

April 7, 2020

Palmer College COVID-19 FAQs and Update

Palmer College's Emergency Management Team (EMT) is meeting regularly to stay abreast of updates on all things related to the COVID-19, while making appropriate plans and procedures for the College's response. The EMT is following Centers for Disease Control and Prevention (CDC) guidelines as well as obtaining information from the Iowa Department of Public Health, Florida Department of Health and California Department of Public Health. We appreciate your understanding and support during this very fluid situation.

Please read the latest update and FAQs below for more detailed information.

Palmer Services

Academic Advising

Available by phone, email, and teleconference. No in-person or walk-in appointments.

Contact the Office of the Registrar:

Main Campus: registrar.ia@palmer.edu – 563-884-5654

Palmer West: registrar.ca@palmer.edu – 408-944-6065

Palmer Florida: registrar.fl@palmer.edu – 386-763-2785

Admissions

No on-campus visits. Admissions Counselors are available by phone, email, online chat, and teleconference.

Academic Support Services– Available by phone, email, and teleconference. No in-person or walk-in appointments.

Email Academic Support Services at:

Main Campus: academic.support.ia@palmer.edu – 563-884-5654

Palmer West: academic.support.ca@palmer.edu – 408-944-6025

Palmer Florida: academic.support.fl@palmer.edu – 386-763-2724

Bookstore

The Palmer Bookstore is committed to be a resource for your chiropractic education. The Bookstore has been working closely with the college to provide you with the tools you need to continue your classes on-line. The required and recommended class books, note sets and supplies are listed on Brightspace, as they are every new term. Should you need academic materials, you may contact the bookstore via email or phone to place an order for curbside pick-up or free shipping.

Main Campus: The physical store is open to staff, faculty and students. Limited access to no more than two individuals at a time. No public traffic is permitted. Orders are also being taken via phone at 563-884-5633 or by email to Leann McDonald (College Bookstore Manager) leann.mcdonald@palmer.edu or Jennifer Hansen (Assistant Manager) jennifer.hansen@palmer.edu. Arrangements can be made to deliver orders by curbside pick-up or free shipping to the student.

Palmer West: The physical store is closed. Academic materials can be ordered by contacting Steven Sautter (Sales Associate) 408-944-6145 steven.sautter@palmer.edu or Leann McDonald (College Bookstore Manager) 563-884-5191 leann.mcdonald@palmer.edu. Arrangements will be made to deliver orders by curbside pick-up or free shipping to the student.

Palmer Florida: The [physical store is closed](#). Academic materials may be ordered by contacting Jennifer Nimmo (Assistant Manager) 386-763-2660 jennifer.nimmo@palmer.edu or Leann McDonald (College Bookstore Manager) 563-884-5191 leann.mcdonald@palmer.edu. Arrangements will be made to deliver orders by curbside pick-up or free shipping to the student.

Library

Library hours are reduced with hours posted online at [David D. Palmer Health Sciences Library](#). The library website has many online resources available to assist students. Library personnel will be able to answer questions, research information, scan documents and deliver them digitally, and provide links to information for your classes. Library personnel are available via email at ask.@palmer.libanswers.com or by phone at Main Campus: 563-884-5641
Palmer West: 408-944-6014
Palmer Florida: 386-763-2670

Safety and Security

We're responding to campus needs and doing regular campus walk-throughs. Campuses remain locked and accessible only with a Palmer ID.

Student Activities

Face-to-face student organization/club meetings are cancelled until face-to-face courses resume. Some clubs/organizations are meeting virtually.

FAQs

Online instruction

What's the status of in-person classes for the spring 2020 academic term?

Courses will be conducted virtually through at least May 1. We'll make every effort to announce the start date of in-person class instruction at least five business days prior.

When will we return to face-to-face instruction?

As soon as it is safe to do so, as determined by federal and state authorities.

What should I do if I have technical problems?

