COVID-19
Alumni Resource Guide
FY20
As the situation surrounding COVID-19 (coronavirus) continues to evolve, **KTC wants you to know that we are here for you!** We hope you are taking care of yourself, and following the Centers for Disease Control and Prevention’s Guidelines on mitigating the spread of COVID-19. We also hope this resource guide can serve as a tool for you during social distancing, and help you to advocate for any assistance you might need.

**A note about this booklet:** The first few pages provide general information regarding COVID-19. We feel that it is important that you have accurate and timely information. Starting at page 6 you will find resources and information especially gathered for high school and college alumni navigating this recent crisis.

Stay safe. Stay Healthy! Knowledge Is Power!
COVID-19
Coronavirus

Coronaviruses (CoV)
are a family of viruses that cause the common cold as well as more severe diseases.
Source: World Health Organization

COVID-19
SARS-CoV-2 is a strain of coronavirus that had not been previously identified in humans, making it a novel coronavirus. The disease caused by this virus is known as COVID-19.
Source: World Health Organization

Wuhan
Considered the epicenter of the outbreak, the first reported cases of COVID-19 emerged from this city located in China’s Hubei province on December 31, 2019.

3.4%
The estimated global mortality rate for COVID-19, although researchers state this number may shift.
Source: World Health Organization

COVID-19 Signs & Symptoms
Fever • Cough • Shortness of Breath
Symptoms can range from mild to severe. Senior citizens and those with underlying medical conditions like cardiovascular disease, lung disease, cancer or diabetes are at increased risk for severe symptoms, which can lead to viral pneumonia and even death.
Source: Centers for Disease Control & Prevention (CDC)

80%
of COVID-19 cases are mild, causing cold- or flu-like symptoms
Source: Centers for Disease Control & Prevention (CDC)

Face Mask FAQ
Should I be wearing a face mask?
NO
✓ Anyone who is well
YES
✓ Anyone with COVID-19
or symptoms
✓ Health workers
✓ Caretakers of someone infected with COVID-19
Source: Centers for Disease Control & Prevention (CDC)

Testing Guidelines
If you feel sick with fever, cough or difficulty breathing, contact your doctor or local health department to help determine if you should be tested for COVID-19. People experiencing severe breathing problems should seek immediate medical attention.
Source: Centers for Disease Control & Prevention (CDC)
North Carolina COVID-19 Information and Resources

Guidance on how to prevent and respond to the Coronavirus Disease 2019 (COVID-19) is rapidly evolving. The state of North Carolina continues to work closely with the federal Centers for Disease Control and Prevention (CDC) to monitor the situation and provide updated information. Public health officials still maintain that the current risk to North Carolina is low, including on our campuses, but we understand that administrators, students, faculty, staff and parents are concerned.

If you have specific questions or concerns related to coronavirus, dial 2-1-1 or 888-892-1162 for more information. In the event of an emergency, please call 9-1-1.

Get the latest information from reliable sources to stay informed and help your family stay healthy. Check back often as information is changing.

COVID-19 Case Count in North Carolina

FIRST AND FOREMOST...

If you think you may have been exposed to the COVID-19 and develop symptoms, you may need to seek medical attention. Learn more about exposure and symptoms.

People without health insurance, who are not feeling well, should:

1. Call your nearest Federally Qualified Health Center (FQHC). If you feel you may have COVID-19, be sure to disclose that when you call to obtain an appointment. FQHCs are community-based health care providers that receive federal funds to provide needed health services in communities across the state.

2. If you are not able to be seen at an FQCH, call your local health department. Free and charitable clinics may also be able to provide assistance. A map of these resources, including contact information, is provided by the Office of Rural Health.

3. If you are having a medical emergency, call 911 or call ahead then go to the Emergency Room.

State and Local Resources/Information

- Executive Order 120 closes K-12 public school statewide through May 15, bans mass gatherings over 50 people, and closes some businesses.

- NCDHHS asks for health care volunteers to assist with COVID-19.

- All COVID-19 Executive Orders.

