A CALCULATED COMEBACK

A Workplace Safety Guide for Faculty and Staff Returning to Campus
Note: This July 2020 guide was compiled from various sources, including CDC documents and similar guides provided by UNC-Greensboro, UNC-Pembroke, and Duke University.

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Rockingham Community College’s response to the COVID-19 pandemic from the beginning has centered on the continued health and safety of our students, faculty, staff, and community. This focus will continue as we complete summer classes and prepare to welcome our students to campus this fall.

The primary goals moving forward will be to continue providing an uncompromisingly exceptional educational experience to the students we serve, and to protect the health of the college community.

To that end, RCC’s operations will follow all North Carolina Community College System guidance, directives given by the governor and the N.C. Department of Public Health, and local orders and ordinances from Rockingham County. RCC is also following recommendations from federal government agencies, including the Centers for Disease Control and Prevention (CDC).

This guide details those recommendations and provides what RCC is doing to keep its students and employees safe. This guide also provides the college’s academic plan for Fall 2020. All employees are expected to review, understand, and comply with the directives outlined here. Our best hope of preventing its spread is by changing the way we behave so that we make it that much harder for the virus to infect others. Keeping each other safe is a shared responsibility. As educators, we have a responsibility to inform and support each other, especially our students.

We know that this situation will evolve, new knowledge will be created, and procedures and guidance will change. This content may be updated as necessary to reflect changing recommendations and policy. Please monitor your email and regularly review our COVID-19 webpage for the latest information:

https://www.rockinghamcc.edu/about/coronavirus.
The world today is suffering from SARS-CoV-2, the virus that causes coronavirus disease 2019 (COVID-19). SARS is an acronym for Severe Acute Respiratory Distress Syndrome. The disease spreads easily person-to-person, and there is little, if any, immunity in humans.

How is it spread?
COVID-19 is spread from person to person mainly through coughing and sneezing—and possibly talking and breathing.

When do symptoms appear?
Symptoms usually show 2-14 days after exposure. People who are infected can be contagious before they develop symptoms or even if they never develop symptoms.

What are the most common symptoms?
Fever, cough, and shortness of breath. Other symptoms may include sore throat, runny or stuffy nose, body aches, headache, chills, fatigue, loss of smell or taste, and gastrointestinal (diarrhea and nausea). Most people will have mild symptoms and SHOULD NOT go to the hospital or emergency room.

Get medical attention immediately if you have:
- Difficulty breathing or shortness of breath.
- Persistent pain or pressure in the chest.
- New confusion or inability to arouse.
- Bluish lips or face.

How long does the virus survive outside of the body?
Virus may persist on surfaces for a few hours or up to several days, depending on the conditions and the type of surface. It is likely that it can be killed with a simple disinfectant from the EPA registered list: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2.

Who is at increased risk of severe illness?
People with underlying health conditions such as:
- Heart disease
- Lung disease, such as asthma
- Diabetes
- Suppressed immune systems, such as cancer or lupus

Older adults have higher rates of severe illness from COVID-19. Children and younger adults have had less severe illness and death.

Are there treatments or a vaccine?
There are no treatments or vaccine for this virus.
HEALTH & SAFETY GUIDANCE

MONITORING PERSONAL HEALTH
We encourage all faculty and staff to pay close attention to their own personal health and regularly check temperatures. If you are feeling unwell or experience any of the following symptoms, do not report to work. Please contact your supervisor and health care provider for additional instructions.

- Cough
- Shortness of breath or difficulty breathing
- Fever or chills
- Runny nose or new sinus congestion
- Muscle pain
- Headache
- Sore throat
- Fatigue
- New GI symptoms
- New loss of taste or smell

According to the CDC, individuals with certain conditions may have a higher risk for COVID-19 infection. These individuals should monitor their health closely and communicate with their supervisors to make workplace accommodations. High-risk conditions may include:

- Older adults (aged 65 years and older)
- People with pre-existing health conditions such as HIV, asthma (moderate-to-severe), chronic lung disease, diabetes, serious heart conditions, chronic kidney disease being treated with dialysis, severe obesity, immunocompromised
- Vulnerable groups

WEARING FACEMASKS
Every faculty and staff member and student must wear a face covering that covers their nose and mouth while indoors – including in classrooms, labs, the library, auditorium, and meeting spaces – and even when social distancing can be achieved. Appropriate use of face masks or coverings is critical in minimizing risks to others near you. Even if you do not have any symptoms, you could spread COVID-19 to others. Employees may remove their face coverings when in their individual offices. Face coverings are also required outdoors in situations where appropriate social distancing cannot be maintained. Students, faculty, and staff are required to have a face covering with them whenever they are on campus. We are also requiring visitors and guests to honor our efforts to keep our campus community safe; as such, these policies apply to all visitors, vendors, and contractors. The mask or cloth face covering is not a substitute for social distancing.