Common technology issues, links to troubleshooting technical problems, and Palmer Information Technology Help-Desk assistance can be found [here](#). If your need is urgent, you can contact the IT Help-Desk by calling 563-884-5300, 8 a.m. to 4 p.m. local time.

Where can I access training materials for Virtual Classroom?

Information on attending a Virtual Classroom session in Brightspace can be found [here](#).

How can I meet with my faculty member?

Faculty will maintain office hours through remote means, such as teleconferencing, email or phone calls. To request an appointment, email your faculty member and he/she will set up a meeting time with you.

What if I have Internet access issues?

We recognize that some students might not have access to internet services. Contact the IT Help Desk for guidance on where to access public wi-fi services in your area.

IT support

Technology can play a vital role in reducing the disruption related to distance learning and remote work. Palmer College is making sure faculty, staff, and students can work and learn remotely without sacrificing collaboration or productivity. To ensure you have the information you need, all Brightspace course pages are open for your review.

Below you'll find a list of tips and resources to help you in our effort to ensure your continued learning even when you're not able to sit side-by-side in a classroom. Palmer College is committed to innovations and strategies that can help keep everyone connected and engaged.

Student Email and Microsoft Office 365 Suite

From any web browser, go to www.office.com. Log in with your email address firstname.lastname@1897.palmer.edu and password. Once you have logged in, you will have access to powerful tools like Outlook and Microsoft Teams. With Microsoft O365, Palmer College empowers Students to unlock creativity, promote teamwork, and work productively - all from securely within your web browser on any device. All students have 5TB of cloud storage using Microsoft OneDrive, making it easy to collaborate with each other. Your Palmer account also allows you to download and install up to 5 copies of the full Microsoft Office Suite to your personal Laptop or Desktop computer.

Microsoft Teams

Keep in touch with your fellow peers and teachers. Chat from anywhere, meet from anywhere, call from anywhere, and collaborate from anywhere with Microsoft Teams. Teams is a part of Microsoft Office 365 and you already have it. Get started right away by [using this link](#).

Helpful Sites to Remember

Palmer Portal: <https://livepalmer.sharepoint.com>

Student Hub: <https://livepalmer.sharepoint.com/sites/StudentHub>

BrightSpace: <https://palmer.brightspace.com>

Reset your Palmer account password:

- 1.) In order for the password reset site to work, you must first register [HERE](#).
- 2.) Once you have your password reset registration done you can then use the password reset page anytime.

To use the site, please go here: <https://passwordreset.microsoftonline.com/>.

Make sure you put in your entire Palmer email address as your user ID, then click next and follow the instructions.

Brightspace Virtual Classroom

General Tips

- If you are joining with an Android device, please use the **most recent version** of Chrome or Microsoft Edge (Chromium). If you are joining using an iPhone or iPad, please use the **most recent version** of Safari.
- Be sure your device has the most recent software update installed.
- Closeout all running applications to optimize device bandwidth.
- Verify that your current internet speed 1Mbps using a speed checker like [this website's service](#).

iOS Specific Tips

- If using an iPad, be sure to disable the Request Desktop Website, Block All Cookies, and Prevent Cross-Site Tracking settings to prevent errors when accessing Bongo. To disable these settings, start by navigating to the system settings, select the Safari app, then toggle the settings to OFF.
- iOS 12 devices will not be able to use Virtual Classroom (Bongo) from within Brightspace. Even if the [cookie settings](#) are correct, you still may receive an Authentication is required message. To correct this, either update to an iOS 13 device or you may have the ability to open the assignment in a new tab, which allows iOS 12 devices to successfully launch into Virtual Classroom.
- In rare instances, **iOS users with Bluetooth headsets** may have difficulties getting the recorder to recognize audio. If this happens to you, please try refreshing the page. If the issue persists, please try using your device's built-in microphone.
- There is a known issue with iOS version 13.4 and Audio in the Virtual Classroom. If you are experiencing problems with audio in Virtual Classroom, please use the Call-In option for Audio until a fix is released by D2L. For guidance on how to use the Call In option, please visit this link [HERE](#).

