

Subject:
Date:

HACC Extends Remote Learning and Student Services, Your Questions Answered – March 24, 2020
Tuesday, March 24, 2020 7:07:05 PM



Greetings, HACC student!

Our first week of 100% remote instruction and learning is underway! Thank you for your continued patience and flexibility during this truly historic time for the College. It has been heartening for me and other HACC employees to witness the strong network of support that you provide for each other.

Please note the following important announcements:

- HACC's five campuses will NOT re-open in April.
- The five campuses will remain closed through May 17. They are tentatively scheduled to re-open on May 18.
- Students will continue to receive remote instruction and services through May 17.
- Most employees will continue to work remotely through May 17.
- The information above is tentative and subject to change.
- The Commencement ceremony scheduled for [May](#) is canceled. Students who were scheduled to graduate in May will be invited to participate in the Commencement ceremony scheduled for December 2020.

These decisions were made to ensure we continue to keep you safe.

Please remember to [remain mindful of your personal health](#) and well being while focusing on your education. It is important for all of us to pace ourselves and do our best to stay healthy.

As you have come to expect, following are the commonly asked questions and our responses to them. Please note that some of these responses are tentative and subject to change.

If you have additional questions and you do not see the answers on the [website](#), please submit the online form located on the website. Please see the webpage section called "Information for Students."

We will continue to update you regularly via email and the aforementioned website.

Thank you!

John J. "Ski" Sygielski, MBA, Ed.D.

1. Are we allowed in the building for certain classes?

No. All classes are currently being taught remotely.

2. Has HACC's online calendar been updated to take into account the coronavirus cancellations and the extension of the spring 2020 semester?

Yes. The academic calendar has been updated. You can view the calendar at hacc.edu/Students/CollegeCalendars/2019-20-Academic-Calendar.cfm.

3. I have not yet heard from one of my professors. What should I do?

Please email your school dean with your course and instructor information. They will then help your professor connect with you. The school deans are as follows:

- Business, Technology, and Industry: Jennie Baar, jnbaar@hacc.edu
- Health Sciences: Dory Uhlman, dsuhlman@hacc.edu
- Liberal Arts: Leslie Boon, lmboon@hacc.edu
- Science and Math: Mike Corradino, mccorrad@hacc.edu

4. What steps can I follow if my internet connection seems slow?

Below are a few steps you can take to improve your internet connection speed:

1. Run a [speed test](#) to determine your internet connection capabilities.
2. Turn off other devices in your home that are consuming your internet connection such as streaming television (Netflix, Hulu and Apple TV) and Internet radio.
3. Disconnect wireless devices such as Amazon Echo and Google Home.
4. Contact your internet service provider to increase your internet connection capabilities.

Additionally, for those students who require internet access, Comcast has recently expanded their Internet Essentials offerings to make it free for 60 days for those who qualify. You can learn more at <https://internetessentials.com/>. Note that HACC has no formal affiliation with Comcast and does not endorse Comcast.

5. What do I do if my user account is locked, and I cannot log in to the myHACC portal?

If your user account is locked due to a few failed login attempts, please wait 10 minutes and it will unlock automatically. If you continue to have issues, please contact the Support Center at 717-780-2570.

6. Since the campuses are closed and classes are being held remotely, how do I learn how to use Zoom? Does my professor have to email me a link? Also, if I

usually test in the Student Access Services office, how will that work if my classes are held remotely along with exams? Will I still be able to get my extended time?

Your instructor will email you a link for the Zoom meeting during class time. There are also additional resources available to support students with Zoom (for live class sessions). Please click here for [student tutorials](#).

Please work with your instructor and [Student Access Services](#) to ensure you have appropriate accommodations in the new remote format. You will still be given extended time for testing.

- 7. If a student employed in a healthcare facility is locked down and forced to stay at work, how does that affect their academic standing if they will be unable to be available for Zoom virtual classes or take exams?**

Please alert your instructor as soon as possible. Many instructors are working on ways to deliver class content outside of class time, which may allow you to continue in the class. If you are able to complete the work, you should keep going. However, if you are unable to complete class work by the end of the semester, you may be eligible for an incomplete to finish the work during the summer.

- 8. I am aware that the financial aid disbursement process has been discussed, and it has also been stated that the refunds will be mailed to students. How long should I wait to receive the refund check in the mail before contacting someone in Financial Aid? It is imperative that I be proactive and verify that a refund will be sent.**

The disbursement of financial aid refunds is underway. There have been some delays due to staff working remotely, but we anticipate that those delays will be short-lived. Once financial aid is applied to a student's account, there is typically one week before the refund is issued. Depending on how students have previously elected to have funds disbursed, they should continue to check their BankMobile accounts or watch for checks via the U.S. Postal Service.

Please know that we are aware of how important these funds are to students, and we are working hard to get them disbursed as soon as possible.

- 9. Has the financial aid refund process changed to just mailed paper checks?**

No. The College will continue to use direct deposit to students' BankMobile accounts or to other accounts they have arranged for previously. Students who requested checks in the past will get their refund check delivered via the US Postal Service.

- 10. Are students going to have to pay more out of pocket and/or take loans out in order to cover the remote learning? Or is financial aid still able to cover these expenses?**

Students will not incur additional costs as the result of the move to remote instruction. Financial aid will cover expenses. Tuition and course fees are the same for on campus and online.

11. How do I submit a timesheet if I don't have access to the internet?

Employees or student workers who are unable to submit their timesheets online should contact their supervisor immediately to let them know. Your supervisor will work with you to identify alternative solutions.

12. Should students in clinicals still go to clinicals?

Faculty are following the recommendations from clinical sites, and students will not be attending clinicals until further notice. The Nursing Program has received approval from the State Board of Nursing to move clinical experiences to simulation. Faculty have communicated the changes to current students.

hacc.edu



800-ABC-HACC

HACC recognizes its responsibility to promote the principles of inclusion and equal opportunity in employment and education. Therefore, it is the policy of HACC, in full accordance with the law, not to discriminate in recruitment, employment, student admissions, and student services on the basis of race, color, religion, age, political affiliation or belief, gender, national origin, ancestry, disability (physical or intellectual based challenges), place of birth, General Education Development Certification (GED), marital status, sexual orientation, gender identity or expression, veteran status, genetic history/information, or any other legally protected classification. Inquiries should be directed to the Office of the President, One HACC Drive, Harrisburg, Pa. 17110, telephone 717-736-4100.