Face coverings may be cloth/reusable or disposable. Face coverings will be provided to faculty and staff. RCC also will provide students with face coverings. Individuals – employees and students – may also use their own face coverings, provided they are appropriate for campus and meet CDC guidelines: [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-facecoverings.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-facecoverings.html).
Disposable masks may only be worn for one day and then must be placed in the trash. Cloth face coverings must only be worn for one day at a time, and must be properly laundered before use again. Having a week supply of cloth face coverings can help reduce the need for daily laundering.

**USING A FACE COVERING CORRECTLY**
- Wash your hands before putting on your face covering.
- Put it over your nose and mouth and secure it under your chin.
- Try to fit it snugly against the sides of your face.
- Make sure you can breathe easily.
- Throughout the process: Avoid touching the front of the face cover/disposable mask.

**HOW NOT TO WEAR YOUR MASK**
- Do not wear your mask under your mouth.
- Do not pull your mask under the chin, even to drink.
- Do not hang your mask from one ear.

**REMOVING A FACE COVERING**
- Untie the strings behind your head or stretch the ear loops.
- Handle only by the ear loops or ties.
- Fold outside corners together.
- Place covering in the washing machine.
- Be careful not to touch your eyes, nose and mouth when removing and wash hands immediately after removing.
PROPER HANDWASHING
Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, sneezing, or touching your face. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose, and mouth, and wash your hands after touching your face.

PRACTICE GOOD PERSONAL HYGIENE
• Always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
• Discard used tissues in the trash and immediately wash your hands with soap and water for at least 20 seconds or use hand sanitizer.
• Avoid or minimize touching your face, eyes, nose and mouth whenever possible.
• Avoid directly touching surfaces immediately after other individuals without wearing gloves or using a protective barrier.
• Avoid sharing electronic devices that have not been cleaned between uses.
• Wash hands thoroughly after trips to the restroom.
• Use paper towel or tissue to open door handles in common spaces or utilize automatic door buttons whenever available.
• Do not use other workers' desks or work tools or equipment.
• Use only your knuckle or elbow to touch light switches, elevator buttons, etc.
• Politely decline hugs, handshakes, high fives or other common gestures involving contact with other individuals.

WEARING OF GLOVES AND PPE
Gloves: Health care workers and others in high-risk areas should use gloves as part of PPE (Personal Protective Equipment). Groups that have high-frequency touching of mail and packages may consider gloves in addition to hand hygiene practices. But according to the CDC, gloves are not necessary for general use and do not replace good hand hygiene. Washing your hands often is considered the best practice for common everyday tasks.

If you do use gloves, follow these guidelines:
• Ensure integrity of gloves when putting on – discard gloves if they are ripped, torn, or otherwise compromised.
• DO NOT RE-USE GLOVES! Re-using gloves could lead to the spread of germs to your hands from the worn gloves.
• Treat all worn gloves as if they are potentially contaminated!
• Properly remove gloves to reduce the transmission of the COVID-19 virus to your hands and wrists.
• Discard gloves into the trash immediately upon removing.
• Wash your hands with soap and water (or use an alcohol-based hand sanitizer) immediately after removing gloves to reduce the risk of indirect transmission to your face (mouth, nose, and eyes) from potentially contaminated hands.

Goggles/face shields: Faculty and staff do not need to wear goggles or face shields as part of general activity on campus, unless specific PPE is required for occupation. Good hand hygiene and avoiding touching your face are generally sufficient for non-health care environments.

Gowns/suits: Health care workers generally wear protective gowns and/or body coverings. These are not necessary for faculty and staff in non-health care settings.
Social Distancing at Work

Social distancing is one of the most effective ways to prevent the spread of communicable diseases. Because people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you have no symptoms. Faculty and staff on campus must follow these social distancing practices:

• Stay at least 6 feet (about 2 arms’ length) from other people at all times;
• Do not gather in groups of 10 or more;
• Stay out of crowded places and avoid mass gatherings; and
• Allow proper distance between individuals when passing in hallways, through doorways and in stairwells

BE SMART. STAY APART IN CAMPUS SETTINGS.

WORKING IN AN INDIVIDUAL OFFICE
If you work in an office, no more than one person should be in the same room unless the required 6 feet of distancing can be consistently maintained. If more than one person is in a room, masks/face coverings must be worn at all times.

OPEN WORKSPACES
If you work in an open environment, be sure to maintain at least 6 feet distance from co-workers. If possible have at least one workspace separating you from another co-worker. It is required that you wear a face mask or face covering while in a shared work space/room. Departments should assess open work environments and meeting rooms to institute measures to physically separate and increase distance between employees, other co-workers and customers. These could include visual cues on floors and directional signage for large open workspaces with multiple through-ways to increase distance between employees.