- Contact your local Health Department

- Clothing, household items, furniture, emergency financial assistance (as eligible) Crisis Assistance Ministry Website – https://www.crisisassistance.org/programs/basic-needs/ Phone - 704-371-3001 Address - 500 A Spratt St, Charlotte 28206

- Community Resource Hub Families can search by zip code for resources in their area. https://www.atriumhealthcommunityresourcehub.org/
**Federal Resources**

- Centers for Disease Control and Prevention (CDC) Interim Guidance for Administrators of US Institutions of Higher Education (IHE) to Plan, Prepare, and Respond to COVID-19
- Current travel advisories from the CDC and the U.S. Department of State
- U.S. Department of Education Information and Resources for Schools and School Personnel
- U.S. Department of Education Federal Student Aid guidance from the Office of Postsecondary Education Guidance for interruptions of study related to Coronavirus (COVID-19).

**KTC Protocols & Changes**

**Alumni Visiting Protocol**

Until May 15th KTC will limit alumni support to virtual meetings and calls. To ensure the safety of ALL KTC team and family (including you!), we will limit student visits for this period and reevaluate at the end of May. We are not in the office but we are still here to help! Call us at (980) 216-9864

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<th>KTC Team Contact Info</th>
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<tr>
<td><strong>Claudia Perry</strong></td>
</tr>
<tr>
<td>Director KTC</td>
</tr>
<tr>
<td>E: <a href="mailto:cperry@kippcharlotte.org">cperry@kippcharlotte.org</a></td>
</tr>
<tr>
<td><strong>Tamiko Lockett</strong></td>
</tr>
<tr>
<td>Associate Director KTC</td>
</tr>
<tr>
<td>E: <a href="mailto:tlockett@kippcharlotte.org">tlockett@kippcharlotte.org</a></td>
</tr>
<tr>
<td><strong>KTC Phone Number for texts and calls:</strong></td>
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Are You in High School? Check out these links:

**SAT Testing**: In response to the rapidly evolving situation around the coronavirus (COVID-19), we are canceling the May 2 SAT administration and March 14 makeup. [Get more information.]

**Act Testing**: The safety of students and test center staff is ACT’s top priority. ACT has rescheduled its April 4 national test date to June 13 across the U.S. in response to concerns about the spread of the coronavirus (COVID-19). All students registered for the April 4 test date will receive an email from ACT in the next few days informing them of the postponement and instructions for free rescheduling to June 13 or a future national test date. [Learn more.]

**Remote Learning will Continue** Charlotte-Mecklenburg Schools will begin teaching new content to students on March 30, pending approval from the state. Check the main website and the page for your school for more information [https://www.cms.k12.nc.us/remotelearning/Pages/about.aspx](https://www.cms.k12.nc.us/remotelearning/Pages/about.aspx)

**Mid Terms and EOC Tests** - The district will also exempt students from midterm exams, [request to waive end-of-year testing requirements](https://www.cms.k12.nc.us/remotelearning/Pages/about.aspx) was approved by the federal Department of Education, but a full waiver of the requirements would require a vote of the General Assembly.

**Links to Area School Districts and Charter Schools**
Check regularly for the most current info and announcements

- Charlotte Mecklenburg Schools
- Queens Grant
- Charlotte Latin
- Carolina International
- CPCC
- Bradford Prep
- Corvian
- Charlotte Secondary
- Cabarrus County Schools

**Continue your College Search**
The Fair Opportunity Project just launched [FairOpportunityX](https://www.fairopportunityproject.org/email-form), a joint project between [Harvard's LabXchange](https://www.fairopportunityproject.org/email-form) and Fair Opportunity Project to help high school students navigate the US college application and financial aid process through a **free** online college access course, interactive videos, written reflections, and much more. [FairOpportunity_LabXchange Free Courses](https://www.fairopportunityproject.org/email-form). With schools closing because of COVID-19, the college process has become even harder to navigate. This is a one stop resource for everything you need to know. You can also click this link to download a PDF of their comprehensive guide. [https://www.fairopportunityproject.org/email-form](https://www.fairopportunityproject.org/email-form)
How to prepare for college admissions with COVID-19

