

**Subject:** Your Coronavirus Preparedness Questions Answered – April 28, 2020  
**Date:** Tuesday, April 28, 2020 6:10:04 PM

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Greetings, HACC student!

It is hard to believe that this is our sixth full week of entirely remote instruction and services and that the end of the spring semester is approaching. What a semester it has been! I want you to know that **we believe in you** and that you can finish this semester strong.

Thank you to students like Tanishia, James, Thuy and Quinn who have submitted their photos and videos at [hacc.edu/HACCtogether](http://hacc.edu/HACCtogether). You will see some of their images in our advertising and marketing in May! Please share your photos, videos and inspirational messages at [hacc.edu/HACCtogether](http://hacc.edu/HACCtogether) and be entered to win one of five \$100 Visa gift cards! The deadline for submissions is extended to May 5.

We are considering the lessons we've learned so far from these experiences to ensure that you thrive and make progress on your goals as we continue with remote classes this summer.

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

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- 1. The Zoom waiting room text in the [April 21](#) email was too long. Is there approved text that we can communicate to meeting attendees in the waiting room that meets the character limit?**

Zoom enforces a limit of 400 characters that can be displayed to users in the waiting room. Please see the new message below that will be displayed in the waiting room for the biweekly Zoom update sessions:

*Thank you for waiting. Please note that you will not be admitted into the meeting if you are not identified by your first and last name or HACC ID. These measures are put in place by the College to prevent Zoombombing. We appreciate your attention to this matter.*

- 2. How can students receive remote advising services?**

HACC’s advising team continues to serve students with their academic planning and registration needs. Students can visit [the academic advising page](#) on HACC’s website to learn more about remote advising appointments and drop-in advising or to schedule an appointment. The advising team is waiting to serve you.

- 3. I recently received an email with the subject “Important Information About Your Emergency Financial Aid Grant” from BankMobile and I am confused why I received it. Is the email a phishing scam or am I really getting grant money?**

On April 22, 2020, BankMobile, HACC’s financial aid disbursement processor, sent an email to several large groups of enrolled students to encourage them to update their banking information. This action was in direct response to the widely publicized Emergency Financial Aid Grants that are a part of the recently enacted CARES Act.

BankMobile is one of the largest banks in the country that distributes financial aid to more than two million students. As colleges prepare to distribute the Emergency Financial Aid Grants, BankMobile was concerned that many students had not provided electronic banking information or that their mailing addresses were outdated. They were trying to be proactive to ensure students received the grant funds as quickly as possible.

At this time, HACC is actively working to determine the best method of distributing the Emergency Financial Aid Grant money to students. The guidance from the U.S.

Department of Education continues to evolve, and HACC will take a thoughtful, measured approach in disbursing the funds to ensure they are distributed appropriately. HACC recommends that if you have a BankMobile account, you periodically login and review your information so that all financial aid disbursements will be received in a timely manner.

**4. If a student would like counseling, is it true that they must go to a Mazzitti & Sullivan office to receive counseling?**

HACC is proud to partner with Mazzitti & Sullivan to provide counseling options 24 hours a day, seven days a week, 365 days a year, to enrolled credit-seeking students.

These counseling options continue, despite the COVID-19 pandemic, as counseling providers who work with Mazzitti & Sullivan are offering remote or telephonic counseling. Students can seek support from Mazzitti & Sullivan counseling providers or any of the thousands of partners who work with Mazzitti & Sullivan around the region, state and nation.

We want students to understand the availability of these services and for them to use the services during this difficult time. For more information about counseling, please contact Mazzitti & Sullivan at 800-543-5080 and identify yourself as a HACC student. You can also visit [mseap.com](http://mseap.com), click on “Contact Us,” fill out the employee form and identify yourself as a HACC student.

**5. I applied for HACC Foundation scholarships but could not register for classes by April 27 due to delayed testing schedules and acceptance decisions for some HACC programs. What do I do?**

Students are our top priority. Therefore, we are pleased to announce the following:

- We realize that some students will be unable to register for classes due to delayed testing and acceptance decisions.
- The students who applied for HACC Foundation scholarships and who are unable to register for classes due to delayed testing and acceptance decisions will be provided a special opportunity to receive tuition assistance funding.
- Information about that process will be emailed to eligible students in May.

**6. Is there any way for students to print things out using our allotted paper amount?**

Until the HACC campuses reopen, the HACC bookstore has set up a process to print students' materials and mail them to their home at no cost. Depending on the size of the print job, please choose one of the following, fill out the form and click submit when completed:

- 100 or more pages:

[www.cognitoforms.com/HACC2/studentprintrequest100ormorepages](http://www.cognitoforms.com/HACC2/studentprintrequest100ormorepages)

- 1-99 pages:

[www.cognitoforms.com/HACC2/studentprintrequestupto100pages](http://www.cognitoforms.com/HACC2/studentprintrequestupto100pages)

If you have any questions about filling out the form or your order after it has been submitted, please email the bookstore at [bookstore@hacc.edu](mailto:bookstore@hacc.edu).

**7. With the campuses closed, how are students supposed to return rented books before the due date?**

Until the campus bookstores reopen, students can sell unwanted textbooks online. This includes all printed textbooks that were purchased – not rented textbooks.

Please follow the guidelines at [https://bookstore.hacc.edu/harrisburg/sell\\_main.asp](https://bookstore.hacc.edu/harrisburg/sell_main.asp)

When the campuses reopen, students will be able to sell their textbooks for cash at the bookstores.

**8. Where can I learn information on creating a spending plan?**

The video, “[Spending Plans & Credit: Two Keys to Financial Success](#),” by PSECU provides five tips to build a better budget and an overview of credit reports and scores.

In addition, 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](mailto: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

[hacc.edu](http://hacc.edu)



800-ABC-HACC

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