

Coronavirus Preparedness Student Questions and Answers
Updated April 26, 2023

#	Question	Response	Date distributed via email
1.	When will my classes be checked for aid eligibility?	<p>Please note the College:</p> <ul style="list-style-type: none"> a. Began checking course registrations of students who are in summer classes on April 24. The College is applying registration holds for those whose classes meet their educational plan and official program of study (major). b. Will begin checking registrations of students who have only fall classes on May 10 and apply registration holds for those whose classes meet their educational plan and official program of study (major). <p>Please:</p> <ul style="list-style-type: none"> a. Note that once HACC’s advising team has reviewed a student’s registration and found the coursework to be eligible, any changes beyond that point must be completed with a Drop Add Withdraw (DAW) form. b. Register as soon as possible. c. Note that early registration also ensures the best selection of classes. <p>Please do not wait - register today!</p>	April 26, 2023
2.	When should I complete the Free Application for Federal Student Aid (FAFSA®)?	Students who intend to use financial aid for fall 2023, winter 2023, spring 2024 and/or summer 2024 must complete a new FAFSA® for 2023-24. Students need to complete the FAFSA® every year if they want to receive federal financial aid. You can complete a FAFSA® at studentaid.gov/h/apply-for-aid/fafsa .	April 26, 2023
3.	What is the due date for the Pennsylvania State Grant?	The deadline for students who would like to apply for the Pennsylvania State Grant for the 2023-24 academic year is May 1, 2023. To learn more about the Pennsylvania State Grant, please visit this link .	April 26, 2023
4.	I recently received an email about registering for classes to ensure that I qualify for HACC Foundation scholarships. Could you	<p>Please note:</p> <ul style="list-style-type: none"> a. Students must be registered for courses for the following semester to qualify for a scholarship. Please register by May 8, 2023. a. b. If you are offered a scholarship, you will receive a time-sensitive message by June 12 in your HAWKMail account relating to next steps. 	April 26, 2023

	please reshare this information?	Please note that you must complete the steps outlined in the time-sensitive message by June 26, 2023 , to qualify for HACC Foundation scholarships.	
5.	Is there a way I can share feedback about HACC Foundation funding for students?	Yes, there is a way. We have a brief survey for current HACC students to complete. Please complete the survey by May 12 .	April 26, 2023
6.	How will a car show that is being held on May 5 and May 6 affect my parking options on the Harrisburg Campus?	Beginning on May 4, the West parking lots on the Harrisburg Campus will be used to host The Fox Restoration Car Show. Please note the following during these days: <ul style="list-style-type: none"> a. It is recommended, if possible, to park in the East Lot or the Staff Lot on these days. b. Beginning at 8 a.m. on May 4, Lots W-3, W-5, W-7 and W-9 will be roped off for event set up. All additional lots in the West Lot will be open and available for parking. c. On May 5 from 9 a.m.-3 p.m., lots W-3 through W-12 will be roped off for the car show. The staff lot will be open, and students will have reserved parking in lots W-1 and W-2 next to the Facility Building. d. On May 6 from 9 a.m.-5 p.m., lots W-3 through W-12 will be roped off for the car show. The staff lot will be open, and students will have reserved parking in lots W-1 and W-2 next to the Facility Building. e. e. Car show activity will not impact the Piccola Law Enforcement Center parking lots. 	April 26, 2023
7.	When is National Library Week?	All members of the College community are encouraged to explore everything the library has to offer April 23-29 during National Library Week. HACC libraries provide welcoming spaces for independent and group study, classroom instruction and employees who are always ready to help. Research resources and services, technology, support services housed within the Learning Commons and an expansive archive are just a few of the ways the HACC Learning Commons can help students succeed in their educational endeavors. If you haven't checked out the Learning Commons at YOUR campus lately, you're missing the full story. Stop by for a visit to celebrate during National Library Week. If you can't be there in person, please connect with the library	April 26, 2023

		through the many available online resources. You can also use #NationalLibraryWeek to join the celebration on social media.	
8.	Where can I learn more about scholarships?	<p>The HACC Foundation is #HACCproud to offer many scholarships to our students. Please visit hacc.edu/Scholarships to learn about the FREE money that may be available to you.</p> <p>Additionally, PSECU’s “Scholarship Search Secrets for Students” webinars provide tips for students seeking other scholarships, including how to understand award letters and avoid scams.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	April 26, 2023
9.	I heard that the Centers for Disease Control and Prevention (CDC) updated quarantine guidelines. How will this affect HACC students and employees?	<p>Please:</p> <ol style="list-style-type: none"> 1. See the CDC update on quarantine guidelines here 2. Note that HACC’s “Quarantine Requirements” information has been updated and can be found here 10. 3. Continue to stay safe and informed, and self-screen before coming to campus each day 	April 20, 2023
11.	If I fail a class and want to retake it, does that affect my GPA?	<p>In HACC’s grading system, when a student fails a class, they receive 0.00 points for the attempted credits for that class. Therefore, it will lower the student’s GPA.</p> <p>However, if the student retakes the class and earns a higher grade, the higher grade replaces the “F” and will positively impact the student’s GPA. Please note that the original “F” still counts toward a student’s Satisfactory Academic Progress (SAP) status for financial aid and does negatively impact their course completion rate.</p>	April 12, 2023
12.	What should I do if I am having difficulty reaching my assigned advisor?	Please contact advising at 717-780-2498 for scheduling assistance. You can also join a drop-in advising session . No appointment is necessary for drop-in sessions.	April 12, 2023

13.	I am eligible to graduate this spring or summer. How do I plan for Commencement?	<p>Students who are eligible to graduate in spring or summer 2023 received an invitation to their HAWKMail to participate in HACC’s spring 2023 Commencement ceremony.</p> <p>Please:</p> <ol style="list-style-type: none"> a. Complete the RSVP form sent to your HAWKMail by April 24 to participate in the ceremony b. Purchase student regalia. c. Celebrate on May 9 at the Giant Center! Please arrive at the graduate check-in table between 4:30 and 5 p.m. d. d. Email commencement@hacc.edu if you have any questions. 	April 12, 2023
14.	I heard that there will be construction work going on at the Maurice C. Overholt Bookstore at the Harrisburg Campus. Can you please share the details?	<p>On April 17, a rooftop heating ventilation and air conditioning (HVAC) unit will be replaced at the rear of the building.</p> <p>Please note:</p> <ol style="list-style-type: none"> a. The crane lift will take place from 8 a.m.-1 p.m. b. All areas, inside the building and outdoors, will be blocked off. Dr. Ski - HACC President c. Bookstore employees have been notified. d. The bookstore will remain open during this time. e. All employees and students can enter the building from the Quad 	April 12, 2023
15.	I know that a portion of the Guaranteed Energy Savings (GESA) program will start at the Gettysburg Campus. Can you please share the details?	<p>The first phase of the installation of a building management system will start on April 17 at the Gettysburg Campus.</p> <p>Contractors will be on campus working above the ceilings to pull wires for the system. The work will be completed around class schedules and employee work needs.</p> <p>Thank you in advance for any potential inconvenience that may occur.</p>	April 12, 2023
16.	I am expecting to receive a tax refund. Do you have any insights on how I can use this money effectively?	<p>At HACC, we understand that our students utilize tax refunds in a variety of ways. The blog post, “8 Smart Ways to Spend Your Tax Refund,” by PSECU shares a few ways that you can spend your tax refund. However, the “right” choice depends on personal circumstances and financial goals.</p>	April 12, 2023

