

March 30, 2020

Subject: Student Support Resources for Distance Learning

Dear Students,

We hope that this finds you and those around you in good health. During this time of individual and collective uncertainty for us all, we remain committed to accompanying you on your unique academic journey at Pacifica. Please know that your academic program and Pacifica's administrative departments are here to support you in ways that are both meaningful and practical while we continue to adapt and evolve as the current situation unfolds. We believe that your scholarship and work in the world contributes to Pacifica's mission, tending soul in and of the world, and that now more than ever, there is a need for a psyche-centered approach and understanding.

As we finish Winter and begin Spring quarter online, we wanted to send a few helpful resources in conjunction with the communications you are receiving from your academic programs:

1. **Tech support - Zoom and D2L.** As classes have been moved online for the spring quarter, some technical challenges may arise. Here are some helpful resources to keep on hand:
 - a. **Zoom**
 - i. Attached is a quick guide to Zoom for participants. Links to Zoom sessions will be scheduled and provided by your program.
 - ii. Links to Zoom tutorials and live trainings are found here: <https://support.zoom.us/hc/en-us/sections/201740096-Training>
 - b. **D2L-** Links to D2L tutorials can be found when logged into your account, under the "Student D2L Help" link located along the top banner.
 - c. **IT Support** - If you have any technical issues using these platforms or any other of your online accounts, please email ITsupport@pacific.edu.
2. **Online Etiquette.** Students are expected to adhere to 'Pacifica's Expectations for Civil and Professional Behavior' (as described in the Student Handbook) in online settings, as well. Please be mindful and considerate of your presence online, in both live sessions and asynchronous work. Quick tips include keeping your microphone muted when not speaking on Zoom, avoiding distracting movements while on camera, checking your technology and equipment in advance (and being patient with others learning), and maintaining professional writing in all communications. The attached document has additional tips on online etiquette.
3. **Petitions reviewed by Education Council.** In support of students directly affected by COVID-19, please remember that all exceptions to policy, including extensions for coursework submission, must go through Education Council, which is reviewing petitions to academic policy with care and flexibility. Should your situation necessitate

exception to current policy, you can submit petitions through our Registrar, Francine Matas, at fmatas@pacific.edu.

4. **Graduate Research Library.** All of the Graduate Research Library's resources and services are available. Please see the attached document for a list of services and visit the [Graduate Research Library](#) webpage.
5. **Writing Resources & Tutors.** Our writing tutors remain available during this time at no charge to students enrolled in coursework. To see tutor contact information and list of other writing resources visit the [Writing Resources & Writing Tutors](#) webpage.
6. **Dissertation Defenses.** Until we are able to return to campus, all dissertation defenses will be conducted online via Zoom. Questions can be directed to Robyn Cass (rcass@pacific.edu), Senior Dissertation Administrator.
7. **Other Support Resources.**
 - a. Faculty and Administration Reflections on COVID-19: <https://www.pacificapost.com/>
 - b. The Pacifica Alumni Association has been working on a series of resources and initiatives, including availability of a Careline, open to anyone seeking a friendly voice or counseling aid from the PGIAA Support Network. **Careline #:** (805) 679-61663
 - c. Impacts of CARES Act: Pacifica's administration is currently evaluating the recently passed CARES Act (Coronavirus relief bill) for its impacts and benefits for students and higher education institutions.

If there is anything we can do to help support you as you navigate and adapt your academic journey during this unprecedented time, please let us know.

In Communitas,

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