The information below is intended to assist staff in providing support to students during the period of remote instruction.

Non-Academic Concerns

Non-Academic Matters (Academic Affairs staff receiving questions about non-academic issues such as housing, food on campus, financial aid, etc.)

> We understand that students may have many different types of questions about the spring 2020 semester. I can answer questions about academic continuity plans, but the issue that you have raised is connected to other operations of the college. Please consult the FAQ section of the college's COVID-19 Updates and Resources page, which has the most up-to-date information on current plans and statuses

Concerns About Courses and Accessibility

Concerns that should be directed to a specific faculty member (e.g. changes to assignments or syllabi)

> Some types of instructional activities or assignments that may have been part of your original course syllabus are difficult and in some cases impossible in a remote context. Faculty adjustments to these types of assignments are a necessary part of this unusual and challenging situation. Faculty have also been encouraged to revise courses as needed, simplify or streamline course assignments, and adjust assignments to be accessible to students working remotely.
>
> If you have questions or concerns about the nature of altered assignments, please start by contacting the faculty member directly. They should be able to provide you with additional detail and/or explain the reasoning behind changes to elements of the course.

Disability Services and Accomodations

> The Office of Disability Services will continue to provide support to students with accommodations and faculty have been asked to design their remote delivery plans in ways that are accessible to all students. Most accommodations that are available in face-to-face instruction will continue during the period of remote

instruction. The Office of Disability Services will be operating remotely until otherwise notified. If students or faculty have questions or concerns about accommodations, they may email disabilityservices@geneseo.edu and will receive a reply within one business day. If students have concerns about accessibility of course content, they may complete a **"Learning Barriers" Google Form**. Personnel from CIT and/or Disability Services will address the situation promptly.

The Testing Center and online Testing Calendar will not be available. Faculty will continue to provide exam accommodations for timed online exams per students' accommodation plans.

Students Access to Academic Buildings

Until further notice, students will not have access to classrooms, study spaces, performance spaces, labs, or other academic spaces. Students should contact offices by email if they need support for academic-related matters.

Internships

Students should contact their faculty supervisor (can be found in Knightweb) for information about alternate assignments to complete spring semester internships.

Summer Courses (including Study Abroad)

Summer courses will be offered through SUNY Geneseo. We are waiting for guidance on whether face-to-face courses will be offered; some face-to-face courses may be converted to online. Online summer offerings will continue as scheduled and we are working on expanding additional offerings.

The SUNY system has canceled all summer study abroad/study away courses. Students will be fully refunded. Students intending to participate in a summer study abroad course have been contacted by Geneseo's Office of Study Abroad; students may follow up directly with that office for questions about refunds and future study abroad offerings.

Academic Support Services and Advisement

General Support for Remote Learning

CIT has developed a range of supports for students, including the Remote Learning Student Resources webpage, which provides information on common approaches to remote learning. Please bookmark this page, as resources are being updated regularly.

Help with Canvas — there is a “Help” menu within Canvas. Students can contact their instructor, enter a ticket, or request live chat support.

General Technical Assistance – Students can visit the CIT online service desk at help.geneseo.edu/cit, contact the HelpDesk by calling (585) 245-5588, or request live chat support by visiting remotehelp.geneseo.edu/. For additional information on CIT Services, visit cit.geneseo.edu.

Library Services

During the period of remote instruction, digital services through Milne Library will be maintained. Access to digital journals and databases, research guides, and other online services will continue. Research and reference librarians will also be available for remote consultation. Students can email LibraryHelp@geneseo.edu with library-related questions.

Tutoring

Geneseo intends to operate some core tutoring arrangements, but these services may be limited based on the availability of student tutors. The Writing Learning Center, the Math Learning Center, AOP tutoring, and some Supplemental Instruction sessions will be delivered in remote-accessible formats. These services will begin rolling out on a limited basis during the week of March 23 and we expect that regular service will resume during the week of March 30. Please check the Campus Learning Centers and Support Services webpage for updates.