		<p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	
17.	When can I register for summer and fall 2023 courses?	<p>Enrollment for summer and fall courses is OPEN for current HACC students! Now is the time to complete YOUR course registration.</p> <p>We encourage you to register early <i>before</i> new student registration opens on April 10.</p> <p>Registering early:</p> <ol style="list-style-type: none"> Means you have more time for adjustments. Ensures your place in the class times and course instruction offerings that you want. Allows more time to receive help if needed. Keeps you on track! <p>Also, you can still make changes to your class schedule after the early registration period. You will have until May 10 to review and update your registration.</p> <p>After May 10, you will need to complete a Drop, Add and Withdrawal (DAW) Form and meet with your advisor.</p> <p>Need help? We’re here!</p> <ol style="list-style-type: none"> Meet with a drop-in advisor - no appointment is necessary. They are available Monday through Friday from 9 a.m.-4 p.m. in person or virtually. Check out our How To Videos site and register for your classes now! 	April 5, 2023
18.	I understand that HACC has great positions and benefits. I am interested in learning more and sharing the information with my family	<p>HACC is a great employer! Please visit our website for detailed information about available positions. We appreciate your interest and hope you will spread the word.</p>	April 5, 2023

	and friends. Could you please help me?																										
19.	Is there a way I can share feedback about HACC Foundation funding for students?	Yes! We have a brief survey for current HACC students to complete. Please complete the survey by April 14 .	April 5, 2023																								
20.	I heard that HACC is engaging in an energy savings program. Can you please share the details?	HACC is embarking on a Guaranteed Energy Savings Agreement (GESA) with Schneider Electric. For details related to the project, please visit our online newsroom . More information will be shared as the project progresses.	April 5, 2023																								
21.	I have lots of questions about student tuition and billing. Can you please share who I contact or where the information is available for me to review?	<p>Please review the helpful information about HACC’s tuition and billing.</p> <table border="1"> <thead> <tr> <th>Question</th> <th>Website Link</th> <th>Email Address</th> <th>Phone Number</th> </tr> </thead> <tbody> <tr> <td>Who do I contact about the rate I am being charged for HACC courses?</td> <td>hacc.edu/Tuition</td> <td>staccts@hacc.edu</td> <td>Information redacted for security purposes</td> </tr> <tr> <td>Who do I contact about my school district sponsorship?</td> <td>hacc.edu/Admissions/SchoolDistrictSponsorship/index.cfm</td> <td>staccts@hacc.edu</td> <td>Information redacted for security purposes</td> </tr> <tr> <td>Who do I contact regarding my employer/agency sponsorship?</td> <td>Not applicable</td> <td>staccts@hacc.edu</td> <td>Information redacted for security purposes</td> </tr> <tr> <td>How do I view my invoice?</td> <td>hacc.edu/Paying/HowDoIPayMyBill/Student-Invoice.cfm</td> <td>staccts@hacc.edu</td> <td>Information redacted for security purposes</td> </tr> <tr> <td>How do I pay my bill?</td> <td>hacc.edu/Paying/HowDoIPayMyBill/index.cfm</td> <td>cashiering@hacc.edu</td> <td>Information redacted for security purposes</td> </tr> </tbody> </table>	Question	Website Link	Email Address	Phone Number	Who do I contact about the rate I am being charged for HACC courses?	hacc.edu/Tuition	staccts@hacc.edu	Information redacted for security purposes	Who do I contact about my school district sponsorship?	hacc.edu/Admissions/SchoolDistrictSponsorship/index.cfm	staccts@hacc.edu	Information redacted for security purposes	Who do I contact regarding my employer/agency sponsorship?	Not applicable	staccts@hacc.edu	Information redacted for security purposes	How do I view my invoice?	hacc.edu/Paying/HowDoIPayMyBill/Student-Invoice.cfm	staccts@hacc.edu	Information redacted for security purposes	How do I pay my bill?	hacc.edu/Paying/HowDoIPayMyBill/index.cfm	cashiering@hacc.edu	Information redacted for security purposes	April 5, 2023
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		How do I enroll in the HACC payment plan?	hacc.edu/Paying/HowDoIPayMyBill/PaymentPlan/index.cfm	cashiering@hacc.edu	Information redacted for security purposes
		How do I obtain my 1098-T form?	hacc.edu/Paying/HowDoIPayMyBill/1098T-Forms.cfm	staccts@hacc.edu	Information redacted for security purpose
22.	I heard that there will be work completed on the SwitchGear Building on the Harrisburg Campus. Can you please share the details?	<p>The SwitchGear Building is located beside the U-GRO Learning Center on the Harrisburg Campus.</p> <p>Beginning April 13, a roofing vendor will be prepping and cleaning the roof for a roof recoating project that will take place April 17-21.</p> <p>Employees impacted by this project have been notified.</p>			April 5, 2023
23.	This week, I registered for fall classes. I am confused about why the amount on my bill does not match the information on our website. Why is this?	<p>We apologize for this confusion, and we are happy that you registered for classes early.</p> <p>Please visit the tuition webpage for information about the proposed new tuition rates for fall 2023.</p>			March 29, 2023
24.	I recently received an email that I can attend HACC for free. Can you please reshare the details of this opportunity?	<p>The College is offering full-ride scholarships to current and future HACC students, so they can focus on their education instead of worrying about how they will pay for school. <i>At HACC, a full-ride scholarship means that all of YOUR HACC-related expenses, including tuition, books and fees are covered.</i></p> <p>By April 2, please visit hacc.edu/AWD to learn about the full-ride scholarship and apply.</p>			March 29, 2023
25.	Is it true that HACC won't offer the Gerontology Program anymore?	<p>After much consideration, the Gerontology Diploma, Gerontology Certificate and Gerontology Associate in Applied Science (AAS) programs at HACC will</p>			March 29, 2023

