

Resources for faculty, staff and students below:

Student loan information:

U.S. Secretary of Education Betsy DeVos announced that, due to the COVID-19 national emergency, the Department will halt collection actions and wage garnishments to provide additional assistance to borrowers. This flexibility will last for a period of at least 60 days from March 13, 2020.

Borrowers with defaulted student loans, a current relationship with a private collection agency, and an interest in continuing a prior payment arrangement, consolidating their loans, or beginning a loan rehabilitation arrangement with their private collection agency, should contact the Department's Default Resolution Group at 1-800-621-3115 (TTY for the deaf or hearing-impaired 1-877-825-9923). Visit this [website](#) for more information about student loans and if it pertains to you.

Internet resources:

We know that all students may not have easily accessible internet service. Charter/Spectrum and other companies are offering free internet services to students for the next 60 days to ensure you are able to finish your classes. Below is the information needed for Charter/Spectrum. However, please contact your local internet provider to see if there are arrangements for students outside of these providers.

Charter/Spectrum: Students can call 1-844-488-8395 or visit this [website](#).

Updates from the Point Bookstore and McKinney's Coffee Shop:

- Reduced Hours: Monday to Friday, 8:00 a.m. - 3:00 p.m.
- Free Online Shipping
- Free eBook Access with RedShelf
- Free Mail-In Rental Returns (the link for the label will be included within your rental return reminder emails- the last day to print the label is midnight on the rental due date- check your emails but the date should also be written on your sticker)
- Extended Grace Period on rentals to allow extra time for shipping (15 days)
- Available Online 24/7 at [www.pointuniversityshop.com](http://www.pointuniversityshop.com)

We will continue to provide you with more information as updates become available.

Counseling services:

Adjustments have been made to allow our counseling intern, Kelsey Henderson, to see clients via telemental health. If you would like to engage in counseling, you can still see Kelsey, our intern, face-to-face on campus, but you can now access counseling services via telemental health. You can email the counseling department through the Point [website](#). Please feel free to take advantage of this expanded service.