

1. How has COVID-19 impacted support for students at this time?

The Veracruzana University, in the face of this health contingency, has favored the learning of students in a distance mode, through its Eminus platform <https://eminus.uv.mx/eminus>, in this way it tries to continue impacting the learning of students online from their homes. In addition, in the contingency plan of the university, attention has been given to students to attend: Calendars, Exams, Social service, School procedures and tutoring.

<https://www.uv.mx/plandecontingencia/>

For example, in tutoring, we have a space when the student can find information about tutorial sessions, a guide for student where they founding important information about their tutors, or how about the students can inscribe a program for support of the integral formation.

<https://www.uv.mx/plandecontingencia/actividades-escolares/tutorias/>

2. What strategies have been put in place to support both students and staff in an online learning environment?

The Veracruzana University, upon being impacted by the COVID pandemic at the end of March 2020, opted for home protection for its entire community, including students, academics, administrators, managers, this in order to safeguard the health of its community. However, this was not contemplated in the way to continue with academic and administrative activities, therefore, quickly, the Veracruzana University, designed a contingency plan, in which it would mainly attend 4 axes:

- **Provisions for academic work**
<https://www.uv.mx/plandecontingencia/informacion/disposiciones-para-el-trabajo-academico/>
- **Precisions for academic work**
<https://www.uv.mx/plandecontingencia/informacion/precisiones-para-el-trabajo-academico/>
- **Action plans during the contingency**
<https://www.uv.mx/plandecontingencia/planessa/planes-de-trabajo-de-las-direcciones-generales/>
- **Communications**
<https://www.uv.mx/plandecontingencia/informacion/comunicados-uv/>

For this, a platform was installed where all this information would be present at all times for the university community and in this way try to favor and continue in the best possible way the substantial activities of the university that are the classes. All this information is in the following link:

<https://www.uv.mx/plandecontingencia/>

It is worth mentioning that the entire community has continued working and attending classes, of course online and from home.