		be closed in summer 2023. Please visit hacc.edu/ProgramClosure for more information. Thank you																						
26.	When is HACC’s Registration Rally?	<p>HACC’s Registration Rally will be held on all HACC campuses and virtually on April 5. There will be free food, resources, prizes and tuition giveaways. HACC employees will provide help with course registration for the summer and fall semesters. Please plan to stop by your closest HACC campus or log in to the virtual event!</p> <p>Details are below:</p> <table border="1"> <thead> <tr> <th>Location</th> <th>Time</th> <th>Room or URL</th> </tr> </thead> <tbody> <tr> <td>Gettysburg Campus</td> <td>11 a.m.-1 p.m.</td> <td>Learning Commons Computer Lab</td> </tr> <tr> <td>Harrisburg Campus</td> <td>10 a.m.-3 p.m.</td> <td>Bruce E. Cooper Student Center and quad</td> </tr> <tr> <td>Lancaster Campus</td> <td>11 a.m.-1 p.m.</td> <td>Main Building Library</td> </tr> <tr> <td>Lebanon Campus</td> <td>11 a.m.-1 p.m.</td> <td>Welcome Center/Learning Commons</td> </tr> <tr> <td>York Campus</td> <td>11 a.m.-1 p.m.</td> <td>Governor George M. Leader Building Library</td> </tr> <tr> <td>Virtual</td> <td>4-6:30 p.m.</td> <td>tinyurl.com/HACCRally</td> </tr> </tbody> </table>	Location	Time	Room or URL	Gettysburg Campus	11 a.m.-1 p.m.	Learning Commons Computer Lab	Harrisburg Campus	10 a.m.-3 p.m.	Bruce E. Cooper Student Center and quad	Lancaster Campus	11 a.m.-1 p.m.	Main Building Library	Lebanon Campus	11 a.m.-1 p.m.	Welcome Center/Learning Commons	York Campus	11 a.m.-1 p.m.	Governor George M. Leader Building Library	Virtual	4-6:30 p.m.	tinyurl.com/HACCRally	March 29, 2023
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27.	I recently learned that I should start a personal emergency fund. Do you have any tips?	<p>According to PSECU, a personal emergency fund “consists of money you save to be used in the event of an unexpected circumstance or expense.” The blog, “Tips for Starting an Emergency Fund,” provides some tips to help you get started.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	March 29, 2023																					
28.	Has the Financial Aid Department resumed customer service operations?	Yes. On March 20, HACC’s Financial Aid Department resumed services to students Monday through Friday from 10 a.m.-2 p.m.	March 22, 2023																					

		<p>Please note:</p> <ol style="list-style-type: none"> a. Students can reach financial aid by calling 800-ABC-HACC or emailing financialaid@hacc.edu. b. Students may schedule appointments via a Zoom meeting. Please: <ol style="list-style-type: none"> i. Have your HACC ID number ready ii. Note appointments are set in 15-minute increments c. This link should be used to sign up for an appointment through Navigate: https://hacc.campus.eab.com/pal/RI6ap2CbAA. <p>Also, please note that due to the volume of calls and requests, students may experience some delays.</p>	
29.	When does registration for the summer and fall semester begin?	<p>Please visit our registration dates and deadlines webpage to review when registration begins for veterans and dependents, current students and new students.</p> <p>The College will host a registration rally at each campus and virtually on April 5. There will be free food, resources, prizes and tuition giveaways. Starting next week, please look out for more information and plan on joining us!</p>	March 22, 2023
30.	What are the Office of Student Affairs and Enrollment Management service hours during spring break?	<p>During spring break, student affairs services will be offered on campus and remotely from 8 a.m. to 4:30 p.m. March 13-16 with extended evening hours from 4:30 to 6:30 p.m. on March 15.</p> <p>Student affairs offices will be closed on March 17. This includes academic advising, career and transfer services, student success coaching, enrollment services, financial aid, New Student Orientation, Welcome Centers, the Registrar and high school partnerships, including dual enrollment.</p>	March 15, 2023
31.	Why should I apply for a HACC Foundation scholarship?	<p>Let us share a few reasons why...</p> <ol style="list-style-type: none"> a. The HACC Foundation scholarships are FREE money. You don't have to pay anything back. b. Scholarship money can pay for your books, tuition and/or fees. c. HACC's system automatically matches you to one of the many unique scholarships you may be eligible to receive. d. The HACC Foundation awarded \$1,986,572 in scholarships to students like you last academic year (July 1, 2021-June 30, 2022). 	March 15, 2023

		<p>So, what are you waiting for?</p> <p>Please visit hacc.edu/Scholarships to learn about all of the scholarship offerings. Remember: If you are awarded a scholarship, please complete your follow-up tasks. You will not be awarded the scholarship if follow-up tasks are not completed.</p>	
32.	What are the HACC bookstore hours for the rest of the spring semester?	<p>Please note:</p> <ol style="list-style-type: none"> All HACC bookstores will be closed on March 17. All bookstores are open 8 a.m.-5 p.m. Monday through Thursday. On Fridays through the end of April, only the Harrisburg Campus bookstore will be open from 8 a.m.-1 p.m. Bookstores on the Gettysburg, Lancaster and York campuses will be closed on Fridays. All bookstores will be open on May 5 and May 12 from 8 a.m.-1 p.m. 	March 15, 2023
33.	I heard that there will be a stream bank restoration project at the Lancaster Campus. Can you please share the details?	<p>The stream bank restoration project at the Lancaster Campus is a partnership with East Lampeter Township. The purpose is to enhance sustainability of campus land by lowering erosion, flooding and sediment loading to the stream and eventually to the Conestoga River.</p> <p>The first-year construction and maintenance is fully funded by the township. Moving forward, HACC will engage in landscaping and maintenance in the project areas.</p> <p>The project includes bulk grading for channel realignment, fine grading, seeding, planting and other related items along the stream for 2,163 feet from the eastern property line to the western end of the campus.</p> <p>Construction is scheduled to start between May and July.</p>	March 15, 2023
34.	I am looking for ways to secure my private data. Do you have any suggestions?	<p>Protecting your private data (including your name, address and passwords) is important. PSECU provides the blog, "Top 5 Ways to Secure Your Private Data," with simple tips to help keep your information secure.</p> <p>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 to schedule an appointment.</p>	March 15, 2023

		Please do not include personal information (such as your bank account number and social security number) in your email message.	
35.	What are the hours for services like advising, career services and the Welcome Centers during spring break?	<p>During midterm break, student affairs services will be offered on campus and remotely from 8 a.m. to 4:30 p.m. March 13-16 with extended evening hours from 4:30 to 6:30 p.m. on March 15.</p> <p>Student affairs offices will be closed on March 17. This includes academic advising, career and transfer services, student success coaching, enrollment services, financial aid, New Student Orientation, Welcome Centers, the Registrar and high school partnerships, including dual enrollment.</p>	March 8, 2023
36.	When does registration for the summer and fall semesters begin?	<p>Priority registration begins exclusively for veterans and their dependents on March 27 and March 28. Priority registration for current students opens March 29.</p> <p>The College will host a registration rally at each campus on April 5. There will be free food, resources, prizes and tuition giveaways. If you are taking courses remotely, the College has you covered. Please look out for more information coming soon, and join us for the registration rally on April 5.</p>	March 8, 2023
37.	If a student needs to send a high school transcript to HACC, which email address should they use?	Please send all high school transcripts to admissionsrecords@hacc.edu .	March 8, 2023
38.	Is it too late to sign up to apply to graduate?	<p>If you plan to graduate in spring or summer 2023, please take immediate action and apply to graduate, if you have not yet done so.</p> <p>Please:</p> <ol style="list-style-type: none"> Select “Apply to Graduate!” under “Commencement Information” on the student tab of https://my.hacc.edu/myHACC. Note that students who apply and meet graduation requirements will be sent an invitation in mid-March to participate in the College’s Commencement ceremony. View this short video that outlines all of the steps you need to take to graduate and participate in HACC’s Commencement ceremony. <p>Congratulations, future HACC graduate!</p>	March 8, 2023

