

Subject:
Date:

Your Coronavirus Preparedness Questions Answered – Sept. 9, 2020
Wednesday, September 9, 2020 4:59:06 PM



Greetings!

In a continued effort to protect the health and safety of our students and employees during the global coronavirus pandemic, ***HACC, Central Pennsylvania's Community College, will provide remote instruction and services and virtual learning for the spring 2021 semester.*** Specifically, the five campuses will remain closed to the majority of HACC students and employees until at least May 14, 2021. A select group of students and employees will be allowed on the campuses to complete hands-on components of some of their classes.

I continue to be impressed and inspired by our students and employees who have worked so hard to make the successful transition of HACC's instruction and services to remote and virtual learning in response to the global coronavirus pandemic. I know it has not been easy to juggle family, school and work responsibilities while maintaining your and your family's well-being. I understand, and your feelings are valid. Please be assured that your health and safety are at the forefront of our decisions.

One lesson I have taken from this experience is that our College can innovate at a rapid pace. I believe that we have taken on this challenge with a positive spirit and will make improvements that will extend beyond the pandemic.

We will continue to update you regularly via email and hacc.edu/Coronavirus.

A Zoom session for all HACC students is scheduled for Sept. 15 at 3 p.m. Log-in information is below:

[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.

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. Why do students still pay fees if they do not have access to campus resources?

Although the College is currently operating remotely, we still maintain all the systems and routine maintenance functions necessary to operate until we return to our campuses.

Course fees are used to support College operations in five distinct areas:

1. **Student activity fees** support remote and virtual programming. Some examples from the spring and summer semesters include music Bingo and trivia with prizes, escape room challenges with prizes, Zoom student hangouts, Zoom lunch and learns with guest speakers and caricature artists. Additionally, student activity fees sponsor programs such as Student Appreciation Days and the Groceries on the Go initiative.
2. **Lab and clinical fees** help defray annual costs associated with offering certain courses. These costs include additional labor needed to offer labs; the maintenance of equipment and supplies; and implementation of safety protocols. With remote instruction, faculty are still providing lab experiences for students and thus incurring costs.
3. **Technology fees** support the College’s network and technology infrastructure. This infrastructure includes hardware, software and services required to connect cloud services, wired and wireless networks and telephones. The technology fee also supports physical and virtual server replacements; expansion of file storage solutions; data backups; enhancements to instructional systems; and laptop and desktop computer replacements. The transition to remote instruction has resulted in an increased demand for network and technology infrastructure, including the expansion of virtual private networks; remote desktop servers; virtual desktop infrastructure; expanded software licenses; expanded need for mobile technology; and increased need for peripheral devices (such as webcams and headsets). These resources are all required to support the delivery of remote instruction.

4. **Campus revitalization fees** apply to all students enrolled in credit classes and support upkeep and improvements to the College's infrastructure. This infrastructure is necessary to provide face-to-face, remote and online instruction.
5. **Security fees** apply to all students enrolled in credit classes and support the College's safety and security operations.

A student who registers for a remote class originally offered at the Harrisburg Campus will see fees with a Harrisburg description. Likewise, if that same student registered for a remote class originally offered at the Lancaster Campus, they will see fees with a Lancaster description on their bill.

All fees are assessed on a per-credit basis and can be validated by multiplying the number of credits enrolled by the fees listed at hacc.edu/tuition.

2. **I have an issue with the Nursing Program switching to Proctorio for our exams. There is no reason that I should allow someone access to my computer so they can view what I am doing. The Zoom setup has worked perfectly with better security than Proctorio.**

In order to use the [Assessment Technologies Institute® \(ATI\) Proctored Exams](#), we must use Proctorio. This is a secure platform, which is required for program assessment to maintain accreditation. We are using Proctorio for all TEAS Exams and have been since spring 2020. Proctorio has the same types of security features as Examity, another proctored testing solution.

3. **I'm a new student this semester, and I still haven't been able to get my HACC student ID. I tried to visit campus to get my ID but campuses are closed.**

The College is not issuing student IDs in the remote environment unless a certain student or group of students has a need for an ID.

For questions related to student IDs, please contact the Welcome Center at OneStopWC@hacc.edu.

4. **A classmate of mine is currently on campus and has a fever. They are refusing to get tested. What should I do?**

As part of the wellness screening process, all entrants to HACC campuses are screened for temperatures and other symptoms related to COVID-19. In the event someone incurs a fever or other symptoms after accessing a HACC campus, they should immediately inform their instructor and leave campus. Immediate concerns related to a classmate's health may be expressed to an instructor or campus safety and security officers.



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.