RECEIVING/RECEPTION AREAS
Masks/face coverings are required to be worn by any staff in a reception/receiving area. Encourage students and community members to request information and materials or place orders via phone and e-mail to minimize person-to-person contact. When items or materials must be collected in person, have them ready for fast pick-up or delivery.
MEETINGS/CONFERENCE ROOMS
Convening in groups increases the risk of viral transmission. Where feasible, meetings should be held in whole or part using virtual conferencing services. In-person meetings are limited to the restrictions of local, state and federal orders and should not exceed 50% of a room’s capacity, assuming individuals can still maintain 6 feet of separation for social distancing requirements. Departments should remove or rearrange chairs and tables or add visual cue marks in meeting rooms to support social distancing practices between attendees. Attendees are required to wear a mask or face covering while sharing space in conference and meeting rooms. During your time on-site, you are encouraged to communicate with your colleagues and supervisors as needed by email or telephone rather than face-to-face. Until further notice, the campus will be closed to outside groups; only college-sponsored groups or events will be allowed.

USING ELEVATORS AND STAIRWELLS
No more than one person should enter an elevator at a time. Use of the stairs is encouraged, whenever possible. If you are using the elevator, avoid touching the elevator buttons with exposed fingers, if possible. When using the stairs, please be courteous and respectful of others in front, behind or passing in the opposite direction. Step to the side to offer the appropriate 6 feet distance between individuals.

USING RESTROOMS
Use of restrooms should be limited based on size to ensure at least 6 feet distance between individuals. Wash your hands thoroughly afterward to reduce the potential transmission of the virus.

DINING ON CAMPUS
Before and after eating, you should wash your hands thoroughly to reduce the potential transmission of the virus. If eating in common areas, individuals should sit 6 feet apart. Staff are encouraged to take food back to their office area or eat outside, if this is reasonable for your situation.

If you are eating in your work environment (break room, office, etc.), maintain 6 feet distance between you and others. Departments should remove or rearrange chairs and tables or add visual cue marks in employee break rooms to support social distancing practices between employees. Wipe all surfaces, including table, refrigerator handle, coffee machine, etc. after using in common areas.

ENTERING AND EXITING BUILDINGS
When entering or exiting buildings, please be courteous and respectful of others in front, behind or passing in the opposite direction. Step to the side to offer the appropriate 6 feet distance between individuals.

COLLEGE VEHICLES
Only one person should occupy a college vehicle. If this is not possible, try staggering tasks or using personal vehicles.

EMPLOYEE ASSISTANCE PROGRAM
The Employee Assistance Program (EAP) offers services for personal issues, planning for life events or simply managing day-to-day tasks that may affect your work life, health and family. For more information, please contact Kathy Melvin at 336-616-6593 or Joy Chappell, director of Human Resources, at chappellj@rockinghamcc.edu, or 336-342-4261, ext. 2265.

RESOURCE LINKS AND INFORMATION
RCC has established a COVID-19 response web section at www.rockinghamcc.edu/about/coronavirus. There, you will find a comprehensive list of resources and links collected from across campus. For additional information and updates, please continue to refer to that website.
Implementing Safety Measures

As RCC employees work on campus, we need to ensure appropriate physical distancing, cleaning and sanitizing of work surfaces, and personal protective equipment is available and in use. The college’s custodians have been actively cleaning and disinfecting all campus buildings and offices, and will continue to engage in enhanced cleaning efforts, especially in common areas, restrooms, high-touch surfaces and high-traffic areas. RCC is following state and federal standards established to maintain a safe and healthy work environment for all.

In addition, the college has taken the following steps to provide a safe workplace and learning environment:

• Hand sanitizer has been made available at entrances to all buildings, in most office common areas, classrooms, and labs.
• Protective shields or barriers have been installed in most high-traffic customer-service facing areas.
• Masks are available for students, faculty, and staff.
• Signs informing people of proper handwashing techniques have been placed in restrooms.
• Enhanced cleaning protocols have been developed, as well as procedures to take for potential COVID-19 cases on campus.
• Occupancy of restrooms has been limited to no more than two people at one time.
• Use of water fountains has been restricted.
• Signage promoting healthy practices has been placed in building lobbies.
• Decals which serve as a visual reminder to maintain social distancing have been placed in hallways and other areas.
Work Practices

The information in this guide should serve as a resource for leaders to implement health and safety measures in their offices and work areas. The guide will also provide information and resources for individual employees to practice self-care measures for their own personal safety. In resuming operations safely, supervisors should actively work to encourage safe workspaces. Below you will find options for consideration:

CONTINUING REMOTE WORK
In some cases, employees may be asked to continue teleworking at least part of the work week.

ALTERNATING SCHEDULES
Supervisors may consider scheduling staff on alternating days to limit numbers of people in any given space. When not on site, employees may be required to work remotely.

STAGGERED ARRIVAL
To avoid large groups traveling into and exiting buildings at a single point in time, supervisors may allow staggered times for employees to report to and depart work, and during meal periods and breaks.

