

**Subject:** HACC's Preparation for the Coronavirus – April 14, 2020  
**Date:** Tuesday, April 14, 2020 3:55:51 PM

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Good afternoon, colleagues!

I hope that your week is going well, and that you are staying healthy and taking care of yourselves and loved ones. Each week seems to bring new professional and personal challenges AND opportunities. I am proud of the tremendous dedication you continue to show to our students and each other. I hope you will take a moment to watch this short [thank-you video](#) – just a small token of gratitude for all that you do.

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 Employees.](#)" If you would like to see the information being communicated to students, please see the webpage called "[Information for Students.](#)"

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

Thank you!

John J. "Ski" Sygielski, MBA, Ed.D.  
Pronouns: He, Him, His  
President & CEO  
HACC, Central Pennsylvania's Community College

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**1. When can we expect to return to campus?**

Please note the following changes to HACC's planned schedule to reopen campuses:

- Even though the College is **open**, **HACC's five campuses will remain closed until the fall** unless the governor lifts the stay-at-home order.
- Students may register for a variety of classes offered either online or remotely during the summer sessions.
- Please note that the information above is tentative and subject to change.

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

**2. Where is the option located on the HACC Bookstore website for students to buy textbooks for summer classes?**

Course materials, including textbook information, for summer 2020 was made available on April 13. Students may begin making purchases on April 20. Financial aid for the summer semester will be available to use starting May 4. Any financial aid

orders placed before May 4 will be held until May 4 for processing. Please visit the bookstore website at [bookstore.hacc.edu](http://bookstore.hacc.edu) for more information.

**3. When the campuses reopen, will I still be able to work remotely?**

Please refer to [SGP 833 Telecommuting](#) for the College's policy on remote work when normal operations resume. Accordingly, a telecommuting arrangement may be initiated for the purpose of benefiting the College and the employee to improve productivity, customer service or some other measurable outcome. Telecommuting approval is at the convenience and sole discretion of the College and is reviewed on a case-by-case basis. Please discuss the situation with your supervisor and follow the policy's procedures for establishing a telecommuting agreement.

**4. Has there been any discussion about possibly making the fall semester online since we don't know if the coronavirus will peak in the fall?**

Currently, a taskforce of representatives from all constituency groups is being formed to look at contingencies for the fall semester. Although we hope to be back on campus, we will continue to offer remote instruction and services if it is not safe to return to campus.

**5. When will students be able to take the TEAS test?**

In mid-April, Assessment Technologies Institute ([ATI](#)) will begin offering a **remote** proctoring option for the TEAS examination. Students may be able to register and schedule for REMOTE HACC TEAS testing sessions as soon as next week. We will announce the exact dates when they are available. Please note that the remote session dates will still be associated with a specific campus. However, students may sign up for **any** session that best suits their schedule.

Please keep in mind the following technical requirements for this remote option:

- Microphone: Any microphone, either internal or external
- Webcam: 320x240 VGA resolution (minimum) internal or external
- Desktop or laptop computer: NO iPads, tablets or phones are to be used. Computers must have the ability to download Google Chrome.

A more detailed set-up guide for students and test dates will be shared soon.

**6. Someone no longer works for the College. How do I get them to return the laptop and other equipment issued to them while the campuses are closed?**

Please refer to [Protocol for Issuing/Receiving HACC Technology Resources](#) for steps on receiving IT equipment. If you still have questions, please submit them to [askHR@hacc.edu](mailto:askHR@hacc.edu).

**7. I have a new employee starting, and they will be working remotely until the campuses reopen. How can I provide them with the information technology (IT) equipment that they need?**

Please refer to [Protocol for Issuing/Receiving HACC Technology Resources](#) for steps

on issuing IT equipment. If you still have questions, please submit them to [askHR@hacc.edu](mailto:askHR@hacc.edu).

**8. Are students who struggle with remote learning or who drop out of classes due to COVID-19 able to get refunds?**

The College understands that many students are concerned about the move to remote instruction. However, since classes continue via this new modality, the College will not issue tuition or fee refunds. Students should continue to attend class as the best outcome to complete their spring 2020 courses.

