continue to participate in classes, whether online or through some other venue.

**Student Accounts**

- Email: student-accounts@corning-cc.edu
- Phone: 607-962-9490 (voice mails will be listened to daily)
Registrar's Office

- Email: registrar@corning-cc.edu
- Transcripts can be ordered online, but we do not offer the “print and pick-up” option for the time being.
- Enrollment verifications and Graduation Application are available online

Research Assistance

- The Library building is closed but will continue to offer students research help remotely.
- Please contact library@corning-cc.edu for assistance.

Tutoring

- Comprehensive information on Learning Commons remote services can be found on MyCCC, Student tab, Learning Commons link
- Remote tutoring will be available 8am-8pm M-Th, 8am-4pm Friday, and 2pm-4pm Sunday.
- Any general questions about tutoring services can be emailed to the Learning Commons.
- Writing tutors will be available by email. Please indicate what aspects of your paper you want assistance with, and if possible, also share the instructor's assignment.
- Math, writing, and science tutoring will remain available for face-to-face video conferencing through your smartphone or other device. Email "Video Chat" to math tutoring@corning-cc.edu, writing tutoring@corning-cc.edu, or sciencetutoring@corning-cc.edu from your college email using the Chrome browser. We'll email you a link to a Google Meet video chat session. You can check for specific tutor's hours through the schedules on the Learning Commons page.
- This video explains how to use the video chat tutoring feature that will work for math, writing or science tutoring.

Ongoing Night-time STAR-NY Online Tutoring

All our students will have continued access to free online tutoring from 7pm to midnight Sundays through Thursdays on STAR-NY throughout the semester. A professional SUNY college tutor assists the student in a live 1-on-1 tutoring session that uses both text-based chat and an interactive whiteboard for up to an hour per night in the following areas: writing, math, chemistry, biology, physics, psychology, economics, computer science, nursing, and accounting.

Please click the link below and log in. This tutoring runs from Feb. 2 - May 7, and it is also available during our break weeks.

TRiO/Student Support Services

- Email: Nicole Brooks, Rose Drake, or Zachary Desjardins.
- Emails and voicemails will be checked daily.

Resources for Basic Needs:

- 211 Helpline (United Way) – food and housing assistance/pay rent/bus tokens
- Food Bank of Southern Tier -mobile and community locations/dates
- SUNY CCC Health Office