SYMPTOM MONITORING
Employees on campus should closely monitor their personal health for any symptoms. Refer to the Protect Yourself from COVID-19 in the Workplace section for specific details on how to monitor and what to do if you suspect you may have COVID-19. Employees who are feeling ill should not report to work and notify their supervisors immediately.

PERSONAL CARE
Employees are expected to follow personal care guidelines to ensure their own health and safety. These guidelines include frequent handwashing, use of antibacterial products, the wearing of face coverings and necessary PPE, and following all social distancing recommendations. Building occupants are expected to follow signage on traffic flow through building entrances, exits, elevator usage and similar common use areas. More details about personal care measures is available in the Health and Safety Guidance section.
Labs and classrooms are to be cleaned before and after each class. Restrooms, offices, and other areas are to be cleaned frequently, depending on use.

**ENHANCED CLEANING FOR PREVENTION**

Routinely clean and disinfect surfaces and objects that are frequently touched. This may include cleaning objects/surfaces not ordinarily cleaned daily (e.g., doorknobs, light switches, classroom sink handles, countertops). Clean surfaces and objects that are visibly soiled first. If surfaces are dirty to sight or touch, they should be cleaned using a detergent or soap and water prior to disinfection. Clean with the cleaners typically used. Use all cleaning products according to the directions on the label. For disinfection most common EPA-registered household disinfectants should be effective. RCC is using BETCO pH7Q, (EPA# 47371-131-4170):

**DISINFECTION/CLEANING/DEODORIZING DIRECTIONS:** Remove heavy soil deposits from surface, then thoroughly wet surface with a use-solution of 2 ounces of the concentrate per gallon of water. The use-solution can be applied with a cloth, mop, sponge, or coarse spray or by soaking. For sprayer applications, use a coarse spray device. Spray 6-8 inches from the surface, rub with a brush, cloth or sponge. Do not breathe spray. Let solution remain on surface for a minimum of 10 minutes. Rinse or allow to air dry. Rinsing of floors is not necessary unless
they are to be waxed or polished. Food contact surfaces must be thoroughly rinsed with potable water. This product must not be used to clean the following food contact surfaces: utensils, glassware, and dishes. For Human Coronavirus, treated surfaces must remain wet for 1 minute. Wipe dry with a clean cloth, sponge or mop or allow to air dry. Note: This product is not for use on medical device surfaces.

- Provide disposable wipes to staff and faculty so that commonly used surfaces (e.g., keyboards, desks, remote controls) can be wiped down before use
- Ensure adequate supplies to support cleaning and disinfection practices.

A. General guidance:
- Practice good hand hygiene after cleaning (and always!):
  - Wash hands often with soap and warm water for at least 20 seconds.
  - If soap and warm water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.

B. Safety guidelines during cleaning and disinfection:
- Wear disposable gloves when cleaning and disinfecting. Gloves should be discarded after each use. Clean hands immediately after gloves are removed.
- Wear eye protection when there is a potential for splash or splatter to the face.
- Gowns or aprons are recommended to protect personal clothing.
- Store chemicals in labeled, closed containers. Keep them in a secure area away from children and food. Store them in a manner that prevents tipping or spilling.

1From CDC Guidelines for Institutions of Higher Education.

May 11, 2020
The following procedures for responding in cases where individuals have potentially been exposed to COVID-19 are based on CDC guidelines for institutions of higher education, with concern for public safety as the top priority. Knowledge and understanding of the COVID-19 virus continues to evolve, and these procedures will be updated as appropriate as more information becomes available.

I. Procedure to Follow When Students Have Been Sick with COVID-19 Symptoms, Tested Positive for COVID-19, or Have Possibly Been Exposed to COVID-19

Students who have been sick with COVID-19 symptoms, tested positive for COVID-19, or have been potentially exposed to someone with COVID-19 (either through community-related exposure or international travel) are to be instructed to follow CDC guidance to self-isolate or stay home.

The student’s instructor is to report the case immediately to the department chair and appropriate dean. The dean then is to work with the Vice President for Academic Affairs to do the following:

- Instruct the student that he/she is to stay home and follow the advice in Section III below, depending on their situation.
- Notify the Associate VP for Facilities, Tony Gunn, at ext. 2213, who will:
  - Report the case to Susan Young, Interim Director of the Rockingham County Department of Health (or to the health department in the student’s county of residence, if different) for guidance on a case-by-case basis, and
  - Arrange for potentially affected areas to be cleaned and disinfected. Dr. Gunn will work with the dean and Vice President for Academic Affairs to determine if areas need to be closed and when activities can resume.
- Report the case to Vice President for Student Development, Dr. Bob Lowdermilk, at ext. 2128.
- The dean is to inform fellow students in the class(es) and others who may have come in contact with the student in question that a student in one of their classes has been potentially exposed to COVID-19.
- Determine whether the class(es) can meet online for 14 days from the date of last possible exposure or not meet for that time.