39.	Is there a way I can share feedback about HACC Foundation funding for students?	Yes, there is a way. We have a brief survey for current HACC students to complete. Please complete the survey by March 24.	March 8, 2023
40.	If we are past being contagious and simply have a cough or a runny nose left over from an illness, why do we have to stay home?	<p>If you have been sick, please follow the self-screening and quarantine guidance. Once that quarantine guidance has been met, along with the COVID-19 testing requirement, you are cleared to be on campus.</p> <p>Also, please be mindful of others around you. While face coverings are not required on campus, they are encouraged.</p>	March 8, 2023
41.	Is it still important to self-screen daily?	<p>Yes. Please continue to self-screen and assess how you feel each day.</p> <p>If you feel sick or have one or more cold, flu, mpox or COVID-19 symptoms, please do the following regardless of your vaccination status:</p> <ul style="list-style-type: none"> a. Stay home b. Notify your instructor or supervisor c. Monitor yourself for the next 48 hours d. Contact your healthcare provider and follow their guidance <p>For more information on how to self-screen for COVID-19, please visit hacc.edu/COVIDannouncements.</p>	March 8, 2023
42.	I heard that HACC is going to be engaging in an energy sustainability project. Can you please provide the details?	<p>HACC is embarking on a Guaranteed Energy Savings Agreement (GESA) project. Over the next several years, the College will implement major facility improvements at all campus locations.</p> <p>The HACC guaranteed energy savings projects will modernize HACC’s critical infrastructure with energy efficient, sustainable technologies and optimize learning environments for students and employees.</p> <p>The first project will begin during spring break week and include a water efficiency installation in the restrooms in buildings on HACC’s Harrisburg Campus and Midtown 1. Beginning March 13, restroom facilities will be shut down in:</p> <ul style="list-style-type: none"> a. Bruce E. Cooper Student Center b. Clyde E. Blocker Hall 	March 8, 2023

		<p>c. Select Medical Health Education Pavilion d. Senator Jeffrey E. Piccola Law Enforcement Complex</p> <p>The contractor will post signage in the buildings and provide information for the closest open restroom. The project will continue at other buildings in subsequent weeks.</p> <p>We will provide updated information each week as this project progresses. More information on the entire GESA project will be provided in the upcoming weeks.</p>													
43.	I've seen a lot of emails about scholarships. What HACC Foundation scholarships can I apply for right now?	<p>Good question! Thanks to the HACC Foundation, you have many unique scholarship opportunities (FREE money that you do not have to repay) to help ease some of your financial stressors and help you stay on track.</p> <p>The chart below highlights the opportunities currently available.</p> <table border="1" data-bbox="680 610 1713 1421"> <thead> <tr> <th data-bbox="680 610 1024 651">Scholarship Type</th> <th data-bbox="1024 610 1369 651">Application Deadline</th> <th data-bbox="1369 610 1713 651">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="680 651 1024 870">Credit Scholarships</td> <td data-bbox="1024 651 1369 870">March 27, 2023</td> <td data-bbox="1369 651 1713 870">Current HACC students in a credit program may apply for many unique scholarships to help pay for books, tuition and fees.</td> </tr> <tr> <td data-bbox="680 870 1024 1235">Academic and Workforce Development Full-ride Scholarships</td> <td data-bbox="1024 870 1369 1235">April 2, 2023</td> <td data-bbox="1369 870 1713 1235">Current and future HACC students enrolled in specific credit or workforce development (noncredit) programs can apply to have all their HACC-related expenses – including tuition, books and fees – covered.</td> </tr> <tr> <td data-bbox="680 1235 1024 1421">PNC Full-ride Scholarships for Black Students</td> <td data-bbox="1024 1235 1369 1421">Students may apply any time.</td> <td data-bbox="1369 1235 1713 1421">In fall 2021, the PNC Foundation awarded a \$112,500 grant to the HACC Foundation that will provide full-ride</td> </tr> </tbody> </table>	Scholarship Type	Application Deadline	Description	Credit Scholarships	March 27, 2023	Current HACC students in a credit program may apply for many unique scholarships to help pay for books, tuition and fees.	Academic and Workforce Development Full-ride Scholarships	April 2, 2023	Current and future HACC students enrolled in specific credit or workforce development (noncredit) programs can apply to have all their HACC-related expenses – including tuition, books and fees – covered.	PNC Full-ride Scholarships for Black Students	Students may apply any time.	In fall 2021, the PNC Foundation awarded a \$112,500 grant to the HACC Foundation that will provide full-ride	March 1, 2023
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			scholarships for Black students enrolled in HACC's Police Academy or Emergency Medical Technician (EMT) Program .		
		Noncredit Workforce Development Scholarships	Students may apply any time.	Many scholarships are offered to students enrolled in workforce development (noncredit) courses.	
		<p>Please visit hacc.edu/Scholarships for more information.</p> <p>Remember: If you are awarded a scholarship, please complete your follow-up tasks. You will not be awarded the scholarship if your follow-up tasks are not completed.</p> <p>Thank you!</p>			
44.	What is TeamDynamix and how will it impact me?	<p>TeamDynamix (TDX) is HACC's new self-service ticketing system that students can use to request technical help or services. HACCyeah!</p> <p>TDX gives students the ability to submit their own help desk ticket and check the status of their ticket. To view helpful resources and videos, please use these links:</p> <ol style="list-style-type: none"> How to submit a ticket How to update a ticket Quick Start Guide <p>Please note that:</p> <ol style="list-style-type: none"> There is no change for requesting support via phone (717-780-2570) and email (support@hacc.edu). The student support page will remain the same. 			March 1, 2023
45.	I am interested in learning more about budgeting. Can you provide any tips?	<p>Utilizing a budget is a major component of managing your finances. The webinar, "Building a Better Budget," provided by PSECU, reviews ways for you to:</p>			March 1, 2023

		<ul style="list-style-type: none"> a. Create a budget b. Determine your financial priorities c. Reexamine your existing budget <p>PSECU's Financial Education Center at HACC is available for office hours by phone or Zoom. Please contact Jennifer Nicrone, PSECU community manager, at jnicrone@psecu.com to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message</p>	
46.	I heard that students could get a free meal on Thursdays. When and where can I get a meal?	<p>On Thursdays from noon-2 p.m., the College's Consultation, Advocacy, Referrals and Empowerment (CARE) Center hosts Free Meal Thursdays at the following locations:</p> <ul style="list-style-type: none"> a. Harrisburg Campus: Whitaker Hall 123H b. Lancaster Campus: Main Building 327 c. York Campus: Governor George M. Leader Building 136G <p>Please stop in at the CARE Center for a free nutritious meal weekly, including grab-and-go drinks and snacks.</p> <p>In addition, students can receive one free meal per week with a value of up to \$10 at the Chef's Apprentice on the Harrisburg Campus or at the bookstores on the Gettysburg, Lancaster and York campuses. Students at the Lebanon Campus can pick up one free meal per week of up to \$10 at Gus Deraco's Italian Sandwiches at 714 Cumberland St. across from the campus. Students should ask for the cost to be charged to the CARE Center.</p>	Feb. 22, 2023
47.	When is HACC's next Commencement ceremony?	<p>The College will host HACC's spring 2023 Commencement ceremony on May 9 at 6 p.m. at the Giant Center in Hershey. Students who meet graduation requirements in the spring or summer 2023 semesters are eligible to participate.</p> <p>Students who are eligible to graduate should submit their application to graduate by March 1 to (a) receive a Commencement ceremony participation invitation and (b) to have their names printed in the program. Please review the complete details on our website.</p> <p>If you have any questions or need additional information, please email Commencement@hacc.edu.</p>	Feb. 22, 2023