Additional information on troubleshooting Virtual Classroom can be found [HERE](#) and [HERE](#).

Additional information regarding taking online quizzes can be found [HERE](#) and navigating Brightspace can be found [HERE](#).

Palmer IT Support

For IT Support, please enter a Support request at <http://palmer.service-now.com/sp>.

Academic-Term Schedule

What changes should I expect in my course schedule?

Courses will occur synchronously at their scheduled time or asynchronously when appropriate. Your instructor will communicate the schedule.

How will commencement ceremonies be impacted?

The spring term commencement ceremonies scheduled for June 2020 currently remain planned as scheduled.

How does this impact the summer term?

The summer term is planned to begin as scheduled on Monday, July 13.

When will registration for summer 2020 take place?

Registration for the summer 2020 term will occur in mid-May. Registration information and dates will be emailed to students a week before registration will begin.

Updated 4/14/20

Will spring 2020 tuition be refunded or reduced?

These are uncertain times, but Palmer College remains committed to providing a high-quality educational experience. Tuition is necessary to provide that education. While online instruction is a new and different environment for much of our curriculum, the response from students and faculty has been very positive. And faculty, librarians and student services staff are readily available through various electronic means. In addition

to course delivery through Brightspace, the College is offering online academic advising, peer tutoring, counseling referral, library services, and student-organization support, in addition to our usual IT, registration, financial aid and admissions operations.

In short, Palmer continues to provide the education our students need to stay on track and meet their academic goals and milestones. Spring tuition will remain unchanged.

Academics/Classes

What's the current guidance for course drops and college withdrawal?

The course drop date and college withdrawal date have been extended from the term mid-point to the last day of scheduled courses for the spring 2020 academic term. Dropping individual courses and processing complete withdrawals (dropping all classes) can be done through the Office of the Registrar through the last day of classes:

Main Campus: Thursday, June 11

Palmer Florida and Palmer West: Friday, June 12

Will the approach to grading change this term?

An additional grading option has been added for the spring 2020 academic term:

A Pass/Fail (P/F) grading option has been adopted for all courses taught during the spring 2020 term.

Students will choose either the earned letter grade recorded by the instructor, *or* a P/F designation for each of their courses. The deadline to make this choice is 4 p.m. Tuesday, June 23.

If a P/F designation is not requested by this deadline, the student's academic record will reflect the earned letter grade. Information regarding the temporary grading option is available on the Palmer Portal, Student Resources section.

Financial Aid

The Financial Planning Department will continue to process student aid as scheduled. Important deadlines and information will be communicated to students via Palmer email, the Palmer app, and Week at a Glance announcements. Financial Planning Officers are available by phone and email. No in-person or walk-in appointments.

Contact the Office of the Financial Planning:

Main Campus FinancialAid.ia@palmer.edu 563-884-5740

Palmer West FinancialAid.ca@palmer.edu 408-944-6023

Palmer Florida FinancialAid.fl@palmer.edu 386-763-2790

Should students report for their work-study job on-campus?

No. Students should not report to on-campus work through May 1, 2020. Supervisors may ask individual students to perform some or all of their job responsibilities online, if deemed necessary for department function. All other work-study students should report scheduled hours into Paycom, even if they were unable to work those hours.

How does the CARES Act impact my student loans?

[The CARES Act](#) implemented several provisions for borrowers. For federally held student loans (i.e. Direct subsidized, unsubsidized and PLUS loans) there will be zero interest accrual and automatic suspension of payments beginning on March 13, 2020 until September 30, 2020.

Federal student loans not held by the federal government (e.g., Federal Family Education Loans (FFEL) and Perkins Loans) *may* provide the same zero interest and cessation of payments benefits to the loans they hold on a voluntary basis. Borrowers of these loans should contact their servicer for additional information.

For more information and a helpful Q&A, visit studentaid.gov.

Health, Safety and Well-Being

Are there any confirmed cases of coronavirus at Palmer College?

