



Covid-19: Resources and Information for Students

Updated 4/13/2020

Campus Hours

PTCC campus hours will be 8AM-4PM Monday-Friday for the remainder of the spring semester. If students do not have access to a computer or internet, you can still come to campus. The number of people allowed in each room will be limited and students should implement appropriate social distancing practices.

Contacting Faculty

Faculty will continue to have regular office hours remotely. Communications with your faculty can be accomplished via phone, Zoom, or another tool that you and your faculty agree upon. Use the contact information listed on your course syllabus as the primary means of communication with your faculty.

Student Affairs Resources/Services

<https://outlook.office365.com/owa/calendar/StudentAffairs@MinnState.edu/bookings/>

The following student services are still available via phone, email, or virtual meetings. Click on the link above to schedule an appointment.

- Admissions
- Financial Aid
- Graduation/Registration Troubleshooting
- Transfer
- Veterans' Benefits

Student Success Resources/Services

<https://outlook.office365.com/owa/calendar/StudentSuccess@MinnState.edu/bookings/>

The following student services are still available via phone, email, or virtual meetings. Click on the link above to schedule an appointment.

- Accessibility and Accommodations
- Academic Advising
 - Liberal Arts
 - Business Programs
 - Computer Programming/Computer Science
 - PSEO/Concurrent Enrollment
- Career Services
- Counseling
- General Assistance for Current Students
 - Study Skills
 - Registration Assistance
 - Non-Academic Resources (emergency assistance, food support, etc.)

Tutoring/Academic Skills Center

<https://www.pine.edu/student-success/academic-skills-center/>

PTCC tutoring and Academic Skills Center functions will continue to support student success virtually. Peer tutors will have scheduled tutoring hours available via Zoom. All students have access to Tutor.com, a free, 24/7 online tutoring resource.

Library/LRTC

<https://www.pine.edu/academics/college-library/>

The LRTC will be open, but not staffed, during the campus hours listed above for those who need computer and internet access. Book checkout will be suspended until further notice.

Access to Technology on Campus

Students will be able to access classrooms 70 and 71 to use computers, printers, and internet.

Counseling Resources

<https://www.pine.edu/student-success/counseling-services/>

Students can [schedule](#) a zoom session or phone session with PTCC counselor, Jennifer Baker-Jones.

United Healthcare is offering an emotional support help line for all students through one of their subsidiary companies called **Optum**. Their toll-free help line number, **866-342-6892**, it is open 24 hours a day, seven days a week, for as long as necessary and the service is free of charge and open to any student.

Coping with Stress During Outbreaks: <https://store.samhsa.gov/system/files/sma14-4885.pdf>

Adult Basic Education (ABE) Support

https://www.scred.k12.mn.us/community_programs/a_b_e

ABE support will move transition to mostly online learning. If students need help with Accuplacer Prep, TEAS prep, GED prep, etc., please contact Jami Kritzeck. 320-629-5139 or Jami.Kritzeck@pine.edu

Emergency Assistance for Postsecondary Students Grant

[https://pine.edu/student-success/student-support-services/emergency-assistance-for-post-secondary-students-\(eaps\)](https://pine.edu/student-success/student-support-services/emergency-assistance-for-post-secondary-students-(eaps))

The PTCC Emergency Assistance for Postsecondary Students (EAPS) grant can provide assistance to students at risk of dropping out of college due to an unforeseen financial emergency.

PTCC Technical Support

<https://www.pine.edu/technology-services>

If you need technical help (connectivity, issues logging in, etc.) please contact:

- PTCC Help Desk at helpdesk@pine.edu or 320/629-5113
- Mike Borash at michael.borash@pine.edu or 320/629-5148
- Dustin Hoepfer at dustin.hoepfer@pine.edu or 320/629-5186

Minnesota State Technical Support

- Students can call **1-844-456-3876** for direct support. Students will receive immediate assistance or be guided through the process to submit a ticket for more complex issues

Areas of Assistance	Days of Operation	Hours
Star ID	Monday –	7:00am to Midnight
D2L Brightspace	Thursday	7:00am to 8pm
Kaltura MediaSpace	Friday	7:30am to 6pm
Zoom	Saturday	11:00am to 10pm
Office 365 (Teams, Skype, Stream, Email)	Sunday	

Business Services

- **Tuition and fees:** To pay your tuition and fees online go to [eServices](#). Click on Bills and Payments.
- **Campus Store:** The Campus Store is closed but if you need a textbook we will make arrangements for you or you can purchase online via the Pine website. From the homepage, pine.edu, click on the Campus Store link located under Departments, click on Textbooks. To make other arrangements email jodie.haavisto@pine.edu or call 320/629-5137.
- **Third-Party Payors, Bank Mobile, Payment Plans:** Questions regarding third-party payors, BankMobile, Nelnet Payment Plan, and Accounts Receivable email lisa.hosna@pine.edu or call 320/629-5150.
- **Student Payroll:** Student payroll processing questions email maryann.schefers@pine.edu or call 320/629-5119
- **ATM:** The ATM has been decommissioned during for remodeling.
- **Other:** Other questions email business-services@pine.edu or call 320-629-5123.