48.	Is it still important to self-screen daily?	<p>Yes. Please continue to self-screen and assess how you feel each day. If you feel sick or have one or more cold, flu, mpox or COVID-19 symptoms, please do the following regardless of your vaccination status:</p> <ul style="list-style-type: none"> e. Stay home f. Notify your instructor or supervisor g. Monitor yourself for the next 48 hours h. Contact your healthcare provider and follow their guidance <p>For more information on how to self-screen for COVID-19, please visit hacc.edu/COVIDannouncements.</p>	Feb. 15, 2023
49.	If we are past being contagious and simply have a cough or a runny nose left over from an illness, why do we have to stay home?	<p>If you have been sick, please follow the self-screening and quarantine guidance. Once that quarantine guidance has been met, along with the COVID-19 testing requirement, you are cleared to be on campus.</p> <p>Also, please be mindful of others around you. While face coverings are not required on campus, they are encouraged.</p>	Feb. 15, 2023
50.	How can I apply for HACC Foundation scholarships?	<p>When you apply for HACC Foundation scholarships, you're applying for FREE money to help pay for books, fees and tuition. These scholarships can help reduce your student loans and do not need to be repaid.</p> <p>By March 27, please apply for your chance to earn FREE money. For more information, please visit hacc.edu/Scholarships. Thank you!</p>	Feb. 15, 2023
51.	My friend told me about a chance to attend HACC for free. Can you please share these details?	<p>HACC yeah! Thanks to the HACC Foundation, the College is providing 10 full-ride scholarships to HACC students. A full-ride scholarship covers all of YOUR HACC-related expenses, including tuition, books and fees. You do not need to repay these funds.</p> <p>The deadline to apply for the full-ride scholarships is April 2. To learn more, please visit hacc.edu/AWD.</p>	Feb. 15, 2023
52.	How can I audition to be the student singer of “America the Beautiful” at the upcoming Commencement ceremony?	<p>Commencement student singer auditions are happening now.</p> <p>This opportunity is open to all continuing HACC students who do not have a disciplinary record at the College.</p>	Feb. 15, 2023

		If you are interested, please submit this form and upload your audition by March 5 . Please email any questions to Commencement@hacc.edu .	
53.	How do I apply to be the next Commencement ceremony student speaker?	To apply to be the spring 2023 Commencement ceremony student speaker, students must: <ul style="list-style-type: none"> a. Be in good academic standing (i.e., 2.0 GPA or higher) b. Have applied to graduate c. Meet graduation requirements for their program of study <p>If you are interested in this opportunity, please submit the application by March 1.</p>	Feb. 15, 2023
54.	What is happening in financial aid?	Thank you for your understanding and patience as we work hard to serve you.	Feb. 15, 2023
		Due to increased production needs in support of students and staff shortages in the Financial Aid Department, the financial aid team is focusing on processing students' aid and preparing for the packaging of aid for 2023-24.	
		We have temporarily halted customer service via HawkStop, phone calls and on-campus walk-ins through March 17. This modification will allow the financial aid team to focus on production and awarding aid to you, our students.	
		Please send urgent questions to financialaid@hacc.edu , and be aware that there will be an increased wait time in receiving a response due to email volume.	
		Please monitor your account regularly for updates. Many of your questions will be addressed as the financial aid team processes aid and handles documents that have been uploaded or sent in	
55.	I heard there will be work on the Rose Lehrman Arts Center's roof. Can you share the details?	From Feb. 18-27, QualTek Wireless will be working on the roof of Rose Lehrman Arts Center to make updates to the T-Mobile equipment. The contractors will block off sections of the building during the crane work on Feb. 18. There will be no admittance to the coned off areas during the project.	Feb. 15, 2023
		No classes will be affected.	
56.	How will Farm Show events affect my travel plans to the	HACC has a contract with the Pennsylvania Farm Show for overflow parking for several events. Minimal impact for HACC students and employees on the Harrisburg Campus is to be expected for upcoming Farm Show events.	Feb. 15, 2023

	Harrisburg Campus for the next two weekends?	<ul style="list-style-type: none"> a. Overflow parking for Motorama on Feb. 18 and Feb. 19 will be in the East parking lots on the Harrisburg Campus. b. West lots seven, nine and 11 will be coned off for RV parking from Feb. 17-26. c. The employee lot will be available during these times. d. Farm Show events will have no impact at the parking lots at HACC's Senator John J. Shumaker Public Safety Center. 	
57.	As I start a new year, I'm looking for tips to get my finances on track. Do you have any advice?	<p>The new year is a great time to get YOUR finances on track. Whether you want to save more, spend less or improve your financial situation, the blog post, "6 Tips to Get Your Finances on Track for the New Year," provided by PSECU offers tips for you to reset your finances in 2023.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Feb. 15, 2023
58.	What is happening in financial aid?	<p>We are working hard to provide you the best service and make sure you receive your financial aid in a timely manner. Please note that HACC's financial aid team is focusing on processing your aid and preparing for the packaging of aid for 2023-24.</p> <p>We are temporarily pausing service through the HawkStop, phone calls and on-campus walkins through March 17. This will allow us to focus on awarding aid to you.</p> <p>During this time, please send urgent requests to financialaid@hacc.edu. Please note there may be an increased wait time in receiving a response due to email volume.</p> <p>Please monitor your account regularly. Many questions will be addressed as the financial aid team processes aid and updates your account.</p> <p>Thank you for your understanding and patience as we work hard to serve you.</p>	Feb. 8, 2023

59.	I recently received an email about a full-ride scholarship. Could you remind me when I need to apply for this opportunity?	The College is providing 10 full-ride scholarships to future and continuing HACC students. This means all of YOUR HACC-related expenses, including tuition, books and fees, would be covered, and you can focus on your education. The deadline to apply is April 2. To learn more, please visit hacc.edu/AWD .	Feb. 8, 2023
60.	I heard the swimming pool has been permanently closed at the J.W. Evans Physical Building on the Harrisburg Campus. How will the space be repurposed?	The Board of Trustees recently approved the permanent closure of the swimming pool at the J. W. Evans Physical Education Building on the Harrisburg Campus. The decision was made after careful consideration, an extensive feasibility study and consultation. The pool has been closed since December 2020 due to system failures and the need for multiple repairs and upgrades. The plan is to repurpose the space for wider student and community use. Work is to begin this year. Additional information will be provided as it becomes available.	Feb. 8, 2023
61.	I heard that the bookstore is going to be closed to make upgrades to software. Can you provide the details?	All HACC bookstores will be closing Feb. 9 at 1 p.m. for upgrades to a new credit card processing system. The bookstores will reopen on Feb. 13 at 8 a.m.	Feb. 8, 2023
62.	I heard that the College is updating the Office365 system. When will it occur and what is changing?	The Office of Information Technology and Learning Experience is migrating the Office 365 environment to the College's single sign-on (SSO) provider. The update will take place on Feb. 11 at 8 p.m. and is expected to last several minutes. Please note: <ul style="list-style-type: none"> a. There may be a brief interruption to logins to Office.com and the Outlook web client during this time. b. If you are already logged in to the Outlook Web Client or Office 365, you should not see any change. c. If you receive an error in your authentication during this time, please wait a few minutes and try again. d. If your login issues persist, please contact the IT Support Center at 717-780-2570 or email support@hacc.edu. 	Feb. 8, 2023
63.	What is the process for requesting an extension on technology borrowed through the TechLoan program?	If you are taking classes this semester and need to extend your equipment loan, please complete the TechLoan Extension Request Form .	Feb. 8, 2023