March 20, 2020, Posted In Admissions Strategy

The rapid spread of COVID-19 has disrupted the lives of millions of high school students. Classes are now held online; extracurricular activities and athletics have been cancelled; summer plans are up in the air; and standardized testing schedules have come into question. With so much uncertainty, it’s best to focus on what your child can be working on now to prepare for the college process:

- **Create a backup summer plan.** Was your child supposed to study art history in Italy this summer? Or shadow a doctor at Johns Hopkins? Perhaps your program has already been cancelled or you are waiting on further instruction. Regardless, come up with a local, potentially “socially distant” contingency now.

- **Start your Common Application main essay.** The prompts for the 2020 – 2021 application season have already been released by the Common App. Now is a fantastic time to start brainstorming potential topics and drafting your essay. You can learn more about how to get started on your Common App essay here.

- **Dive deeper into an academic interest.** Have you always been fascinated by sociology or forensics or anthropology or astronomy, but have never been able to learn about these subjects because your school doesn’t offer the course, or the class just doesn’t fit into your schedule? Now is the time! You can find countless resources on EdX or Coursera to expand your knowledge in a particular field. You might even discover new fields that you didn’t know existed.

- **Engage in impactful activities from a distance.** Do you play an instrument or speak a foreign language? Reach out to your social network and teach others; livestream a performance to those who are self-isolating. Start a blog and gain a following. There are ways to serve your community without leaving your house, you just have to get creative.

- **Visit colleges virtually.** Virtual tours have always been available, but now they are more useful than ever. Almost all colleges will have a link to a virtual tour on their website, but you can access hundreds of virtual tours through YouVisit. Simply search for the university you’d like to tour, enter your contact information (very important so the school can document your interest) and get going! You can also learn information unofficially through CampusReel.
• **Speak with a former college admissions officer.** While navigating uncharted waters, it’s more important than ever to have the expertise and experience of an independent college counselor. The impacts of COVID-19 may completely change the college process in the next year or two. Speak with one of AcceptU’s former admissions officers for advice on how best to plan for success. You can set up a complimentary introductory call [here](#).

While we are in the midst of a public health crisis, it’s important to remember that we will also overcome this challenge. High schools students have had their lives turned upside down, but they will also return to normal. Now is the time for families to take control and to begin proactively planning. Doing so will make for a less stressful – and more successful – future admissions process.

**Are you in College? Check out these links:**

**Student Housing Needs**

As colleges and universities across the country close in response to COVID-19, you may have varying housing needs. You may be able to return home without issue or you may be struggling to find last minute housing. Last minute shifts in housing situations can leave all everyone vulnerable to housing insecurity. See below for additional housing resources...

**Moving Support**

U-Haul is offering 30 days of free self-storage to students who have to move due to precautions surrounding the coronavirus pandemic. Click [here](#) for details.

**Enterprise Lowers Renter Age**

With colleges and universities announcing campus closures in response to coronavirus (COVID-19) concerns, Enterprise wants to make it easier for students to get home to their families by reducing the minimum age and waiving the young renter fees for rentals through May 31, 2020. More information here: [https://www.enterprise.com/en/car-rental/deals/young-driver.html](https://www.enterprise.com/en/car-rental/deals/young-driver.html)

**Edquity**

Emergency aid—Students will face unexpected expenses and a likely loss of wages during this time due to the lack of paid family and medical leave. Some may need plane fare to get home, while others need money to pay their rent. Now is the moment to deploy an emergency aid fund that is as minimally invasive and burdensome as possible. Edquity is offering immediate support. Click [here](#) for details.

**Scholly**
With the COVID-19 health crisis sweeping across the nation, we know how challenging these coming weeks and months will be for students and their families. In Scholly’s unrelenting effort to support students in need, we are providing cash assistance to those in need during this unprecedented crisis. Apply today to receive $200 in cash assistance to help cover expenses during this global crisis. Our application takes less than two minutes. [https://myscholly.com/relief/](https://myscholly.com/relief/)

**KTC Foundation**

The KTC Foundation also has funds that alumni can access in emergency situations for living and travel expenses. Connect with your KTC Advisor on this to get more information and to receive help applying.