II. Procedure to Follow When Employees Have Been Sick with COVID-19 Symptoms, Tested Positive for COVID-19, or Have Possibly Been Exposed to COVID-19

An employee who has been sick with COVID-19 symptoms, tested positive for COVID-19, or has been potentially exposed to someone with COVID-19 (either through community-related exposure or international travel) to follow CDC guidance to self-isolate or stay home.
The employee’s supervisor is to report the case immediately to the department chair (where applicable) and appropriate dean/director. The dean/director then is to work with the appropriate vice president/associate vice president to do the following:

- Instruct the employee that he/she is to stay home and follow the advice in Section III below, depending on their situation.
- Notify the Associate VP for Facilities, Tony Gunn, at ext. 2213, who will:
  - Report the case to Susan Young, Interim Director of the Rockingham County Department of Health (or to the health department in the employee’s county of residence, if different) for guidance on a case-by-case basis, and
  - Arrange for potentially affected areas to be cleaned and disinfected. Dr. Gunn will work with the dean/director and appropriate VP/AVP to determine if areas need to be closed and when activities can resume.
- Report the case to the Director of Human Resources, Joy Chappell, at ext. 2265.
- The vice president is to inform employees in the department and others who may have come in contact with the employee in question that an employee has been potentially exposed to COVID-19.

III. When Students/Employees Can Return to Campus After Having or Likely Having COVID-19

The following four situations are provided as guidance for determining when students and employees can return to campus:

**I think or know I had COVID-19, and I had symptoms**

You can be with others after:

- 3 days with no fever and
- Symptoms improved and
- 10 days since symptoms first appeared

Depending on your healthcare provider’s advice and availability of testing, you might get tested to see if you still have COVID-19. If you are tested, you can be around other people when you have no fever, symptoms have improved, and you receive two negative test results in a row, at least 24 hours apart.

**I tested positive for COVID-19 but had no symptoms**

If you continue to have no symptoms, you can be with other people after:

- 10 days have passed since test

Depending on your healthcare provider’s advice and availability of testing, you might get tested to see if you still have COVID-19. If you will be tested, you can be around other people after you receive two negative test results in a row, at least 24 hours apart.

If you develop symptoms after testing positive, follow the guidance above for “I think or know I had COVID-19, and I had symptoms.”

**I have a weakened immune system (immunocompromised) due to a health condition or medication. When can I be around others?**

People with conditions that weaken their immune system might need to stay home longer than 10 days. Talk to your healthcare provider for more information. If testing is available in your community, it may be recommended by your healthcare provider. You can be with other people after you receive two negative test results in a row, at least 24 hours apart.
If testing is not available in your area, your doctor should work with an infectious disease expert at your local health department to determine if you are likely to spread COVID-19 to others and need to stay home longer.

**For Anyone Who Has Been Around a Person with COVID-19**
The Centers for Disease Control and Prevention recommends that anyone who has close contact with someone with COVID-19 should stay home for 14 days after exposure based on the time it takes to develop illness. RCC is requiring students, faculty, and staff who have been exposed to someone with COVID-19 to stay home for 14 days after exposure.

**IV. Cleaning/Disinfecting Procedures**
The following protocol for cleaning and disinfecting a building or facility if someone is sick will be followed by RCC’s Maintenance Department:

- **Close off areas** used by the person who is sick.
  - Institutions do not necessarily need to close operations, if they can close off affected areas.
- **Open outside doors and windows** to increase air circulation in the area.
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect **all areas used by the person who is sick**, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- Vacuum the space if needed.
  - Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.
  - Consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
- Once area has been **appropriately disinfected, it can be opened for use.**
  - **Workers without close contact** with the person who is sick can return to work immediately after disinfection.
- If **more than 7 days** since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
  - Continue routine cleaning and disinfection.

June 9, 2020
Like many community college campuses in North Carolina and nationwide, we have adjusted the fall academic course schedule to reduce opportunities for transmission of the COVID-19 virus and create a safe environment for learning. Coming back to campus will feel different. Faculty and staff may work and act a little differently, but what will not be different is our commitment to serving students, to providing access to quality education, to providing academic, and technology support services aimed at helping you reach your academic goals.

For Fall 2020, instructional delivery models for workforce development continuing education and curriculum programs include: traditional face-to-face with social distancing guidelines, fully online (synchronous, asynchronous) and a hybrid /blended (synchronous, asynchronous online).

For some academic programs, a transition from traditional face-to-face to online learning is an easy one; however, for others it is not. For health science programs, and applied technical programs, online instruction does not allow students to engage with patient simulation, machining lathes, programmable logic controllers, and other equipment required to learn the technical, applied skills for the program major and employment.
Course Options

A description for each instructional delivery model is outlined below:

**Traditional Face-to-Face**

Class instruction is taught in a classroom environment face-to-face with a faculty member. Very few programs will utilize this type of instruction. However, in all cases of traditional face-to-face instruction, social distancing guidelines will be in place and face protection is required of faculty and students.