There are no confirmed cases at Palmer College.

I feel I may have been exposed to the virus. What action should I take?

Call health-care professionals or your county health department so they can assess your symptoms and risk factors and help you plan.

Where can I get more information about COVID-19?

- [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov)
- [Iowa Department of Public Health](https://www.idph.gov)
- [Scott County Health Department](https://www.scottdhs.org)
- [California Department of Public Health](https://www.cdph.ca)
- [Santa Clara County Public Health](https://www.sccphd.org)
- [Florida Department of Health](https://www.floridahealth.gov)
- [Volusia County Health Department](https://www.volusiahealth.com)
- [Executive Order No. 20-91](https://www.governor.gov)

How can I prevent getting the coronavirus?

Currently, there are no vaccines available to prevent COVID-19. The CDC recommends typical infectious disease precautions, just as those used to prevent cold or flu:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available.
- Avoid touching your mouth, nose and eyes.
- Cover coughs and sneezes with your arm or a tissue.
- Avoid exposure to others who are sick.
- Stay home while you are ill (except to visit a healthcare professional) and avoid close contact with others.
- Get adequate sleep and eat well-balanced meals.
- Clean and disinfect frequently touched objects and surfaces.

How can I manage my stress and concern due to COVID-19?

We know that dealing with this evolving situation can cause stress and anxiety. Please remember that there are campus and community resources available to support you.

- Palmer's Personal Counseling Referral Program, <http://www.palmer.edu/wellness>

- Palmer’s Academic Support Services office, www.palmer.edu/students/academic-success/support-services

In addition to accessing our Palmer Personal Counseling Resources, there are many free resources to help you stay calm and manage any anxiety you may be experiencing. Here are a few resources we think will be helpful:

[Free resources](#) from the creators of Calm, and [Care for Your Coronavirus Anxiety](#) from the creators of Shine, and the [down dog](#) exercise/yoga app.

To connect with an academic coach, send an email at academicsupport.ia@palmer.edu. We continue to meet with students by phone and video chat. Tutor-generated resources are always available on the PASS Brightspace page. You are not alone in this – Palmer cares about you.

Students: Palmer Cares about your Health and your Continuing Counseling Needs During this Coronavirus/COVID-19 Pandemic

We have reached out to our professional counseling resources to confirm that phone or telehealth (video chat) counseling is available to Palmer students at the Davenport campus. The providers listed below have confirmed their availability to offer telehealth or phone counseling to existing and new Palmer student clients.

Main Campus Support

Personal Growth, Relationships, Anxiety, Depression, Trauma, and Anger Management:

For Individuals, Couples and Families

QC Counselor, 2028 E. 38th Street. Suites 3-5, Davenport. Phone: 563-424-2016;

online: <https://www.qccounselor.com/>; email: GetHelp@QCCounselor.com. Email or call to make an appointment. Providers are able to offer phone and telehealth (video chat) counseling.

Relationships, Boundaries, Navigating Conflict, and Coping with Anxiety:

For Couples and Families

Marriage and Family Counseling Services, 1800 3rd Avenue, Suite 512, Rock Island; phone: 309-786-4492; online: www.mfcsqc.org. Evening hours are by appointment. Intake forms are mailed in advance of your first appointment. Providers are able to offer phone and telehealth (video chat) counseling.

Relationships, Anxiety, Depression, Stress, and Life Transitions:

For Individuals, Couples and Families

Therapy Professionals of the Quad Cities – Carol Daniels, PhD LMFT and Erica Bucy LISW, 1333 W. Lombard St. Ste. C, Davenport; phone: 563-324-9050; online: www.therapyprosqc.com; email: therapyprosqc@gmail.com. Book online or call to make your telehealth (video chat) appointment.

Anxiety, Relationships, Boundaries, Trauma, Abuse, Navigating Conflict, and Personal Growth:

For Individuals, Couples and Families

Family Counseling & Psychology Center, 2485 Tech Drive, Bettendorf; phone: 563-355-1611. **Gina Ellison, LCPC**, is at 303 18th Street, Rock Island; phone: 309-788-6374;

online: www.qcfamilycounseling.com. New patient intake forms are available online. Providers are able to offer phone and telehealth (video chat) counseling.