Additionally, the SUNY-wide STAR-NY system is available at no cost to Geneseo students. All tutoring is done back and forth on an electronic whiteboard. Tutoring is available in many subject areas during evening hours when other tutoring sites and services are closed. For more details, visit:

www.starny.org/tutoring_schedule. Review the subject areas that have tutoring available and click on "Request a Tutor" to enter the online queue.

Advisement and Registration

Registration holds for pre-graduation checks and mandatory academic advising will be ended for all students by Monday, March 23, 2020. Students should still meet remotely with their faculty advisors to complete pre-grad checks and discuss registration for fall courses, degree programs, and other academic advising issues, but no student will be caught out because they cannot get their hold lifted. Students should use tools like Degree Works to ensure that they are on track. Note: there may be delays in updating Degree Works, which does not recognize “P/F” courses for major and general education requirements.

Correspondence with the Academic Planning and Advising office should be through dapa@geneseo.edu. DAPA is also monitoring phones through the voicemail system (585 245-5541) and inquiries receive responses within one business day. Appointments with members of the Academic Planning & Advising staff are still available remotely, and Academic Peer Mentors will schedule appointments with anyone who needs assistance navigating the registration system.

Policies

Pass/Fail Policies

Due to the implementation of remote instruction during the spring 2020 semester, SUNY Geneseo has modified its policy on Pass/Fail grades. This temporary modification applies only to the spring 2020 semester.

- The deadline for requesting Pass/Fail as a grading mode is extended to the end of the semester.
- All courses elected in the P/F grading mode will count to satisfy any degree requirement: general education, courses for a major, courses for a minor courses for a concentration, etc.
- P/F grades are GPA neutral.
- Requests for the P/F grading mode during the spring 2020 semester are reversible, even after students receive their course grades. The deadline

to request a reversal (change from P/F to normal grading or normal grading to P/F) is May 31, 2020.

Additional details:

- To earn a grade of “P,” a student must earn a C- or better in the course. Grades of “D” or “E” translate to “F” for Pass/Fail Grading.
- “Pass/Fail” grading is GPA neutral — your GPA is unaffected, whether or not you earn the credit.
- You may change the grading mode of your course even after your professor has submitted the final grade.
- If you are repeating a course in which you previously earned a “D” or an “E,” you may do so by electing Pass/Fall during the spring 2020 semester (this is not usually the case). The P/F grade will replace the previous grade — eliminating the previous grade from your GPA.
- Taking courses P/F will not affect seniors’ ability to graduate “with honors” (i.e., cum laude, magna cum laude, summa cum laude) as long as they maintain qualifying GPAs.
- Dean's List (GPA 3.5 or better) and President's List (GPA 4.0 or better) qualifications still require 12 credits of “normal graded” work and appropriate GPAs.
- All students are eligible to elect any course P/F this semester (spring 2020), regardless of class standing or GPA.
- There is no limit on the number of courses you may elect P/F this semester, and we will not “count” this semester toward the normal restriction of “four courses taken pass/fail” total for degree programs.
- Degree Works is not currently programmed to recognize that courses elected with a P/F grading mode can fulfill requirements – do not panic. You are assured that courses in which you earn a “P” will count this semester for courses in majors, minors, concentrations, and General Education.

- Students in professional programs in the School of Education and School of Business should watch for additional guidance about P/F grades and certification requirements.
- The college is working on a transcript notation that will indicate the unusual circumstances of Pass/Fail grading for this semester.

We will circulate information on how to access the Pass/Fail request form as soon as possible. We hope that this change will alleviate some of the stress associated with the transition to remote learning and will accommodate students whose studies are disrupted by this situation.

Withdrawal Deadlines

The deadline to withdraw from courses has been extended to May 6, 2020.

President's List and Dean's List

Criteria for "President's List" and "Dean's List" remain unchanged: you must earn letter grades in at least 12 credits and a semester GPA of 4.0 for President's List and a 3.5 or better for Dean's List.