**Information on SNAP for College Students**

SNAP eligibility is based on monthly income, so Congress was concerned that college students from middle class families could qualify even though they don’t need help. Therefore, most college students (attending at least half time) are excluded from receiving SNAP, but there are a set of exceptions that apply to many nontraditional and low-income students. More info found on website here: [https://www.clasp.org/sites/default/files/publications/2017/10/SNAP%20for%20College%20Students-An%20Overview.pdf](https://www.clasp.org/sites/default/files/publications/2017/10/SNAP%20for%20College%20Students-An%20Overview.pdf)

**Free Internet for 60-Days**

To ease the strain in this challenging time, beginning Monday, March 16, Charter commits to the following for 60 days:

- Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Charter will open its Wi-Fi hotspots across our footprint for public use.

Coping with stress during the 2019-nCoV outbreak

It is normal to feel sad, stressed, confused, scared or angry during a crisis. Talking to people you trust can help. Contact your friends and family.

If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.

Don't use smoking, alcohol or other drugs to deal with your emotions. If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.

Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.
Stress, Anxiety, and Coping

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a virus can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

Everyone reacts differently to stressful situations. How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live in. Information from the CDC on coping during a pandemic can be found here: https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html

This article goes into 7 strategies for coping with anxiety induced by the coronavirus:

7 science-based strategies to cope with coronavirus anxiety

It is not uncommon to have stressful periods when it can feel like our worries are interfering with daily life. Whether we are dealing with an external stressor (like starting college or adjusting to a new job), ongoing stress (like finances or family issues), or just feel like stress is getting the best of us – there are some lifestyle choices that can help minimize worries and promote overall well-being. A key to feeling better is to use wellness strategies aimed at helping you cope with the stressors in your life. More information found on this website linked here.
Sample Emails

KTC is here to support you throughout the process of advocating for yourself with your campus. Below are some sample emails you can send to offices on campus to self-advocate, but know that we are here for you and can help craft campus specific responses with you.

**Email to Financial Aid Office on Travel Reimbursement Request**

To: *Financial aid email*
Subject: Travel Reimbursement (Student ID: #)

Dear Financial Aid Officer:

My name is (first and last) and my student ID is (#). I understand that this time is as stressful for your office as it is for all students on campus. I receive financial aid, and in light of campus closing abruptly, am writing to request assistance in covering transportation back home—an expense that I cannot afford on such short notice. I found a (plane, bus, train) ticket for (total amount). Below I have attached a screenshot for verification.

Please let me know if there are any questions I can answer, and what the process is so requesting this type of support if this is not the correct method.

Thank you,

(first and last)

(phone number)

*attach screenshot of flight/bus/train*

**Email to Request to Stay on Campus During Dorm Closures**

To: (Resident director)
Subject: Request to Stay on Campus

Dear _____,

My name is (first and last) and my student ID is (#). I am a resident of (HOUSE/DORM). I am requesting to extend my stay on campus past the move-out deadline of Sunday, 3/15 at 5 PM until (BLANK DATE - if you know until when you need to stay).

(Give reason here)
Three examples of reasons might be:

1.) I cannot find a way home until ___ due to the financial burden of moving so quickly. I am able to leave on ___.
2.) I do not have safe or secure housing to return to on such short notice.
3.) I stay on campus year round and do not have alternative housing options.

Please let me know how we can work together to ensure I have housing options.

Best,

(Name)

Email to Request a Refund for the Semester of Room & Board

This email has 3 variations, for students that paid outright for their room/board, for those that are on a payment plan, and for students receiving full financial aid.