Individual Providers:

Trauma, LGBTQIA Issues, Anxiety, and Depression

For Individuals, Couples and Families

Alyson Pearson, LISW, 2250 Middle Road, Suite 300, Bettendorf; phone: 563-349-7948;

email: alyson@pearsonmht.com;

online: www.pearsonmentalhealththerapy.com; www.instagram.com/pearsonmht; www.facebook.com/pearsonmht. Email to set up your first phone appointment.

Personal Growth and Dealing with Change:

For Individuals and Couples

Karen S. Wickwire, Ph.D., 1035 Lincoln Road, Suite 308, Bettendorf; phone: 563-607-5101;

online: <https://www.psychologytoday.com/us/therapists/karen-wickwire-bettendorf-ia/60122>. Dr. Wickwire is offering in-person counseling for new clients and phone counseling for existing clients. Her office meets current CDC guidelines for social distancing and the building has low traffic at this time.

Spirituality and General Concerns:

For Individuals, Couples and Families Kimber Brokaw, LISW, LCSW, Connection Counseling, 2305 7th Avenue, Moline; phone: 563-424-7137; email: connectioncounseling@gmail.com. Email or call to set up your Zoom or phone appointment.

To access counseling for the first time, follow these three steps:

1. Select from any of the listed providers. Check provider websites to get a sense of who might be a good fit for you. You may speak with [Dr. Alex Margrave](#), senior director for Student Academic Support Centers (SASC), to discuss the Personal Counseling Referral Program (PCRP) and receive a personalized provider recommendation. Email Dr. Margrave at alex.margrave@palmer.edu to set up your phone or Microsoft Teams video chat meeting.
2. Call the provider/group to schedule an appointment and identify yourself as a Palmer student or immediate family member of a Palmer student.
3. A counselor, will ask you to provide a signed consent form that they will use to bill the College. Your name appears on the billing statement only to confirm you're a current Palmer student or immediate family member of a Palmer student. All billing is sent directly to Bridgett Lance, program assistant at Palmer's main campus for payment processing. Your participation in counseling is completely confidential.

*Palmer's referral program covers up to five sessions of counseling per academic year. Sessions can be used by the student or immediate family member of the student. You won't receive a bill for counseling sessions; however, if the counselor has a no-show fee or late-cancellation fee, you are responsible for these fees if incurred.

Palmer Florida Support

Personal Counseling Referral Program

Life presents all of us with challenges we may not be prepared for or able to cope with on our own. It's OK to ask for help. Seeking professional counseling is a proactive step to address your needs and concerns. Up to five sessions are available, at no cost to the student.

Local providers available to all Palmer students, spouses/partners and immediate family members.

Follow these simple steps:

1. Select from any of the listed providers. Check their websites to get a sense of who might be a good fit for you. You should feel comfortable talking with your counselor. If this isn't the case, please schedule an appointment to meet with Jason Brewer, director of student services to discuss the Personal Counseling Referral Program (PCRP).
2. Schedule an appointment by identifying yourself as a Palmer student or immediate family member of a Palmer student.
3. When you meet with a counselor, they will ask you to provide a signed consent form for them to bill the College. Your name appears on the billing only to confirm you are a Palmer student or immediate family member of a Palmer student. All billing is sent directly to Palmer's main campus for payment processing. Your participation in counseling is completely confidential.

You won't receive a bill for counseling sessions. However, if the counselor has a no-show fee or late-cancellation fee, you, the student, are responsible for these fees (this includes phone counseling).

Port Orange Counseling Center, 209 Dunlawton Avenue, Suite 16, Port Orange; 386-492-6938; online: <https://portorangecounseling.com/>. Ask for Russell Holloway, so he can assist you with finding the best counselor for you. Port Orange Counseling Center will start scheduling online clients immediately. Students need to call: 386-405-4128.

