

Subject: Important Remote Updates and Questions Answered – Oct. 14, 2020
Date: Wednesday, October 14, 2020 5:21:19 PM



Greetings!

I hope you were able to take some time to recharge during this week's fall break. Your overall wellness is important to all of us at HACC. We also want to help you stay connected in whatever ways work for you – whether it is coming to fun virtual events, taking on a leadership role in a student organization or engaging with friends on social media. For more information about student involvement opportunities, please [see this webpage](#).

I will host my next Zoom session for all HACC students on Oct. 20 at 3 p.m. Please see the log-in details below:

[Zoom information is redacted for security purposes.]

Please log in **at least five minutes before the session begins**. The Zoom meeting will be closed to new participants at the start of the session. Also, please use the chat feature to ask questions, and HACC employees and I will respond.

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.
President & CEO
HACC, Central Pennsylvania's Community College

1. Are there any upcoming Zoom sessions with Dr. Ski for students to attend?

Yes. The following Zoom sessions have been scheduled for students:

- Oct. 20 at 3 p.m.
- Nov. 17 at 3 p.m.
- Dec. 15 at 3 p.m.

[Zoom information is redacted for security purposes.]

Please note the following protocols for these Zoom sessions:

- Please log in at least five minutes before the session begins. The Zoom meeting will be closed to new participants at the start of the session.
- Please use the chat feature to ask questions, and HACC employees and I will respond.

2. Will HACC's Athletics Department run their spring sports since the campuses will remain closed through the middle of May 2021?

The safety of our students and employees is paramount. As our campuses are closed, we will not have any team sports in spring 2021. We will not resume sports until it is determined that we can safely re-open the campuses.

3. How do I learn more about Microsoft software available to HACC students?

Please visit our online [Learning Commons website](#) to learn more about the free Microsoft software available to HACC students.

4. How do you know if you will get a refund on your financial aid?

Information on financial aid and the refund process can be found at www.hacc.edu/Paying/CanIGetAid/ReceivingYourAid/Receiving-Aid-Funds.cfm.

Students can also see financial aid messages and information in their [myHACC](#) portal under the Financial Aid tab.

5. The pandemic has caused financial strain for my family. Where can I learn more about making good purchasing decisions?

HACC understands the financial impact of the pandemic. The webinar, "[How To Make Good Purchasing Decisions](#)," by PSECU provides tips on how to become financially savvy by learning to make good purchasing decisions.

PSECU's Financial Education Center at HACC is available for virtual office hours by phone or Zoom. Please contact Jennifer Nicrone, PSECU community manager, at jnicrone@psecu.com to schedule an appointment.

Please **do not** include personal information (such as your bank account number and social security number) in your email message.

6. Can students schedule an appointment in advance with a tutor to prepare for an upcoming exam?

Students can access instant drop-in appointments through a software called TutorTrac.

We are excited to announce that TutorTrac will also allow students to schedule appointments up to 30 days in advance, which can be a great way to build in planning time for big papers, exams or projects. To learn more, please see <https://libguides.hacc.edu/learningcommons/tutoring/schedules>.

7. Can students use Chromebook devices to take HACC's online proctored exams using Examity?

Yes. The College uses Examity, a test proctoring software, that has been updated to support Chromebook devices.

8. Why are printing requests taking so long? I've been waiting since Sept. 29, 2020, for a print request to be mailed. I even contacted the bookstore, and they said they'd reprint and send it right out, but tracking still says it hasn't arrived at a UPS facility. This is affecting my learning. I'm on campus one day a week – why not open a few computers so I can print my own material? By the time material is posted on D2L, printed and mailed, it's pushing the due dates and, in this case, over a week past the due date.

The HACC bookstore prints and mails/ships all print requests daily. However, as the calendar approaches the presidential election and the upcoming holidays, UPS and the U.S. Postal Service are advising of longer delivery times.

HACC campuses remain closed until May 14, 2021. Therefore, the library and computer labs on all campuses are closed.

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