**Hybrid/Blended**

Class instruction is a combination of face-to-face meetings and online information delivery. However, the online instruction may be asynchronous or synchronous.

**Asynchronous Online Instruction**

Online class instruction that includes learning activities and content that students are expected to engage independently and on their own time. While students are free to engage the material at the time most convenient for them, assignments are expected to be completed by the indicated due dates.

**Synchronous Online Instruction**

Online class instruction that includes specific meeting times scheduled through Blackboard Collaborate within College’s learning management system [LMS], Moodle. Students must log into Moodle and participate during the scheduled class time. Class sessions will be recorded with a replay link available in Moodle for future viewing or review.

Most academic programs will be offering instruction in a hybrid/blended format with online asynchronous or synchronous instruction.

A number of general education courses such as English, Sociology, Mathematics, Music, Psychology; Business Technology courses like Business, Accounting, Economics; Criminal Justice Technology and Early Childhood Education courses; and some workforce development continuing education programs will be offered online, both asynchronous and synchronous.

Pre-health courses like Chemistry, Human Anatomy, and Microbiology will be offered both online and hybrid/blended format. Students will have the option of some face-to-face instruction in the health science prerequisite courses.
For health science programs, Central Sterile Processing, Emergency Medical Science, Medical Assisting, Nurse Aide, Nursing, Pharmacy Technician, Respiratory Therapy, Surgical Technology, instruction will be hybrid/blended. Due to the flexibility required for meeting clinical training requirements for health science programs, faculty will communicate the synchronous online and face-to-face meeting schedule to students each week.

For applied technical programs, most of the instruction will be hybrid/blended; however, most of the instructional time will be face-to-face, not online. The Computer Integrated Machining, Electrical and Industrial Systems, Computer/Information Technology, and Welding programs require the use of sophisticated equipment and supplies that cannot be simulated in the online environment. Course schedules have been modified to minimize the number of students in the Industrial Technologies I and II buildings and to ensure social distancing.

RCC faculty are committed to providing high quality, engaging online instruction. Please know that faculty are working with new online software and creating new instructional strategies to improve the teaching and learning online experience.

RCC recognizes the anxiety associated with learning and training during a pandemic and is committed to providing its employees and students a safe working and learning environment. We appreciate the spirit of the cooperation of the campus community and students during this challenging time, and we look forward to “jumpstarting” campus life when circumstances permit. In the meantime, let’s do our part in staying healthy and working together to be well and learn well.

*Note: RCC reserves the right to convert all instruction to the online environment for health and safety reasons.*
In an effort to provide students with the academic services and resources needed to support their learning and success, RCC has established several support services. All students who access academic and support services in person must follow *A Calculated Comeback: A Workplace Safety Guide for Faculty and Staff Returning to Campus*, including mandatory face coverings and social distancing, and should not come to campus when feeling sick.

**Tutorial Services**

RCC offers tutoring services for students through two online platforms, NetTutor and Pisces. Both services are available to students at no cost through Moodle. There are drop-in times available and students can schedule one-on-one tutoring sessions. Students also have the option to drop off papers and questions and return later for feedback.

With NetTutor, students have access to tutoring 24/7 with professional tutors in almost every course RCC offers. Pisces is an online platform which offers tutoring services provided by RCC peer and professional tutors. Peer tutors are current RCC students who have excelled in certain courses in their program of study and have been recommended by RCC faculty. Professional tutors are highly qualified individuals with degrees in areas related to the subjects in which they tutor. Our students find value in receiving tutoring services through our RCC peer and professional tutors as they are most familiar with the concepts covered in our courses.

Students can access NetTutor and Pisces through the NetTutor link in the Course Introduction page in each Moodle course.

**James Library Services**

The library is open Monday-Thursday from 7:45 a.m.-6 p.m. and Friday from 7:45 a.m.-3 p.m. for computer use, study and research. At this time, we can accommodate up to 24 students, with social distancing and masks required. Community users may request curbside service or assistance by phone or email.

All digital resources such as journal articles, ebooks and streaming video are available through the James Library homepage with your MyRCC login and password. Online assistance via chat is available at all hours except Friday and Saturday from midnight til 6 a.m. Assistance is also available by email or phone during business hours.

Study rooms are available for individual study. Reserve a room online or by phone.

A limited number of laptops are available for semester checkout. Borrowers must be full-time students and must present a current RCC ID at the time of check out.