Medical Psychology Center, 570 Memorial Circle, Suite 150, Ormond Beach; phone: 386-672-9250; online: <http://medpsychcenter.com/>

Counseling Center of New Smyrna Beach, 265 North Causeway, New Smyrna Beach; phone: 386-423-9161; online: <http://www.counselingcenternewsmyrnabeach.com/>

The Garber Counseling Center, 1635 South Ridgewood Avenue, Suite 223, South Daytona; phone: 386-747-3554; online: www.garbercounseling.com; email: garbercounseling@gmail.com

Spruce Creek Mental Health, 1690 Dunlawton Ave, Suite 125, Port Orange; phone: 386-681-8639; online: <http://www.sprucecreekmentalhealth.com/>

If you have any questions or would like to discuss your situation, please contact Student Services at 386-763-2781 or academicsupport.fl@palmer.edu. You may schedule a phone or Teams video chat appointment with a member of the Student Services staff.

Do you anticipate needing more than five sessions of counseling to address your concerns? Students seeking options for long term or ongoing counseling, and/or medical management in the Port Orange area are encouraged to contact low-cost or sliding-fee counseling providers and groups, including:

- **Stewart-Marchman ACT Behavioral Healthcare** - 1-800-539-4228: 24-hour emergency screening and admission to mental health crisis stabilization, drug abuse detoxifications and/or referrals
- **United Way 211 Mental Health Registry Hotline and Phone Counseling**

Information:

The National Grad Crisis Line – 1-877-472-3457: 24/7 free, confidential telephone counseling, crisis intervention, suicide prevention, information and referral services provided by specially-trained call-takers

LGBT National Hotline – 1-888-843-4564: Peer-counseling, information & local resources

The JED Foundation Mental Health Resource Center – www.jedfoundation.org: Text “START” to 741-741 or call 1-800- 273-TALK (8255)

Palmer West Support

[Free resources](#) from the creators of Calm, and [Care for Your Coronavirus Anxiety](#) from the creators of Shine, and the [down dog](#) exercise/yoga app.

To connect with an academic coach, send us an email at academicsupport.ca@palmer.edu. We continue to meet with students by phone and video chat. Tutor-generated resources are always available on the PASS Brightspace page. You are not alone in this – we care about you.

Palmer Cares About Your Health and Your Continuing Counseling Needs During This Coronavirus/COVID-19 Pandemic

We have reached out to our Professional Counseling resources to confirm that phone or video chat counseling is available to Palmer West students. The providers listed below have confirmed their availability to offer phone and/or online counseling to existing and new Palmer West student clients.

Goolrukh Vakil, Ph.D., MFT

Email: goolrukhv@comcast.net

Phone: 415-845-8519

Wendy Yeh, LMFT

Email: yeh.wendy@gmail.com

Phone: 650-397-1376

Web: wendyyehmft.com

To access counseling for the first time, follow these three steps:

1. Select from any of the listed providers. You may speak with Michael Crump, director of Student Services, to discuss the Personal Counseling Referral Program (PCRP). Email him at michael.crump@palmer.edu with questions or to set up a phone or Microsoft Teams video chat meeting.
2. Call or email the provider directly to schedule an appointment and identify yourself as a Palmer West student or immediate family member of a Palmer West student.

3. When you meet with a counselor, they will ask you to provide a signed consent form for them to bill the College. Your name appears on the billing statement only to confirm you are a current Palmer West student or immediate family member of a Palmer West student. All billing is sent directly to the Main Campus for payment processing. Your participation in counseling is completely confidential.

**Palmer's referral program covers up to five sessions of counseling per Academic Year. Sessions can be used by the student or immediate family member of the student. You won't receive a bill for counseling sessions; however, if the counselor has a no-show fee or late-cancellation fee, you are responsible for these fees if incurred.

Please continue to check the Palmer website, Brightspace and your Palmer email for COVID-19 updates.