



SAN DIEGO COMMUNITY COLLEGE DISTRICT

CITY COLLEGE • MESA COLLEGE • MIRAMAR COLLEGE • CONTINUING EDUCATION

www.sdccd.edu/coronavirus

March 18, 2020

Dear Student:

Your class(es) will be resuming Monday March 23rd in an online modality. Your instructors will provide information about instruction and expectations for the remainder of your class. We ask for your patience with your instructors during this transition since moving to teaching remotely in a short time is not easy.

To help ensure the safety of students, employees, and the local community, the San Diego Community College District has closed all “in-person” student support services. This includes the City, Mesa, Miramar Colleges, Continuing Education, the District Office and all off-campus locations (including Student Services, Admissions & Records, Accounting, Counseling, Financial Aid, Library, LRC, and Bookstore). Although we are unavailable ‘in-person’, many of our support services can still be accessed online.

You can find many answers here in the [Student FAQs](https://www.sdccd.edu/students/COVID-19.aspx) (<https://www.sdccd.edu/students/COVID-19.aspx>). We will update these frequently as we receive information from the state and the SDCCD leadership.

Some Continuing Education and College Student Services departments already offer online services, such as counseling, while others are making the transition to an online support system. Please check their websites frequently for updates to services:

City: <http://www.sdcity.edu/>

Mesa: <http://www.sdmesa.edu/>

Miramar: <http://www.sdmiramar.edu/>

Continuing Education: <http://www.sdce.edu/>

For specific questions about your classes you should contact your instructor. For questions regarding your student record, you may file a help desk ticket here: studenthelp.mysdccd.info. Please attach a copy of your photo ID so we can continue to protect your privacy.

Online Learning Support:

- Online student resources & FAQs can be found here: <https://www.sdccd.edu/about/departments-and-offices/instructional-services-division/online-learning-pathways-1/students/student%20resources.aspx>

- [Canvas student guide](#), and [Canvas Student Guide for ConferZoom](#)
Canvas technical assistance **(844) 612-7421** or email: support@instructure.com
- Free Internet Services for 60 days: (Wi-Fi hotspots will also be open to the public.)
Charter and Spectrum: 1-844-488-8395
Comcast: 855-846-8376 for English speakers or 855-765-6995 for Spanish speakers
Discount Internet Services:
 - Mobile Internet Service: [California Connects](#) (\$19.99/month) supported by Sprint and brought to you by the Foundation for California Community Colleges
 - Federal Communications Commission (FCC) [LifeLine program](#) for discount wireless phone service and/or broadband service. The Lifeline program's recertification and reverification requirements has been temporarily waived for 60 days.

Please login often to [mySDCCD](#) for the most recent updated information, and ensure your mailing and email address are up to date (<http://my.sdccd.edu>).

Thank you for your support and continued patience as we progress through these challenging times.

Student Services