Paid in full:
To: *Financial aid email*
Subject: Semester room and board refund (Student ID: #)
Dear Financial Aid Officer:

My name is (first and last) and my student ID is (#). I understand that this time is as stressful for your office as it is for all students on campus. I paid for my room and board in full at the beginning of the semester, and as I was asked to move out of my residence on ___ date, I am requesting a 50% refund of that money.

Several other campuses across the country have adopted this policy, given that we are not being provided room and board, and I am confident our campus will follow suit.

Please let me know if there is a process for requesting a refund and when I should expect those funds.

Thank you,

(first and last)

(phone number)

On a payment plan:
To: *Financial aid email*
Subject: Semester room and board refund (Student ID: #)
Dear Financial Aid Officer:

My name is (first and last) and my student ID is (#). I understand that this time is as stressful for your office as it is for all students on campus. I am on a payment plan for my room and board, and as I was
I am requesting a __% (calculate what you’ve already paid vs need to pay--KTC can help with this) refund of that money and a stop of my automatic payments.

Several other campuses across the country have adopted this policy, given that we are not being provided room and board, and I am confident our campus will follow suit.

Please let me know if there is a process for requesting a refund and when I should expect those funds.

Thank you,

(first and last)

(phone number)

**On full financial aid:**--For this scenario, consult your KTC Persistence Advisor before you email your financial aid office. If you have a student loan, a return of funds might work. If your aid is merit or PELL based, a refund may not be possible.

To: *Financial aid email*

Subject: Semester room and board refund (Student ID: #)

Dear Financial Aid Officer:

My name is (first and last) and my student ID is (#). I understand that this time is as stressful for your office as it is for all students on campus. My financial aid covers my room and board in full at the beginning of the semester, and as I was asked to move out of my residence on __ date, I am requesting a 50% refund of that money.

Several other campuses across the country have adopted this policy, given that we are not being provided room and board, and I am confident our campus will follow suit.

Please let me know if there is a process for requesting a refund and when I should expect those funds.

Thank you,

(first and last)

(phone number)
Tips for Taking Online Classes

From Northeastern Resource Lab

If you’re considering taking online college courses (or you’re already enrolled in a program) the tips and advice below can help you address their unique challenges to get the most value out of your online program.

1. Treat an online course like a “real” course.

When it comes to online classes, you need to have the discipline to sit down and say, “I am going to work on this,” as well as the dedication to actually follow through. Though you can be flexible as to when you choose to complete your work during the week, you can’t put it off indefinitely.

One of the easiest ways to ensure follow through is to remember that you are paying to take this online course, just as you would for a traditional, in-person class. You must “show up” if you’re going to get real value out of your class. Treat your online classes the same way you would a face-to-face class—or, better yet, a job—and you’ll be off to the right start.

2. Hold yourself accountable.

Set goals at the beginning of the semester, and check in with yourself weekly. In a traditional classroom setting, you’ll often receive verbal or visual reminders of an assignment’s upcoming due date. But without a professor actively reminding you, it’s up to you to make sure you’ve allotted enough time to complete the work so you’re not starting an assignment the day before it’s due.

If you’re having trouble holding yourself responsible, pair up with a fellow classmate, or enlist the help of a spouse or friend to check in as an accountability partner. By being organized, proactive, and self-aware, you can get the most from your online class even when life outside of school becomes chaotic.

3. Practice time management.

The flexibility to create your own schedule is often one of the biggest appeals of taking online classes. But that freedom can also be detrimental if you do not have solid time management skills. Without them, you might easily find yourself cramming before classes or handing in subpar assignments.

Though how you manage your time will depend on your schedule, learning style, and personality, here are some universally valuable tips to help you practice and improve your time management skills:

Look at the syllabus at the start of the semester and make note of major assignments. Mark them on a calendar you check regularly so you know what workload is coming in the weeks ahead. Don’t forget to factor in prior commitments that may interfere with your regular study schedule, such as weddings or vacations, so you can give yourself enough extra time to complete assignments.