64.	What is the process to return technology borrowed through the TechLoan program?	<p>Students can return devices to the nearest HACC campus.</p> <p>For drop-off locations at each campus, please visit this webpage. For information about office hours, please see this webpage.</p> <p>Please:</p> <ol style="list-style-type: none"> a. Do not drop equipment off in the library book drops or outside the office. b. Note that students are responsible for any damage or theft of TechLoan equipment that is not returned properly. <p>If you have any questions or would like to schedule a time to return your device, please email support@hacc.edu or call 717-780-2570.</p>	Feb. 8, 2023
65.	I heard that Banner is being upgraded. How does this impact me?	<p>Effective Feb. 13, students will notice an enhanced user experience in Banner.</p> <p>The update will:</p> <ol style="list-style-type: none"> a. Allow students to update their personal information, including phone numbers, emergency contacts, gender identification and pronouns b. Provide students more detailed information regarding financial aid c. Allow students to provide responses separately through two new financial aid authorization questions for the 2023-24 aid year <p>The goals of this upgrade project are:</p> <ol style="list-style-type: none"> a. Champion equity and inclusivity b. Improve federal Title IX compliance by providing students and employees tools to affirm their gender identities and use names and pronouns consistent with those identities c. Provide a modern digital experience with a redesigned user interface that allows greater access to relevant personal data <p>Please refer to this site with helpful resources.</p>	Feb. 8, 2023

66.	What are the bookstore hours for the rest of the spring semester?	<p>Effective Feb. 6, the bookstore hours will be:</p> <table border="1" data-bbox="680 207 1715 324"> <thead> <tr> <th data-bbox="680 207 1199 245">Days of the Week</th> <th data-bbox="1199 207 1715 245">Times</th> </tr> </thead> <tbody> <tr> <td data-bbox="680 245 1199 282">Monday through Thursday</td> <td data-bbox="1199 245 1715 282">8 a.m.-5 p.m.</td> </tr> <tr> <td data-bbox="680 282 1199 324">Friday</td> <td data-bbox="1199 282 1715 324">8 a.m.-1 p.m.</td> </tr> </tbody> </table>	Days of the Week	Times	Monday through Thursday	8 a.m.-5 p.m.	Friday	8 a.m.-1 p.m.	Feb. 1, 2023
Days of the Week	Times								
Monday through Thursday	8 a.m.-5 p.m.								
Friday	8 a.m.-1 p.m.								
67.	I have a meeting coming up with a student who is a non-native English speaker, and having someone to translate for them would be really useful. What resources are available to me?	HACC has contracted the services of TransPerfect Business Solutions to provide over-the-phone language interpretation services. For more information, including how to use the service and tips for interactions with interpreters, please visit [Information is redacted for security purposes.]	Feb. 1, 2023						
68.	I understand that HACC has great positions and benefits. I am interested in learning more and sharing the information with my family and friends. Could you please help me?	HACC is a great employer ! Please visit our website for detailed information about available positions . We appreciate your interest and hope you will spread the word.	Feb. 1, 2023						
69.	If we are past being contagious and simply have a cough or a runny nose left over from an illness, why do we have to stay home?	<p>If you have been sick, please follow the self-screening and quarantine guidance. Once that quarantine guidance and the COVID-19 testing requirement are met, you are cleared to be on campus.</p> <p>Also, please be mindful of others around you. While face coverings are not required on campus, they are encouraged.</p>	Jan. 25, 2023						
70.	Is it still important to self-screen daily?	<p>Yes. Please continue to self-screen and assess how you feel each day. If you feel sick or have one or more cold, flu, mpox or COVID-19 symptoms, please do the following regardless of your vaccination status:</p> <ol style="list-style-type: none"> a. Stay home b. Notify your instructor or supervisor c. Monitor yourself for the next 48 hours d. Contact your healthcare provider and follow their guidance 	Jan. 25, 2023						

		For more information on how to self-screen for COVID-19, please visit hacc.edu/COVIDannouncements .	
71.	Why didn't I get my financial aid disbursement yet?	<p>Financial aid disbursement began for eligible students on Jan. 20. Once disbursement occurs, it may take a few days for your aid to be processed and the refund to post. Please allow 7-10 business days from the date of disbursement to receive your refund.</p> <p>Additionally, some students may not yet have received their disbursement or all of their aid for a variety of reasons, including:</p> <p>a. Enrollment load</p> <ol style="list-style-type: none"> i. Students must be in at least six eligible credits for loans to be used. ii. Pell awards are based on enrollment credit load as follows: <ul style="list-style-type: none"> • Less than half-time (1-5.5 credits) • Half-time (6-8.5 credits) • Three-quarter time (9-11.5 credits) • Full time (12+ credits) <p>b. Enrollment in various parts of term classes</p> <ol style="list-style-type: none"> i. If all your eligible classes are first seven-week and/or full-term classes, you likely qualify for all of your aid at the Jan. 20 disbursement. ii. If you are in classes that start in later parts of term, including late-start or second seven-week classes, you may not qualify for all of your aid until those classes begin and your attendance is confirmed. iii. No action is needed from you. Please note that your aid will be disbursed according to your enrollment eligibility. If you are in late-start or second seven-week classes, your aid will disburse accordingly. <p>c. Roster check attendance Please make sure you are attending your classes.</p> <ol style="list-style-type: none"> i. If you were marked as “not attending” in any of your classes, your aid may have been held. 	Jan. 25, 2023

