

Subject: Update on HACC Campuses Closing and Remote Instruction and Student Services
Date: Sunday, March 15, 2020 7:49:06 PM



Greetings, HACC student!

The College continues to assess and adapt instruction and student services in light of the worldwide coronavirus pandemic. We appreciate your understanding as we navigate this evolving situation. As we previously announced, spring break is extended for students until March 22.

Please note these important announcements:

- Effective immediately (March 16), students should NOT visit any HACC campus. Student services will be provided remotely. This is a change from a previous announcement.
- HACC classes will be conducted via remote instruction from March 23 through April 5. This date is tentative and subject to change.
- HACC campuses will tentatively reopen on April 6. Again, this date is tentative and subject to change.

Again, the information above is tentative and subject to change. Any changes will be communicated to you in a timely manner.

Thank you for your patience as the College implements its coronavirus preparedness plan. Your health and safety and that of our employees are our top priority. With a worldwide pandemic, great care must be taken to plan and communicate transparently, professionally, quickly, ethically and thoughtfully.

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. In the email sent at 5:30 p.m. on the March 13, it said that clinicals will still be held for nursing students. However, an earlier update from a nursing program leader said that we will not have clinicals during the extended spring break. Please clarify.**

No clinical classes will be held during the week of March 16.

- 2. Am I expected to come to class next time during the regularly scheduled meeting time?**

We are extending spring break for students; therefore, no classes will be held March 16-22. Faculty will be alerted to special meetings and training opportunities next week. Employees report at their usual times.

- 3. How will classes be conducted using remote teaching?**

HACC will be using Zoom for live class sessions during regular class times, and work will be collected using Brightspace (D2L).

- 4. Where can students learn more about Zoom?**

Please review our [Zoom tutorial](#) for live class sessions.

- 5. Where can students learn more about Brightspace?**

Please review our [Brightspace tutorial](#) for assignment submission and class information.

- 6. Is there a way to find affordable internet access?**

For those 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.

- 7. What should students do if they experience food insecurity as the result of campuses being closed and limiting their access to food pantries?**

We understand that students may be experiencing challenges relating to food insecurity during this difficult time, particularly since we are closing our campuses and limiting access to our food pantries. If you experience food insecurity during the time that the HACC campuses are closed, please visit the Central PA Food Bank [website](#) or call 717-564-1700 to find a food pantry near you.

- 8. What are the implications for Virtual Learning students for the extended spring break? Especially online courses that were scheduled to start on Monday, March 16.**

All online courses will resume on March 23. If you are registered to start an online course on March 16, it will now begin on March 23. Here are other ways to find support:

- Attend a Virtual Learning Student Advisory Council (VLSAC) student leader office hours, which can be viewed at www.hacc.edu/vlsac
- Attend an online VLSAC General Council meeting on March 19, 6-7 p.m. via Zoom at <https://hacc.zoom.us/j/753900524>

9. Are the HACC Open Houses and New Student Orientation sessions still going to occur? Or will they be canceled due to the Coronavirus? Is it possible to still have an orientation via Skype, or Zoom?

Since the campuses are closed until April 6, on-campus events scheduled prior to that date are canceled. Decisions will be made and communicated about rescheduling those events or offering remote alternatives.

10. Will the second part of our refund be delayed? We are supposed to receive it on March 19.

Financial aid is dependent upon students' class schedules. As per federal guidelines, the College cannot apply financial aid or disperse funds until students are attending classes and have met the credit thresholds required to be eligible.

11. My student or employee is returning from a trip to an area of a known coronavirus outbreak. Can I ask them to stay home?

We strongly encourage self-quarantine if a student or employee has visited a known area of a coronavirus outbreak. You may ask the student or employee to not return until they have a documentation from their physician that they are able to return to work. Please keep in mind that many of our students may not have regular access to healthcare. Please do not place an unnecessary burden on them.

12. Students want to know how we define the difference between 'remote' and 'virtual'. Some students were asking for a refund because they did not sign up for a 'virtual' class.

- Virtual learning classes are offered 100% online without any live class instructional time.
- Remote learning offers live class time online via Zoom and D2L Brightspace to submit work online. Students may be asked to participate in Zoom during the class time that is scheduled.

13. Some students are concerned that their computer skills are not sufficient to go either remote or virtual and are asking about our refund policy.

We will provide students and employees with numerous resources, software, and 24/7 technical assistance to successfully complete your course remotely.

Following is information about technology support for students:

- We have [tutorials](#) available to support students with Zoom for live class sessions.
- Resources to support students with Brightspace for assignment submission and class information are available in our [Brightspace D2L Tutorials for Students](#).
- [Software recommendations](#) for HACC students are also available. All

current HACC students may download Microsoft Office 365 for FREE for one year (renew each year if still a current student). Details and [instructions](#) are available on [myHACC](#).

- Brightspace by D2L Help Desk: Please email helpdesk@desire2learn.com or call 877-325-7778. A 24/7 chat with a D2L representative is also available from the D2L homepage.
- HACC Help Desk: Please contact the help desk for any issues with login or myHACC via email at supportcenter@hacc.edu or call 717-780-2570.

14. Some students are worried they will fail their classes because they do not have internet service at home. Will they be given an INCOMPLETE and have to finish the class when we re-open the College campuses or should they withdraw now?

Here are two services that students may access if they need a laptop or internet access:

- PC Loan Program: This program is available for students who do not have access to a computer. For more details on eligibility and the application process to borrow a computer, please visit <https://libguides.hacc.edu/pcloan>.
- For those who require internet access, Comcast has recently expanded their internet essentials offerings to make it FREE for 60 days for those who qualify. After 60 days, the service is offered for a monthly fee. Please visit <https://internetessentials.com> for details. Please note that HACC has no formal affiliation with Comcast and does not endorse Comcast.

15. How will textbooks be made available for classes beginning March 23?

All textbooks will be shipped to students for classes beginning March 23. Students may order books in the [online Bookstore](#) between March 16 at 1 p.m. and March 18 at 8 p.m. at <https://bookstore.hacc.edu/harrisburg/landing/default.asp> to ensure delivery by the start of class. All online campus bookstore locations will offer free shipping. Payment may be made via financial aid, credit card or direct bill. All ordering instructions will appear on the bookstore website. If the student has already placed an order for pickup, we will ship that order free. There will be no need for the student to come onto campus.

16. Will Public Safety Center classes be held?

Public Safety Center classes will continue as scheduled unless students are notified otherwise.

17. Will student workers be able to work while campuses are closed?

Student workers who have the IT resources and the ability to work remotely can continue to work and will be compensated at their normal rate.

18. I am being discriminated against by some employees and students. What should I do?

Addressing issues arising from COVID-19 has presented challenges to and caused anxiety in our community and will impact many of our most vulnerable

populations, particularly some of our international students. Suggestions of deportation or acts of bullying and discrimination against one of our community groups is considered to be uncivil and against the law. In addition, these statements and suggestions are untrue and unfounded. At this critical time, we must NOT provide misinformation as it is unhelpful and creates chaos and mistrust while promoting a lack of personal safety to many of our community members. As previously stated in an earlier communication to students, HACC does not discriminate, and acts of bigotry, discrimination, bullying or harassment will not be tolerated. If you feel you have been discriminated against or targeted during this process, please contact the Office of Inclusion and Diversity at 717-736-4102 or CIDO@hacc.edu.

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.