Create a weekly schedule that you follow, designating certain hours each week to reading, watching lectures, completing assignments, studying, and participating in forums. Commit to making your online coursework part of your weekly routine, and set reminders for yourself to complete these tasks.
When working on your assignments, try time-blocking, allotting yourself a certain amount of time for each task before moving on to the next one and setting a timer to keep you accountable.

Check in periodically throughout the term, and look at how you’re spending your time. Ask yourself: How much time am I dedicating to course reading and assignments? Am I regularly underestimating the time it’s taking me to get things done, forcing me to cram the nights before the exams? A little self-reflection and adjustment can go a long way.

4. Create a regular study space and stay organized.

Set up a dedicated learning environment for studying. By completing your work there repeatedly, you’ll begin to establish a routine. Whether your workspace is your kitchen table, a library, or the corner booth in a local coffee shop, it’s important to determine what type of environment will work best for you. Experiment to discover which type of setting boosts your productivity. Wherever you choose, make sure there’s high-speed internet access so you’re not trying to take an online course over a lagging connection.

Setting up a regular workspace or office will also help you to stay organized. Knowing exactly where important dates, files, forms, syllabi, books, and assignments live will help keep you on track towards hitting your goals. When setting up your study space, make sure you:

- Have a high-speed internet connection
- Have the required books, materials, and software for the course
- Have headphones for listening to lectures or discussions (especially important in shared spaces)

5. Eliminate distractions.

From Netflix to social media to dishes piling up in the skink, you’ll be faced with many distractions that can easily derail your studies. The best online students know how to lessen these distractions and set aside time to focus.

Exactly how much of a challenge these distractions will prove to be will depend on your own unique personality and situation. Some might find that they can tune out a noisy home by listening to music. Others might choose to work from a local coffee shop or library to eliminate their urge to multitask at home. Ultimately, you will need to find a strategy that works best for you.

Regardless of where you choose to work, consider turning your cell phone off to avoid losing focus every time a text message or notification pops up. And if you’re still having trouble resisting the temptation to check your email or surf the web, try downloading a website blocker. Using applications like Cold Turkey and Freedom can help eliminate distractions by blocking the apps or websites that tend to compete for your attention, such as Facebook and Twitter.

6. Figure Out How You Learn Best.

Once you’ve established where you’ll learn, think about when and how you accomplish your best work. If you’re a morning person, make time to study first thing. More of a night owl? Set aside an hour or two after dinner to cozy up to your computer. If the kids require your morning and evening attention, try to
carve out a study session mid-day while they’re at school. Brew your usual cup of coffee, put on your go-to playlist, and do whatever you need to get into the zone and down to business.

Not everyone learns the same way, so think about what types of information help you best grasp new concepts and employ relevant study strategies. If you’re a visual learner, for example, print out transcripts of the video lectures to review. Learn best by listening? Make sure to build time into your schedule to play and replay all audio- and video-based course content.

7. Actively participate.

Participate in the course’s online forum to help you better understand course materials and engage with fellow classmates. This might involve commenting on a classmate’s paper on a discussion board or posting a question about a project you’re working on. Read what other students and your professor are saying, and if you have a question, ask for clarification.

Make sure you are checking in as often as you can, too. The flexibility of online learning means that if you have 30 minutes before dinner plans, you could squeeze in a discussion response around your schedule. Set a goal to check in on the class discussion threads every day.

And if you do feel yourself falling behind, speak up. Don’t wait until an assignment is almost due to ask questions or report issues. Email your professor and be proactive in asking for help.

8. Leverage your network.

Online classes may sometimes make you feel like you are learning on your own, but this couldn’t be further from the truth. Most online courses are built around the concept of collaboration, with professors and instructors actively encouraging that students work together to complete assignments and discuss lessons.

Build relationships with other students by introducing yourself and engaging in online discussion boards. Your peers can be a valuable resource when preparing for exams or asking for feedback on assignments. Don’t be afraid to turn to them to create a virtual study group. Chances are good that they will appreciate it just as much as you will.


Online classes are an excellent option to help you earn that degree you need to fulfill your goals. Though they come with their own unique challenges, following the advice above can help you be successful even in the most chaotic of times.