		<ul style="list-style-type: none"> ii. If you were marked as “not attending,” your instructor can submit an attendance update. iii. You will NOT be dropped from classes for nonpayment on Jan. 25; however, your aid will not disburse until you are marked as attending. <p>d. Ineligible classes</p> <ul style="list-style-type: none"> i. If you are in one or more ineligible classes (classes that don’t meet the requirements for your program of study), your aid may be reduced or held. ii. Students with an ineligible class will see an “Ineligible Class” hold on their account. iii. Students must work with an advisor or respond to an email sent to your HAWKMail to rectify an ineligible class situation. iv. Your aid may not disburse (or may only disburse in part) until you resolve the issue with the ineligible class. You may also be required to pay for the ineligible class(es) out of pocket. <p>e. High school diploma requirement</p> <ul style="list-style-type: none"> i. If you are missing the high school diploma/final transcript requirement, your aid was pulled back because the College cannot disburse federal aid to students who have not provided proof of high school completion or its equivalent. ii. Messages were previously sent to students’ HAWKMail to alert students of this missing requirement. iii. Proof of high school completion or its equivalent must be provided. Please find more information in this FAQ document. iv. Please send this documentation to admission@hacc.edu. v. You will NOT be dropped from classes for nonpayment on Jan. 25; however, you MUST rectify this requirement before Feb. 3 to prevent being dropped from classes. <p>f. Account issues</p> <ul style="list-style-type: none"> i. Some students whose accounts have inaccuracies have had their aid temporarily held while we review their account to ensure correctness. 	
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		<p>ii. It is important that the College disburses aid that is correct for student enrollment and aid eligibility to ensure we comply with federal regulations and also prevent you from getting too much aid and potentially having to pay back a balance.</p> <p>iii. Students in this category do not need to take any action. We will disburse your aid as soon as your account is reviewed and the hold is released.</p> <p>iv. You will not be dropped from classes on Jan. 25 for nonpayment.</p> <p>If your financial aid has not disbursed, you likely fall into one of these categories. Your aid will disburse when you take the aforementioned steps to rectify any issues.</p> <p>Please check your account to determine any holds or unmet requirements and direct questions to financialaid@hacc.edu</p>	
72. 4	What is the schedule for student affairs offices on campus the rest of the semester?	<p>HACC’s Office of Student Affairs and Enrollment Management includes academic advising, career and transfer services, student success coaching, enrollment services, financial aid, New Student Orientation, Welcome Centers, the Registrar and high school partnerships, including dual enrollment.</p> <p>Employees will be on campus through Jan. 26 from 8 a.m. to 4:30 p.m. and Jan. 27 from 9 a.m. to 4:30 p.m.</p> <p>Beginning the week of Jan. 30 and through the end of the spring 2023 semester, employees will be on campus Monday-Thursday from 8 a.m. to 4:30 p.m. In addition, remote services are offered:</p> <ul style="list-style-type: none"> a. Monday through Thursday (8 a.m.-4:30 p.m.) b. Wednesday (4:30-6:30 p.m.) a. c. Friday (9 a.m.-4:30 p.m.) 	Jan. 25, 2023
73. 5	Can I add another late-start class to my schedule?	<p>Yes. Students should contact their advisor and financial aid to change their class schedule.</p> <p>Please:</p> <ul style="list-style-type: none"> a. Consult with your advisor or your approved education plan in Degree Works to find eligible classes to enroll in. b. Fill out a Drop/Add/ Withdrawal form (DAW) found in myHACC 	Jan. 25, 2023

		under advising or at your campus Welcome Center. c. Watch a brief video on how to search for late-start classes .	
74.	What are the steps to take to prepare for my upcoming graduation?	Students who are completing their degree in the spring 2023 or summer 2023 semester must submit an application [Link is redacted for security purposes.] to graduate by March 1. Once an application is submitted, please take these next steps: a. Check your HAWKMail in mid-March for a Commencement invitation b. RSVP to the Commencement invitation by April 13 c. Attend the Commencement ceremony on May 9 at 6 p.m.	Jan. 25, 2023
75.	Where can students go to print documents for classes?	The College provides printing services to HACC students in Learning Commons spaces. There is no charge to print; however, there is a printing limit of 700 pages per semester. Students can also print at campus printing hubs in common areas open during campus hours: a. Gettysburg Campus - Hub by the bookstore niche b. Harrisburg Campus - Bruce E. Cooper Student Center, Room a. 102 by the Chef's Apprentice b. Lancaster Campus - East 332 Hallway by the fitness room c. Lebanon Campus - Library/Learning Commons d. York Campus - Governor George M. Leader Building lobby by e. the library More information about student printing services is here .	Jan. 25, 2023
76.	Should students use the "HACCguest" wireless network?	No. Students are part of the HACC community, not guests, and therefore should use the "HACCwifi" network for their wireless needs. By using the "HACCwifi" network, students do not need to register for daily access. The speed is unrestricted, and they have access to more College resources than we offer to guest users. The "HACCguest" network is speed-controlled. It allows access only to HACC systems that can be used to enroll at HACC to become a student and is intended for visitors to the College. For details on how students can connect to "HACCwifi," please review this guide. [Information is redacted for security purposes.]	Jan. 25, 2023
77.	How can students connect with a user support technician to discuss technology issues?	User support technicians are available on all five campuses at the following locations: a. Gettysburg Campus - Room 133	Jan. 25, 2023

		<ul style="list-style-type: none"> b. Harrisburg Campus - McCormick Library 107A c. Lancaster Campus - Library Room 226 d. Lebanon Campus - Learning Commons Room 301 e. York Campus - Governor George M. Leader Building Room 105 <p>The IT Call Center is also available 24/7. Students can receive help by:</p> <ul style="list-style-type: none"> a. Phone: 717-780-2570 b. Email: support@hacc.edu c. Chat: Monday-Friday; 7 a.m.- 6 p.m. <p>For more information, please visit HACC's User Support webpage.</p>	
78.	<p>I heard there is new career information on hacc.edu. Where is it located? What can I use it for?</p>	<p>Up-to-date career information is now listed on HACC's academic program webpages.</p> <p>As outlined in the screenshot below, students can find:</p> <ul style="list-style-type: none"> a. A list of careers they can pursue b. Top skills for those careers c. Median salaries d. Current number of job openings in the region e. Projected outlook for those careers <p>Career information is automatically updated on the College's website quarterly by Lightcast Data.</p> <p>Please visit hacc.edu/Programs to find career information related to your program.</p>	Jan. 18, 2023

		<p>HACC students who study Addiction & Recovery Services can go into these careers:</p> <ul style="list-style-type: none"> Mental Health Counselors Substance Abuse and Behavioral ... Social and Human Service Assista... Mental Health and Substance Abu... <p>Visit Career Coach</p> <p>POWERED BY Lightcast DATA</p>	<p>Mental Health Counselors</p> <p>\$24 per hour Median Salary</p> <p>81 Job Openings</p> <p>762 Currently Employed</p> <p>Top Skills</p> <ul style="list-style-type: none"> Social Work Psychology Mental Health Treatment Planning Human Services <p>8% Projected outlook</p> <p>Harrisburg-Carli... <input type="checkbox"/> National</p>	
79.	If we are past being contagious and simply have a cough or a runny nose left over from an illness, why do we have to stay home?	<p>If you have been sick, please follow the self-screening and quarantine guidance. Once that quarantine guidance has been met, along with the COVID-19 testing requirement, you are cleared to be on campus.</p> <p>Also, please be mindful of others around you. While face coverings are not required on campus, they are encouraged.</p>	Jan. 11, 2023	
80.	Is it still important to self-screen daily?	<p>Yes. Please continue to self-screen and assess how you feel each day. If you feel sick or have one or more cold, flu, mpox or COVID-19 symptoms, please do the following regardless of your vaccination status:</p> <p>a. Stay home</p>	Jan. 11, 2023	

