

Subject: Your Coronavirus Preparedness Questions Answered – March 23, 2020
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Greetings, HACC student!

Welcome to our first day of remote instruction and services! I hope that you have had a successful day so far, and I am confident that together we can provide you with the high-quality instruction and services you have come to expect from us.

As I noted in my email on March 22, HACC employees are here to help you navigate this new way of learning. We also have resources to help you get up to speed on technology. We are all in this together.

Each of us comes to this experience with different perspectives and needs. It is vital that we continue to treat everyone with respect and give everyone equal opportunity to succeed. I encourage you to review this excellent [guidance document](#) by the Council of Chief Diversity Officers at the University of California as we navigate the coming weeks.

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. What tutoring options will be available for students while the campuses are

closed due to COVID-19?

All of HACC's tutoring services will be moving online via Zoom starting March 23. Students may access the most current Zoom tutoring schedules by visiting hacc.edu/Students/Tutoring and selecting their home campus' link. If they cannot find their subject or a time that fits their needs, they should view the schedules on the other campuses' tutoring webpages. Students should check back often. Most campuses plan to expand their offerings.

Students may also use SmartThinking for other tutoring needs. More information about SmartThinking is here: hacc.edu/Students/Tutoring/Online-Tutoring-SMARTHINKING.cfm

2. How will textbooks be made available for classes beginning March 23, 2020?

Students must order books and course materials from the online bookstore at bookstore.hacc.edu by March 24 by 1 p.m. All online campus bookstore locations will offer free shipping starting March 23. Payment may be made via financial aid, credit card or direct bill. Ordering instructions are on the bookstore website.

3. I am in introductory nursing courses. How am I to be tested off on check offs and assessments when they need to be completed in person and I am unable to do so?

When students are able to return to campus, they will demonstrate skill competency. Your course instructor will clarify expectations in class.

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