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# Lakes Region Community College

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## Memorandum

Date: March 19, 2020

To: LRCC Students

From: College Leadership Team

Re: Classes and transition to remote operations

Dear LRCC Students:

This memo inform you about the college's move to remote operations beginning Monday, March 23, 2020.

### **LRCC Operations**

**College offices will begin operating remotely beginning Monday, March 23, 2020 and the campus will be closed to the general public (including students).** Keeping in mind the safety and well-being of our community we are enacting plans that maximize social distancing which includes minimizing close contact and congregation on campus. These steps are all to minimize the possible spread of the coronavirus.

**We will continue to provide services to students, but we will do so remotely.** Our offices will rely on phone and email for those services. Please see more information below and on [www.lrcc.edu](http://www.lrcc.edu).

**We will create a schedule that will be provided to you of the times when specific offices (for example, the library) will be open to support students and faculty.**

### **Spring Semester Classes**

**After Spring Break (or beginning March 23) all LRCC classes will move to an online or hybrid format.** This will continue through the end of the Spring term (unless notified otherwise). We recognize that due to the nature of our instruction, there may be classes that cannot be completed solely online. We are making accommodations for those courses that require them. Your instructors will let you know if and when those accommodations will be made for your courses.

In order for this to work, we ask you to do your part. Students must be in touch with their instructors to find out what work need to be completed and in what formats. Students are expected to:

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1. Check your college email regularly. Email can be accessed via <https://www.lrcc.edu/mylrcc/>
  2. Check information posted by your instructors in CANVAS. <https://www.lrcc.edu/mylrcc/>
  3. After reviewing the sources above, contact your instructors (via college email) with questions and/or concerns.
  4. Students having troubling reaching their instructors (please allow instructors 24 hours to respond) or needing technical support (log in issues, CANVAS issues) please email [LRCCSpring20Hotline@ccsnh.edu](mailto:LRCCSpring20Hotline@ccsnh.edu)
  5. Students and parents with non-academic questions (financial aid, payments, and registration) can email: [lrccinfo@ccsnh.edu](mailto:lrccinfo@ccsnh.edu). One-Stop staff and support counselors will be triaging this email and responding.

As always, your instructors are the first point of contact for academic questions. If an instructor is unable to resolve the matter, the department chair or program coordinator is the next appropriate contact.

### **Housing**

**Apple Ridge Apartments will be closed March 20 – April 5, 2020.** Students living at the Apple Ridge Student Apartments have been notified of the closing. Please note that this closure will likely be extended and we will communicate that information as soon as possible. Contact Eric Walsh RD at [ewalsh@ccsnh.edu](mailto:ewalsh@ccsnh.edu) with questions.

### **Student Support**

Students should expect to receive phone calls, email and/or texts from LRCC contacts in the coming weeks. Staff will be reaching out to ensure that we can address concerns you may have making the transition to online learning. Please respond to those contacts with the challenges you may be experiencing, so that we may help resolve them before they become obstacles to successfully completing your Spring courses.

Non-academic questions, including those related to student support, financial aid, payment, registration, etc., should be directed to [lrccinfo@ccsnh.edu](mailto:lrccinfo@ccsnh.edu).

**The Bennett Library will be open with a limited and by-appointment schedule beginning March 23, 2020.** Services available will include: internet access for LRCC students and faculty, research support for LRCC students and faculty and IT support. Our space requirements demand that we limit the number of individuals using those services at any one time. We ask for your cooperation in ensuring that we are utilizing these services when and for whom they are truly needed.

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Appointments will be available Mondays and Wednesdays for the time being. **If a student needs library support, please contact Penny Garrett [pgarrett@ccsnh.edu](mailto:pgarrett@ccsnh.edu) to make an appointment.**

If students need other supports please ensure that they reach out to the appropriate contact as normal. Email will be the primary form of contact. Contact information for all resources can be found on [www.lrcc.edu](http://www.lrcc.edu).

**Our priorities are the safety and wellbeing of our community and helping you successfully complete your Spring semester classes. We need you to engage with your instructors and with staff to make this transition as smooth as possible.**

**We will continue assess the situation and to work on resolving challenges that will arise. Please check your college email and CANVAS daily and reach out with questions. We will continue to post updates on [www.lrcc.edu](http://www.lrcc.edu).**

Take care of each other and your families.

Larissa R. Baia, Ph.D.  
President