Store your Documents/Online Collaboration

<https://www.pine.edu/technology-services/microsoft-office-365-for-education>

All Pine Technical & Community College students, faculty and staff have access to Office 365 for Education. The Microsoft Office 365 suite is a hosted, online version of the traditional installed version of Microsoft Office software. This online service is subscription-based and includes Office, Exchange Online, SharePoint Online, Skype for Business (Lync) Online and Microsoft Office Web Apps.

Internet Resources

To ensure every person can connect to the Internet during this time of disruption, the FCC launched the *Keep Americans Connected Pledge*. Many broadband and telephone service providers have taken this pledge to provide free broadband or Wi-Fi hotspots for 60 days to anyone who needs it.

FCC agreement

<https://docs.fcc.gov/public/attachments/DOC-363033A1.pdf>

Providers will waive late fees, not cutoff service for lack of payment, and open hot-spots.

AT&T COVID-19 response

<https://about.att.com/pages/COVID-19.html>

Offers open hot-spots, unlimited data to existing customers, and \$10/month plans to low income families

Century Link

<https://www.centurylink.com/>

For the next 60 days, CenturyLink said it has committed to waive late fees and to not terminate a residential or small business customer's service due to financial circumstances associated with COVID-19. The company is also

suspending data usage limits for consumer customers during this time period due to COVID-19. It has committed to the FCC's Keeping Americans Connected Pledge.

Charter Free Internet offer for 2 months

<https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>

Comcast COVID-19 response

<https://corporate.comcast.com/covid-19>

Offers free WiFi for 2 months to low income families plus all Xfinity hot-spots are free to the public during this time

MIDCO – Lifeline

<https://www.midco.com/lifeline/>

Midco offers low cost Internet service for low income households but is expanding that to serve any families who need service in the area that Midco serves. Their service is available in most of the cities in our region. (It is not generally available outside of city limits) The service includes:

- Education Assistance Credit makes the service FREE through June 15, 2020
- Speeds up to 25Mbps download and 3Mbps upload
- Standard or wireless modem included (free)
- Available to NEW Midco customers only
- Customers do not need to meet income qualifications until after June 15, 2020

Contact Midco at - 1-833-338-4638 (1-833-EDU-INET) to enroll. Use code MIBEDU20 to receive the education assistance credit. See [this document](#) for more information.

SCI Broadband

<https://www.scibroadband.com/>

SCI Broadband (Isle, Hinckley, Finlayson, Sandstone, Askov) is offering 3 months of high speed broadband service to any NEW customers with children in school (or college students) for \$19.95/mo. They will waive installation fees. There is no contract required. Contact SCI at: (800) 222-9809 to enroll or for more information. SCI will also take a list of addresses from schools of who does not have access and they will let you know if they can offer service to them or not.

Spectrum - Internet Assist

<https://www.spectrum.net/support/internet/coronavirus-internet-offer-students/>

Spectrum is offering two free months of internet and WiFi services to new customers in households with Pre-K to 12 or college students who need remote education. Get high-speed internet at an affordable price. Spectrum Internet Assist is available exclusively to qualified households.

Sprint COVID-19 response

<https://newsroom.sprint.com/covid-19-updates-sprint-responds.htm>

Follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge

TDS

<https://tdstelecom.com/>

TDS said on March 16 that it will be providing free broadband access to customer households with K-12 or college students. (Proof will be required.) Other than that, TDS is adhering to the FCC's "Keep Americans Connected" pledge only by agreeing not to disconnect customers who can't pay their bills for the next 60 days. TDS has also opened its Wi-Fi hotspots for the next 60 days to the public, for free.

T-Mobile COVID-19 response

<https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>

Follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge

Verizon COVID-19 response

<https://www.verizon.com/about/news/our-response-coronavirus>

Verizon will waive late fees and keep residential and small business customers connected if negatively impacted by the global crisis, the company said on March 13. It is also upgrading the data plan on its Verizon Innovative Learning program for Title 1 middle schools from 10GB/month to 30GB/month for the next two months, effective March 16. There are no data caps on Verizon home Internet subscribers, a company representative said.