

REID STATE TECHNICAL COLLEGE IS WORKING TO DO AS MUCH AS POSSIBLE TO KEEP STUDENTS SAFE. WE WANT YOU TO BE AWARE OF THE EFFORTS WE HAVE IN PLACE TO SUPPORT YOU DURING THIS TIME.

To ensure that you can be reached during this time of transition, please be sure to update your phone number in your CANVAS Student Account.

Below are a few FAQs about this transition:

I don't have a computer at home. How can I take online classes?

Below is a list of information publicly available to assist anyone impacted by shutdowns from COVID-19.

The Alabama Community College System (ACCS) does not endorse, nor receive any benefit from the companies listed.

[Devices from Comcast Internet Essentials](#)

If you are or if you become an Internet Essentials customer, you have the option to purchase a laptop or desktop computer for \$150.00. Each eligible family may purchase up to five (5) devices.

How do I access my online classes?

Reid State Technical College uses Canvas to facilitate learning in an online format. MOST classes will be offered through this learning management system. You will log into Canvas to access your classes.

What if I have issues logging into Canvas?

Reid State's IT Department is here to help! You can email your issues to pparker@rstc.edu Monday - Thursday from 10:00 a.m. - 11:00a.m.

How do I contact my instructor?

The best way to contact your instructor regarding your online classes is to message them directly in Canvas. However, you can always email your instructor. YOU CAN GO ONLINE TO www.rstc.edu UNDER OUR COLLEGE NEWS & EVENTS SECTION TO VIEW THE COLLEGE EMAIL DIRECTORY.

What if I do not have internet access at home?

If you are having issues with connectivity for your online classes, please contact your instructor and let them know. Canvas does have an app, Canvas Student, that allows you to use most of the functions available in the web version. You can download the app in the App Store or the Google Play Store.

According to the Alabama Cable and Broadband Association, Alabama's cable providers are rolling out no-cost and low-cost options for high-speed internet access to the state's students and low-income populations hit hardest by closures and other impacts from COVID-19 pandemic precautions. For more information, visit <http://alabamacable.org/>.

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[Comcast Internet Essentials](#)

Public Comcast Wi-Fi hotspots are available for anyone. Comcast is offering 2 months free to new Internet Essentials customers in response to recent and anticipated emergency measures associated with the Coronavirus (COVID-19). To qualify, you must meet one of the requirements below:

The ACCS recommends that students who are interested act quickly as installation may take up to 7-days.

- MEDICAID - card or most recent eligibility letter for an adult in your household.
- Public Housing Assistance - documentation such as your lease, housing assistance payment (HAP) contract, or eligibility documentation from HUD.
- SNAP - letter indicating you are approved for Supplemental Nutrition Assistance Program benefits.
- TANF - eligibility letter for Temporary Assistance for Needy Families.
- SSI - eligibility letter for Supplemental Security Income.
- NSLP/Head Start - copy of a letter indicating current participation in the National School Lunch Program or Head Start, with your child's name, the school name, and the address of where you are requesting service.
- LIHEAP - letter confirming your eligibility for Low Income Home Energy Assistance Program.
- WIC - eligibility letter for the Women, Infants, and Children program.
- VA PENSION - veterans pension eligibility determination letter from the Veterans Administration.
- Tribal assistance eligibility letter, including TTANF, FDPIR, etc.

[AT&T](#)

AT&T will provide unlimited AT&T mobile data for the next 60 days. AT&T will not terminate the service of any wireless customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic. Public AT&T Wi-Fi hotspots will be available for anyone.

[T-Mobile / MetroPCS](#)

T-Mobile will provide unlimited data for all customers with data plans for the next 60 days (excluding roaming). T-Mobile customers will receive an additional 20GB of mobile hotspot and tethering service for the next 60 days.

[Sprint](#)

Unlimited data for all customers with data plans for the next 60 days at no extra cost beginning 3/19/2020. An additional 20GB of mobile hotspot data per month for 60 days at no extra cost. Customers (with mobile hotspot-capable handsets who don't have mobile hotspot on their plan) will now receive 20GB per month for 60 days (a minimum of two bill cycles) at no extra cost. Sprint will not terminate service if they are unable to pay their Sprint bill because of the coronavirus, and will waive late fees incurred because of economic circumstances related to the pandemic.

College Facilities

Students with slow data connections or who may not qualify for Internet Essentials, Various ACCS Colleges has expanded network access to include some parking lots for drive-up computing. Students will be able to use their device on the college Wi-Fi from their vehicle to maintain social distancing.

I'm worried about failing/doing poorly if classes are online. Who do I contact?

Stay in contact with your instructor for support.

I don't have the textbooks I need at home. What do I do?

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[VitalSource Helps](#)

Is a program designed to support students who may have lost access to course materials due to a college moving to distance-learning to prevent the spread of COVID-19. This program is made possible by the leading publishers and campus retailers in US higher education. The program offers free access to tens of thousands of ebooks to Spring semester students and instructors at impacted 2 and 4-year non-profit institutions in the US.

Should I come to campus?

Only if you need to use the campus WI-FI and you must stay in your car. In an effort to help stop the spread of COVID-19, many REID STATE TECHNICAL COLLEGE'S employees will be working remotely. Because of this, faculty and staff's presence on campus, and their access to office phone lines, will be limited during this time. We will still be available by email to meet your needs and answer any questions you may have. Faculty, staff, and administration will do their best to respond to all e-mailed questions.

What if I still have questions?

All students have been enrolled in our REID NOW text messaging platform. STUDENTS CAN ALSO CHECK WWW.RSTC.EDU AND THEIR CANVAS ACCOUNT. If you have any other questions, please fill out that Contact Us form on our website. We will be able to get back to you with an answer and add FAQs to this list.

We want this transition to go as smoothly as possible for you, and more importantly, we want you to be successful DURING THIS TRANSITION AND in your online classes. Don't be afraid to reach out, ask questions, and, as always, continue to practice good personal health habits and follow the guidelines from the Centers for Disease Control and Prevention.