

March 19, 2020

Dear Students, Faculty and Staff,

As we continue moving towards remote teaching and learning for a majority of our classes I understand that there is some growing concern and anxiety as this is new for many. We want to reiterate that there are a number of support services available to both our students, faculty and staff so that we can continue to provide our students with an education here at Nassau Community College that helps you transfer and/or transition directly to a profession.

- **The Open SUNY Help Desk** provides faculty and student technical support with Blackboard via telephone, web, chat, and e-mail.

**Phone:** 1.844.673.6786

**Email:** [opensunyhelp@suny.edu](mailto:opensunyhelp@suny.edu)

**Online:** [Open SUNY Support](#)

Monday - Friday 7am - 12am EST

Saturday 10am - 5pm EST

Sunday 1pm - 9pm EST

- **For IT issues** with the NCC portal please call the IT Desk at 516-572-0629.
- **The Library**, while physically not open, has been operating [chat and email reference](#) during [normal operating hours](#). In addition, the library has compiled a list of publishers who have begun to make their textbooks available for free. That list can be found on the [Library website](#)
- **The Bookstore:** Through the Bookstore, Students have free access to the electronic version of their text books, sign up on the [Bookstore website](#). Students can also order text books on line from [the Follett website](#) and have them delivered to their home.
- The **Writing Center** is open and available for students to submit essays and other writing assignments for review and commentary by a select staff of tutors proficient in e-tutorial practices. Call 516-572-7195 from 8:00 am to 3:00 pm, Monday through Friday, or [submit your work directly online](#).
- Additional student support services contact information is listed below. These areas are available during [normal business hours](#)

Admissions: [admissions@ncc.edu](mailto:admissions@ncc.edu)

Advisement: [advisement@ncc.edu](mailto:advisement@ncc.edu)

Financial Aid: [financialaid@ncc.edu](mailto:financialaid@ncc.edu)

Bursar: [bursar@ncc.edu](mailto:bursar@ncc.edu)

Registrar: [registrar@ncc.edu](mailto:registrar@ncc.edu)

Student Counseling Services:

[studentpersonnelservices@ncc.edu](mailto:studentpersonnelservices@ncc.edu)

- While the **NEST** is not open, students in need of assistance can visit any of the [LI Cares](#) or [Island Harvest](#) Distribution centers. If any students have additional needs that can not be met through these organizations, then please reach out to The NEST by email at [foodinthenest@gmail.com](mailto:foodinthenest@gmail.com)

As SUNY Chancellor Kristina M. Johnson, PhD., stated in [her open letter to students](#) while the learning environment is different our students still have the network and backing of all of SUNY at their fingertips. In her letter Dr. Johnson also references possibly having to reschedule commencements. We understand this is a concern of many of you and we will continue to work closely with SUNY officials on this and will update you as soon as a decision has been made. We understand the significance of walking across that stage and being recognized for all your hard work. This is also the time where we are able to acknowledge the faculty and staff who supported you along the way and your individual circles of support who encouraged you every step of your path. We acknowledge the magnitude of this special occasion and will do everything we can to make sure you receive that well-deserved recognition.

Our College Leadership and Academic Leaders continue to meet to finalize details for our educational continuity plan as some of our courses have already begun the transition to remote learning. I want to take this time to thank all of our faculty members, academic leadership, union leaders, and student voices as this has been a very challenging time for all and your input in the construction of our learning continuity plan has been imperative to continue providing our students with the high-quality education they deserve. So thank you!

And to our students we appreciate your flexibility and understanding as we work to provide you with the necessary tools to continue your academic progress. Your voices are expressed in several venues and I had a wonderful conversation today with your Student Government Association president where he shared important topics.

Please continue to check your email and website for updates and most importantly continue to practice social distancing to maintain your health and safety.

Regards,

Jermaine F. Williams, Ed.D.  
President – Nassau Community College