To accommodate the move to remote instruction and to give students additional time to get adjusted to the new format and make decisions about their progress, withdraw dates for full-term and late-start classes have been extended to April 30. New classes that began on March 23 retain their original withdraw dates.

The College is confident that most students can be successful with remote instruction. We encourage students who encounter difficulty to take advantage of these options:

- Speak to their instructor to determine if there are ways to improve their performance, get additional assistance or gain additional time for coursework. In some instances, circumstances may warrant an incomplete grade.
- Take advantage of the many options available for [tutoring](#), either online or via remote tutoring with a peer or professional tutor.
- Reach out to their advisor to discuss their options and their progress toward completion.
- If none of these options work and the student elects to withdraw, they should follow the normal withdraw process through myHACC. Remember that the last day to withdraw is April 30.

Even though the College is not issuing refunds, we continue to gather information and follow guidance provided by the federal government, the Pennsylvania Higher Education Assistance Agency and other agencies. Therefore, additional relief measures may become available at a later date.

**9. Can you provide employees with an enrollment update?**

Our enrollment status is dynamic, changing daily. This information provided below is based on the April 13, 2020, enrollment status report.

- The headcount of the fall semester registered students is down 12.2%. Credit hours are down 13.3% when compared with the same period last year.
- The headcount for the summer semester is down 19%, and credit hours are down 17.9%.

Compared to this point last year, enrollments are down at each campus and in Virtual Learning classes. It is important to know, however, that the numbers change weekly and are expected to rebound slightly as soon as we identify a solution to the challenges caused by inability to complete placement testing.

10. **How will HACC meet the recent directives ordered by the Pennsylvania Office of the Governor and the secretary of the Pennsylvania Department of Health to ensure the safety of our on-campus essential employees?**

To meet the [order](#) issued April 3 by Governor Tom Wolf to wear a mask when leaving home, all HACC essential personnel will wear masks and gloves when operating inside HACC buildings and maintain safe physical distancing protocols. The collegewide recommendation is that all persons entering HACC buildings will wear masks and gloves. HACC will provide personal protective equipment (PPE) for essential staff. Due to the lack of availability of PPE, all other employees need to provide their own.

HACC is taking the following measures to comply with the [order](#) issued April 5 by Dr. Rachael Levine, secretary of the Pennsylvania Department of Health, for continued building safety for buildings of at least 50,000 square feet that are open and operating as essential. HACC's custodial team will maintain and disinfect areas occupied daily and any breached areas that were previously deep cleaned and fogged. The areas that will be maintained include, but are not limited to, open bathrooms, vending/lunch areas, the mail room, security offices, bookstore spaces, finance areas and common spaces like the Welcome Centers.

Employees will receive updated training on the use of personal protective equipment and will clean and disinfect the aforementioned high-touch areas routinely in accordance with Centers for Disease Control and Prevention guidelines.

11. **How many students or employees have been infected with COVID-19?**

As of April 9, 2020, we have no reports of any HACC employees having a suspected or confirmed case of COVID-19.

We have been made aware of eight students with suspected or confirmed cases of COVID-19. The students were taking classes at the Harrisburg, Lancaster, Lebanon and York campuses, as well as taking online courses. Each student who provided clarification on their condition indicates becoming symptomatic after leaving campus for spring break on March 6. Although the chance of the spread to the College community is relatively low, due to the timing of the symptoms and the students' last visits to a campus, this information is being shared out of an abundance of caution to the rest of the College community.

The Centers for Disease Control and Prevention (CDC) has published guidelines on getting testing for COVID-19. If you believe that you have been in contact with someone who has tested positive for coronavirus, the CDC recommends that you self-quarantine for 14 days. If you start to exhibit any concerning symptoms such as fever, cough, shortness of breath or flu-like symptoms, please notify your healthcare provider immediately.

12. **Where can I find additional information about unemployment compensation benefits?**

The College has created an [information page](#) on myHACC extended that contains

information related to unemployment compensation (UC) benefits and links to the Pennsylvania Department of Labor and Industry's UC website.

*Quote: I am only one, but still, I am one. I cannot do everything but I can do something. And, because I cannot do everything, I will not refuse to do what I can. ~Edward Everett Hale*