

Subject: Your Coronavirus Preparedness Questions Answered – March 18, 2020
Date: Wednesday, March 18, 2020 8:08:05 PM



Greetings, HACC student!

Thank you for your patience as we continue to implement the College's preparedness plan for the coronavirus. Please continue to read these emails, because this information will help to set you up for success during these challenging times. The purpose of this planning is to ensure that we – HACC employees – are meeting your needs and keeping you healthy and safe.

Again, 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. When will I hear from my faculty member about classes that are starting up remotely next week beginning March 23?

Faculty will communicate with their students by March 20 to outline expectations and provide a Zoom link for students to attend class remotely at the scheduled time.

2. Will classes start up on March 23 if the campuses are still closed?

Classes will resume or begin (for second seven-week classes) on March 23, but we will offer classes remotely that previously were scheduled on campus. Faculty will

use Zoom to replace the scheduled face-to-face time.

3. Are events sponsored by the Office of Inclusion and Diversity canceled?

All March and April events sponsored by the Office of Inclusion and Diversity are canceled.

4. What is the cleaning/disinfecting plan for the College campuses?

All campuses will be deep cleaned and disinfected in the upcoming weeks. Custodians, grounds and maintenance staff are considered essential personnel and will be at the campuses to complete these tasks. All safety data sheets (SDS) referencing the chemicals that will be used are available through myHACC on the College's [SDS site](#). If you have sensitivities, please email Aimee Brough at abbrough@hacc.edu.

5. How does the current situation impact the fall 2020 Nursing Program application deadlines?

Here are the updated nursing application deadlines:

Associate Degree (Registered Nursing) Program

- Applications Open: April 1
- TEAS Test Cut-Off Date: June 21
- Applications Close: June 22
- Students Notified: June 25
- Intent Notice Due: July 2
- Background Checks Complete: Aug. 17

Practical Nursing Program

- Applications Open: April 1
- TEAS Test Cut-Off Date: July 1
- Applications Close: July 2
- Students Notified: July 6
- Intent Notice Due: July 13
- Background Checks Complete: Aug. 17

6. How will the current changes impact deadlines for the Radiological Technology Program?

Radiologic Technology will extend their application deadline to June 1 to allow for students to complete the required Psychological Services Bureau (PSB) testing.

7. How can students find more information about requesting technology loan through the College?

HACC is converting its regular PC Loan program into an Emergency Technology Loan program. We have been working to acquire additional devices to distribute to students.

We are currently in the process of reaching out to students. Students are encouraged to continue checking the PC Loan page for additional information and the upcoming request form. You can find that page here:
<https://libguides.hacc.edu/pclloan>.

We will continue to distribute technology to students for as long as supplies allow.

8. When working remotely what can I do if my computer seems slow or appears to be nonresponsive?

When working remotely, users are relying on their home internet connection, which is limited by their internet service provider.

Please take these steps if your connection appears to be slow or nonresponsive:

- Run a [speed test](#) to determine your internet connection capabilities
- Turn off other devices in your home that are consuming your internet connection such as streaming TV (Netflix, Hulu and Apple TV) and internet radio
- Disconnect wireless devices such as Amazon Echo and Google Home
- Contact your internet service provider to increase your internet connection capabilities. Note: Many providers are offering high-speed internet service at greatly reduced costs.

9. I am having trouble and receiving a 503 error when I attempt to access myHACC. What should I do?

If you are receiving the “503 Service Unavailable” error, please ensure you are using the correct web address to access myHACC:<https://my.hacc.edu>. If you have a link bookmarked, please update your bookmark or go to <http://hacc.edu> to access myHACC.

10. As testing becomes more widely available, is the College recommending that employees get tested?

HACC recommends that students and employees follow the Centers for Disease Control and Prevention (CDC) recommendations. Please go to hacc.edu/Coronavirus for the most up-to-date information and links to the CDC, the Pennsylvania Department of Health, the World Health Organization and other relevant sources.

11. Will student workers get paid when the College is closed?

We understand that not all Federal Work-Study (FWS) workers have the ability to work remotely and that the lack of work and income can be detrimental. The U.S. Department of Education provides HACC the capability to continue to pay FWS workers during a disaster. Therefore, we will be doing so.

During the time of campus closure, FWS workers should submit their regular hourly schedule on their time sheets. We encourage supervisors and FWS workers

who do have the ability to work remotely to do so in support of the College community during this difficult time.

Student workers who are not FWS and whose funding comes from the College's budget will get paid if they work remotely. Those arrangements should be made through the student worker's direct supervisor.

12. Will the United States Postal Service (USPS) continue delivery to the College?

Yes. The Harrisburg mailroom and the other campus locations will continue to receive U.S. mail and priority packages from UPS, Federal Express, Amazon and other priority vendors. These deliveries will be monitored through a designated point of contact at each of the campuses. Inter-campus mail deliveries will be scheduled on an "emergency as-needed" basis.

13. If my due date in D2L was this week during the extended break, will time be extended for assignments?

Faculty will work on extending time for work that was initially scheduled to be due the week of March 16. For faculty who had earlier deadlines and then extended time to students until spring break at the students' request, that work is due as stated.

14. Will the HACC Foundation scholarship application deadline be extended?

No. The deadline will not be extended, primarily because a change could impact the fall disbursement of financial aid related to HACC Foundation scholarships. This could leave students with an overdue balance on their student accounts.

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