Web Page and Chat Service: [https://library.rockinghamcc.edu/home](https://library.rockinghamcc.edu/home)
Digital Resources: [https://library.rockinghamcc.edu/az.php](https://library.rockinghamcc.edu/az.php)
Library Catalog: [https://library.rockinghamcc.edu/resources/catalog](https://library.rockinghamcc.edu/resources/catalog)
Phone: 336-342-4261 ext. 2247 Email: library@rockinghamcc.edu
Technology Support Services

Support Desk
RCC is committed to providing students with the technology resources they need for academic success in an online environment.

For technical issues such as password resets or Microsoft Office installation, and Self-Service questions, our Technology Support Team is available during the fall and spring semesters on Mondays-Thursdays 8 a.m.-7 p.m., and Fridays 8 a.m.-3p.m. Email is monitored until 10 p.m. Summer hours may be adjusted and will be posted online at https://www.rockinghamcc.edu/technology-support/.

Phone: 336-342-4261 ext. 2877
Email: tsshelpdesk@rockinghamcc.edu (Email is monitored until 10 p.m.)

Open Computer Lab Availability: Computers will be available in the library during the library’s published times for open service. See the section on James Library for information and operating hours. A small computer lab with limited seating is available in the Testing Center, located in the Advanced Technologies Building. See the section on the Testing Center for information and operating hours.

Laptop Purchase: Laptops will be available for purchase in the RCC Bookstore.

Free WiFi: Free wireless internet access is available at Rockingham Community College in the parking lots in front of the Whitcomb Student Center (Lot D), Advanced Technologies Building (Lot E), and behind the Humanities Building near the Center for Creative Arts (Lot C).

RCC is working on additional partnerships to provide internet access to students and more information will be shared as it is available.
eLearning Services
RCC is committed to providing students participating in online and hybrid classes the support necessary to ensure their academic success. As a part of that commitment, the following eLearning services and learning opportunities are available.

eLearning Technical Support
The eLearning support staff helps students with issues related to Moodle, online proctoring, online identity verification, and NetTutor. In addition, the staff can assist students with basic training in how to successfully navigate the online class environment. The eLearning technical support staff is available during the normal business hours of the college from 8 a.m. to 5 p.m. on Monday through Thursday, with abbreviated hours on Friday from 8 a.m. to 3 p.m. Summer hours for the department vary based on the college schedule.

   eLearning Support Phone: 336-342-4261 ext. 2264
   eLearning Team Email: RCCDL@Rockinghamcc.edu

In addition to receiving direct support from the eLearning team, students have 24-hour, 7-day-per-week access to technical assistance from several of our technology partners.

For after-hours assistance with SmarterProctoring, the online proctoring service, and SmarterID, the online identity verification tool, students can contact SmarterServices support through their website: https://www.smarterservices.com/contact.

For assistance with online tutoring services, students may submit a support ticket by sending a detailed email to support@linksystems.atlassian.net (24x7). Additionally, students may speak with a friendly NetTutor support agent Monday through Friday, 9 a.m. to 5 p.m. by calling 813-674-0660, ext. 204.

For students participating in courses that use third-party Cengage textbooks and software, students may access Cengage Support at 800-354-9706.

Moodle Basics
Each student enrolled at RCC is automatically enrolled in a course called Moodle Basics. This course is available to students through their Moodle dashboard. Here, students will find tutorials and guidance on how to best use the features and tools available through Moodle. Many of the questions that students have about the learning management platform can be answered within the modules of the course. This self-paced, just-in-time resource course is available 24 hours a day, 7 days per week.

Accessibility Services
Students with disabilities in colleges and universities are eligible to request accommodations to assist them in their courses. To receive accessibility services, students must provide documentation of their disability to determine the range of accommodations that may be provided. The first step to obtain accommodations is to contact the Accessibility Counselor, Ms. Deborah Wodhanil, 336-342-4261, ext. 2243. Ms. Wodhanil will discuss your situation with you and lead you through the process to request accommodations. She will be pleased to assist you.

Career Services
The Career Services office provides you with the personal guidance of our Career Counselor and a variety of resources that help students to determine their educational and career interests, specific information regarding transfer to four-year institutions, and information regarding various jobs and employment opportunities. The Career Counselor and Career Services office provide you with information, ideas, and assistance in thinking about good career/life decisions and how to create a plan to help you move from where you are to where you want to be. Individual conversations with the Career Counselor are
available, as are various online and other tools, programs, and activities that can help you with this important area of your life. The Career Counselor is Ms. Chelsea Cromartie. Contact her at 336-342-4261, ext. 2100.

**Personal Counseling Services**
RCC makes available to students the services of a licensed professional counselor who is available to discuss a wide range of issues and to provide you with assistance through personal counseling. If you find that you are dealing with personal issues that affecting your life (academic work, relationships, outlook on life, unemployment, or any number of other issues), you will find excellent assistance from our Counselor, Ms. Heather Simons. Your conversations with our Counselor are confidential. Contact her at 336-342-4261, ext. 2308.

