

**Subject:** Your Coronavirus Preparedness Questions Answered – March 20, 2020  
**Date:** Friday, March 20, 2020 5:01:04 PM

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Greetings, HACC student!

Your feedback on the College's preparedness plan for the coronavirus is much appreciated. Your insight allows us to plan better and communicate more effectively. Our goal is very simple: To keep you, our employees and our visitors healthy and safe.

Please remember that although our campuses will be closed March 23-April 6, **HACC is still very much here for you – our students.** Wherever you are during this crisis and beyond, we will be there for you.

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. What is social distancing?**

According to the Centers for Disease Control and Prevention (CDC), [social distancing](#) means remaining out of congregate settings, avoiding mass gatherings and maintaining distance (approximately 6 feet or 2 meters) from others when possible. Social distancing is used to stop the spread of a contagion.

**2. What are HACC's normal business hours?**

As an organization with 24/7 operations, HACC does not publish official collegewide business hours. Office hours are established locally to meet the needs of our students, and work shifts are established by supervisors.

**3. Will GED testing continue virtually, starting March 23?**

The GED test must be taken in person. It is not available to be taken virtually. GED Testing Services is directing testers to closely monitor their email and check their accounts at [www.ged.com](http://www.ged.com) for test cancellations and refunds if the testing center closes. We have not received any notice that previous test scores are expiring.

**4. Once I have the technology equipment to work remotely, who should I contact if I have issues when connecting remotely?**

Once you have the technology to work remotely, please contact the IT Support Center with questions or issues. IT can be reached at 717-780-2570. Please visit the [IT Support Center page](#) on [hacc.edu](http://hacc.edu).

**5. I am a currently enrolled HACC student, but I am not receiving Dr. Ski's emails in my HAWKmail. Why not?**

If you have not been receiving Dr. Ski's regular email updates, please do the following:

- Check your spam filter and junk mail folders in your inbox.
- Email the following statement to [HACCaction@hacc.edu](mailto:HACCaction@hacc.edu) and fill in the blanks with your information:

Greetings, Vertical Response Support!

Please resubscribe me to all email lists to receive emails from HACC, Central Pennsylvania's Community College (Dr. Ski president of [HACC@mail.vresp.com](mailto:HACC@mail.vresp.com) and [HACC\\_Central\\_Pennsylvania\\_s\\_Comm@mail.vresp.com](mailto:HACC_Central_Pennsylvania_s_Comm@mail.vresp.com)).

My name is: \_\_\_\_\_

My email address is: \_\_\_\_\_

Thank you!

We will continue to post these emails at [hacc.edu/Coronavirus](http://hacc.edu/Coronavirus).

Thank you for your patience and understanding.

**6. I'm concerned about moving to remote instruction. Can I get a refund?**

Classes will resume remotely on March 23, and students are expected to begin participating in that new modality. This move will permit students the opportunity to finish their coursework and remain on track to complete their programs of study. This move also avoids challenges associated with financial aid and has led to the decision that HACC will not offer course refunds for the spring 2020 semester.

7. **How will this affect refund checks? They were supposed to go out on March 19 but spring break was extended. PHEAA grants have been put on hold. Does that mean we won't get our grant, and how will that affect getting our refund?**

Financial aid refunds for students enrolled in full term and late-start classes will continue to be processed in a timely manner. Students who are starting classes in the second seven-week part of term may experience a limited delay in their refund. Additionally, due to staff working remotely, all checks will be mailed through the U.S. Postal Service.

8. **Is the Evans Physical Education Center at the Harrisburg Campus open?**

The Evans Physical Education Center and all other College buildings are closed for deep cleaning. Please check [online](#) for all College closings.

9. **If we register for summer classes, is HACC delaying the deadline for tuition payments? My concern is if HACC is requesting the payments for summer classes but is not sure if those classes will take place, it may put some students in a financial hardship.**

Tuition for the summer semester is due May 6, 2020.

10. **Is HACC reconfiguring summer classes to remote instruction only? For example, I'm in a trade program and am planning on taking two classes in the summer, which are hands-on.**

We are still working on revising the summer schedule. We will have more details in a few weeks.

11. **I am concerned how students like myself are to focus and do well during this time. We are worried about our bills, our health, our families' health and the homeschooling of our children.**

Students are reminded that the College is partnering with Mazzitti & Sullivan for 24/7 counseling services. Students should feel empowered to reach out for support at this difficult time. Please contact Mazzitti & Sullivan:

#### **Phone Option**

- Call 800-543-5080 to speak with someone or schedule an appointment. This option is available 24/7
- TeleTYpe (TTY) or Telecommunications Device for the Deaf (TDD): 855-264-3248

#### **Online Option**

- Go to [mseap.com/get-started](https://mseap.com/get-started)
- Click on "Contact Us," and fill out the form as an "Employee"
- Type "HACC Student" for the field "Employer Name"
- Complete the form and click the "Contact Us" button at the bottom
- Note that someone will return your message by the next business day

**12. What temporary modifications are being made to certain program requirements of PHEAA-administered Pennsylvania student aid programs to ensure that recipients won't experience a disruption or reduction of funding due to operational changes made by schools in response to COVID-19?**

Effective March 19, 2020, the PHEAA Board of Directors authorized the Agency to temporarily modify, suspend or relax certain program requirements for Pennsylvania schools and students enrolled in the 2020 winter or spring term for the following programs:

- PA State Grant Program
- Institutional Assistance Grant (IAG) Program
- Matching Funds Programs
- Higher Education of the Disadvantaged (Act 101) Program
- Higher Education for Blind or Deaf Students Program
- Pennsylvania Internship Program
- Ready to Succeed Scholarship Program (RTSS)
- PA Targeted Industry Program (PA-TIP)

Please review the [press release](#) on myHACC for more information.

**13. I am currently taking Math 103 and Biology 122. What are the plans for the remainder of the semester regarding these classes? Are they going to be offered online, and can the instructors reach out to students regarding the plan for the rest of the semester?**

Faculty should be communicating to students through email or the D2L course shell that they have been using all semester.

**14. Will clinical courses resume the week of March 23?**

Clinical instructors will work with their students on the details for their courses.

**15. Please explain what is going to happen with the proctored exams that many courses (including Virtual Learning) used to require.**

Your instructor will communicate updates about testing procedures. Please discuss any concerns with your instructor.

**16. How will Zoom work for the students whose classes are being transitioned to the online format?**

Your instructor will send you a Zoom link for the class time, and all you have to do is click the link.

**17. I am currently in an OSHA 30-hour certification class. We have received an email that states the government requires the course be completed face-to-face. In this case, I find it hard to believe this class will be finished this semester. How will this be handled so it does not impact our plans going forward?**

We are working on a plan to reschedule the OSHA 30-hour class after we reopen

the campus to students.

18. **If HACC cancels summer classes, how will you address those who would have graduated sooner if they took the summer classes? Do we have to wait longer and spend more money? I find this unfair and more costly for myself if you cancel part of the summer classes.**

We are planning to run classes this summer to help keep students on track for completion. In light of current circumstances, we are adjusting the summer schedule.

19. **I need to take health science courses (microbiology and anatomy and physiology) this summer to be on track to start another program next summer. Will I be able to take those courses?**

We are still working through the details. However, we are planning to run the following science classes this summer:

- Anatomy
- Microbiology
- Physiology

20. **Will my Education 291 Practicum get pushed now because of this whole situation? I am scheduled to take it this summer. Will it get pushed to the fall or get pushed to the second seven-week summer schedule?**

We are still working on details for the summer schedule. We will have answers by the start of summer/fall 2020 registration.

[hacc.edu](http://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.

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