

Hi <First Name>,

Many colleges have chosen to take their classes online for the rest of the academic year. As you adjust to the virtual classroom, we're sharing a few tips for success — see below.

It all starts with reliable Wi-Fi access. A top priority of virtual classes is having Wi-Fi that works for streaming lectures, submitting papers, and taking online tests. Additionally, make sure you practice good study habits to keep your semester on track.

We know this transition may be intimidating. Remember, communication is key! If you are concerned about Wi-Fi access, keeping up with the material, or otherwise managing this transition, be sure to communicate with your professors and reach out for help.

Don't forget, our team is always here for you. <Add contact information/support details here.>

Make sure you can access Wi-Fi.

If your Wi-Fi is not reliable, notify your professors. Let them know if you are having difficulty streaming videos or are otherwise experiencing connectivity issues. They may be able to help you find alternatives or otherwise make accommodations.

If you don't have Wi-Fi at all, explore options to make sure you're able to connect. If you are in an apartment, ask a neighbor if they would be willing to allow you to use theirs and split the costs. Look into options with your internet provider for free or discounted service:

- Charter is offering students free Spectrum broadband and Wi-Fi for 60 days as a response to the coronavirus. [Get the details.](#)
- Comcast is offering free access to its Xfinity Wi-Fi hot spots for everyone, including non-subscribers, for the next 60 days. [Learn more here.](#)
- AT&T is providing upgrades or discounts to some customers. If you are not a current customer, they are also promoting their internet access program to qualifying limited income households. [See more information.](#)

Please continue to be mindful of your health and safety, including practice social distancing and limiting group interactions. If you have continued difficulties with internet access, we strongly encourage you to communicate with your professors.

Practice good study habits.

If your classes are virtual, make sure that you are not allowing your grades to slip without the familiar structure of going to class. Schedule time for your classes and study sessions.

When it comes to interacting with your professors, remember that they are most likely still having "office hours" virtually. If you are concerned about learning the material in this new format, bring questions to their virtual office hours. Also, don't be afraid to reach out to classmates. If you have questions, odds are someone else does, too. Make a virtual study group or find a couple students in each class to check in with every week.