**The Testing Center**
The Testing Center is located in the Advanced Technologies Building, Room 106. This is the location where students come for proctored testing for RCC courses, accommodations testing, curriculum make-up tests and re-tests, and placement/entrance testing. Placement/entrance testing includes the following: Reinforced Instruction for Student Excellence (RISE) placement; Test of Adult Basic Skills (TABE); Test of Essential Academic Skills (TEAS); and Foundation of Nursing Exam (NACE I). The Testing Center also offers Pearson VUE Testing and proctored testing for non-RCC online students.

For Fall 2020, testing occurs in the Testing Center on the following schedule: Monday – 9 a.m. to 3 p.m.; Tuesday – 9 a.m. to 6 p.m.; Wednesday and Thursday – 8 a.m. to 6 p.m.; Friday – 8 a.m. to 1 p.m.

Persons taking tests in the Testing Center must show a current photo ID. Tests must be completed during the posted hours of operation. Tests must be scheduled by appointment, at least 24 hours in advance. To schedule a test in the Testing Center, either email testing@rockinghamcc.edu or call 336-342-4261, ext. 2225. Persons scheduled for tests are expected to arrive at the scheduled time. If arrival is more than 15 minutes after the scheduled appointment, the Testing Center will reserve the right to re-schedule the test to another time.

A small computer lab is also located in the Testing Center and is available during the hours that the Testing Center is open.

Complete information regarding the services of the Testing Center is found on the RCC website. On the home page, scroll over “Student Services” on the RCC home page. Drop down to “Academic Support,” and follow the arrow from “Academic Support” to see “The Testing Center.”
HUMAN RESOURCES
Joy Chappell
chappellj@rockinghamcc.edu
336-342-4261, ext. 2265

MASKS/GLOVES/CLEANING MATERIALS
Steve Woodruff
woodruffs@rockinghamcc.edu
336-342-4261, ext. 2209

Dr. Tony Gunn
gunnt@rockinghamcc.edu
336-342-4261, ext. 2213

FACILITIES OPERATIONS/ENVIRONMENTAL HEALTH & SAFETY
Dr. Tony Gunn
gunnt@rockinghamcc.edu
336-342-4261, ext. 2213

CAMPUS SAFETY
Chris Smoot
smootb2473@rockinghamcc.edu
336-342-4261, ext. 2326 or ext. 2299

TECHNOLOGY SUPPORT SERVICES
For technical issues such as password resets or Microsoft Office installation, and Self-Service questions, our Technology Support Team is available during the fall and spring semesters on Mondays-Thursdays 8 a.m.-7 p.m., and Fridays 8 a.m.-3 p.m. Email is monitored until 10 p.m. Summer hours may be adjusted and will be posted online at:

https://www.rockinghamcc.edu/technology-support/

Phone: 336-342-4261 ext. 2877
Email: tsshelplevel@gmail.com
(Email is monitored until 10 p.m.)

CONTACT INFORMATION

If you have any questions about the health and safety of our campus community, please use the following contacts:
If sick with symptoms of COVID-19, call your healthcare provider. Many provider offices and urgent cares are testing for COVID-19.

NORTH CAROLINA
To find a testing site anywhere in North Carolina, go to the North Carolina Department of Health and Human Services’ website and click on Find My Testing Place. For single or multi-day pop-up testing events click on the Pop-up Testing Sites tab.
https://covid19.ncdhhs.gov/about-covid-19/testing/find-my-testing-place

ROCKINGHAM COUNTY

Cone Health - Rockingham County
17 Main St., Reidsville, NC 27320
336-538-7000
8 a.m.-4 p.m.
• Appointment Required
• Screening Required

Eden Drug
103 W. Stadium Drive, Eden, NC 27288
336-627-4854
10 a.m.-2 p.m.
• Appointment Required
• Screening Required

James Austin Health Center
207 E Meadow Rd #6, Eden, NC 27288
336-864-2795
8 a.m.-5 p.m.
• Physician Order Required
• Screening Required

Madison-Mayodan Public Library
611 Burton St., Madison, NC 27025
Call 336-864-2795
Tuesdays and Thursdays from 10 a.m. to 2 p.m.
• No appointment required, first come first served
• Screening Required

Rockingham County Division of Public Health Services
371 NC 65, Wentworth, NC 27375
Call 336-342-8141
Monday- Friday from 8 a.m.-5 p.m.
• Appointment Required
• Screening Required
ADDITIONAL RESOURCES

More information about COVID-19 and safety guidance can be found at the following websites:

Environmental Cleaning and Disinfection Recommendations – for US Community Facilities with Suspected/Confirmed Coronavirus Disease 2019

Guidance for Administrators of US Institutions of Higher Education


Guidance for Businesses and Employers

People at Risk for Serious Illness from COVID-19

North Carolina COVID-19 Information Hub
https://www.nc.gov/covid19

American College Health Association (ACHA) Guidance