		<p>b. Notify your instructor or supervisor c. Monitor yourself for the next 48 hours d. Contact your healthcare provider and follow their guidance</p> <p>For more information on how to self-screen for COVID-19, please visit hacc.edu/COVIDannouncements.</p>	
81.	Can you provide an update on COVID-19 testing sites?	<p>AMI Expeditionary Healthcare (AMI) is offering free COVID-19 testing at 320 Chestnut St., Harrisburg, until Jan. 13.</p> <p>The FREE services include:</p> <ul style="list-style-type: none"> a. Polymerase chain reaction (PCR) testing - results available within 72 hours b. Rapid tests - results available in 15 minutes c. Take-home test kits ID is preferred, but not required. <p>Please refer to Pennsylvania's COVID-19 testing site to find a testing site closest to you.</p> <p>You can also order four individual rapid antigen free at-home COVID-19 tests</p>	Jan. 11, 2023
82.	I have heard that COVID-19 cases are on the rise. Will HACC make changes to its guidance and expectations for students and employees?	<p>HACC is aware that COVID-19 cases are rising in various parts of our service region, and we will continue to monitor those changes.</p> <p>To protect yourself and others, students and employees are highly encouraged to wear face coverings and social distance when possible.</p> <p>If conditions worsen and the situation warrants additional changes to protect our students and employees, the College could return to an earlier phase of our seven-phase plan. Therefore, it is imperative to continue our self-screening efforts.</p>	Jan. 11, 2023
83.	Do I have to attend classes to receive financial aid on Jan. 20?	<p>For the spring 2023 semester, financial aid will be disbursed on Jan. 20 to eligible students in full-semester and first seven-week classes. Following disbursement, funds will be available for eligible students within 10 business days from that date.</p> <p>In order to qualify for financial aid, students must:</p>	Jan. 11, 2023

		<ul style="list-style-type: none"> a. Have met all requirements for financial aid, including the requirement to have their high school diploma/transcript on file b. Be enrolled in aid-eligible courses c. Attend classes <p>During the first week of the spring semester, faculty will check attendance (and participation for virtual students). Students who do not attend will be ineligible for the financial aid disbursement on Jan. 20.</p> <p>Please note that if you are enrolled in late-start or second seven-week classes, the disbursement of your aid may be delayed.</p>	
84.	I saw in your Dec. 14, 2022, email that the disbursing of financial aid is changing. Will this affect how I use my financial aid at the bookstore?	<p>Students will be able to use their financial aid at the bookstore through Jan. 20. On Jan. 23, students will not be able to use their aid in the bookstore.</p> <p>If students still have aid available for late-start courses or the second part of the semester, financial aid will resume at the bookstore on Jan. 24.</p>	Jan. 11, 2023
85.	How will the College handle weather announcements during winter months?	<p>Please note that:</p> <ul style="list-style-type: none"> a. If there is a weather announcement regarding campus closures, it will only affect employees and students involved in on-campus classes and services. All other remote work, remote instruction and virtual learning courses will continue as scheduled. We understand this can cause unanticipated child care, work or other personal challenges. HACC asks professors to use their discretion in enforcing assignment deadlines. b. The College will not use a delayed-opening schedule. Depending on the amount of inclement weather, on-campus courses will either be held or canceled for the day or evening. c. Students and employees will receive notifications via the following communication methods: <ul style="list-style-type: none"> i. e2Campus - This may come via text and/or email as an abbreviated message that will lead you to your email or hacc.edu for more information. Please note: You must sign up for this service to receive an e2Campus alert. ii. HACC website - If no message appears, please try clearing the cache on your browser to ensure alerts appear. 	Jan. 11, 2023

		<ul style="list-style-type: none"> iii. Email to employees - This detailed message will be in addition to the abbreviated e2Campus message. iv. Email to students - This detailed message will be in addition to the abbreviated e2Campus message. v. Collegewide Facebook Page - This abbreviated announcement will lead you to your email or hacc.edu for more information. vi. Collegewide Twitter Account - This abbreviated announcement will lead you to your email or hacc.edu for more information. <p>d. hacc.edu/Weather includes more information.</p>	
86.	How will the PA Farm Show affect my travel plans to the Harrisburg Campus through Jan. 14?	<p>The parking lots on the Harrisburg Campus will be used through Jan. 14 for the PA Farm Show's overflow parking.</p> <p>Things to keep in mind:</p> <ul style="list-style-type: none"> a. Ticket takers will be stationed at HACC Gates 1 and 2. Please allow extra time to enter the campus. Upon entering the gates, show your HACC ID badge to help expedite the entry process. b. Gates 1 and 2 can be used as both an entrance and an exit. Gate 3 will become an exit only, as it will also be the only allowable bus entrance. c. The employee lot across from the Whitaker Hall Building is available for employee parking. d. Lot E3, near the Select Medical Health Education Pavilion, and lots W10 and W12, closest to the Ted Lick Building, will be coned off exclusively for HACC students and employee parking only. However you are also welcome to park in any open parking space available. e. Farm Show activity will have no impact at the Senator Jeffrey E Piccola Law Enforcement Complex (PLEC) parking lots. <p>The Harrisburg Campus map can be accessed here.</p>	Jan. 11, 2023
87.	What are the hours for the Office of Student Affairs and Enrollment Management in the spring 2023 semester?	<p>HACC's Office of Student Affairs and Enrollment Management includes academic advising, career and transfer services, student success coaching, enrollment services, financial aid, New Student Orientation, Welcome Centers, the Registrar and high school partnerships, including dual enrollment.</p> <p>Please see the schedule below:</p>	Jan. 4, 2023

		<p>Date(s)</p> <p>Jan. 3-6</p> <p>Jan. 9-13</p> <p>Jan. 14</p> <p>Jan. 16</p> <p>Jan. 17-20</p> <p>Jan. 23-27</p> <p>Jan. 30 through the end of the spring semester</p> <p>Please note:</p> <ul style="list-style-type: none"> • Remote services will continue to be offered every day, Monday through Thursday from 8 a.m. to 4:30 p.m. and Friday from 9 a.m. to 4:30 p.m. • Remote services will also be available Wednesdays from 4:30-6:30 p.m. 	<p>Services and Hours for the Office of Student Affairs and Enrollment Management</p> <p>Employees will be on campus from 8 a.m. to 4:30 p.m.</p> <p>Employees will be on campus Monday-Thursday from 8 a.m. to 4:30 p.m. and Friday from 9 a.m. to 4:30 p.m.</p> <p>Employees in advising, financial aid and the Welcome Centers will provide services remotely from 9 a.m. to 1 p.m.</p> <p>HACC will be closed.</p> <p>Employees will be on campus Jan. 17-19 from 8 a.m. to 4:30 p.m. and Jan. 20 from 9 a.m. to 4:30 p.m.</p> <p>Employees will be on campus Jan. 23-26 from 8 a.m. to 4:30 p.m. and Jan. 27 from 9 a.m. to 4:30 p.m.</p> <p>Employees will be on campus Monday-Thursday from 8 a.m. to 4:30 p.m. and provide remote services on Fridays from 9 a.m. to 4:30 p.m.</p>	
88.	Why do students have to provide proof of their high school graduation to be eligible for financial aid?	<p>Effective for the spring 2023 semester and beyond, any student who intends to use federal financial aid must provide proof of their high school completion.</p> <p>Students must provide HACC with documentation of high school completion, or they will be ineligible for financial aid for the spring 2023 semester and beyond. This change reflects federal requirements for financial aid eligibility.</p>		Jan. 4, 2023

		<p>Students may submit any of the following documentation to meet this requirement:</p> <ol style="list-style-type: none"> A copy of their high school diploma A copy of their high school transcript (must include a graduation date) A copy of their General Educational Development (GED) diploma A copy of another high school equivalency diploma <p>Please note that foreign transcripts or high school equivalencies must be translated through a certified evaluation service.</p> <p>Please:</p> <ol style="list-style-type: none"> Send documentation of your high school completion to admission@hacc.edu. Direct any questions about this requirement to HACC's Financial Aid Department. <p>Please note that more information about obtaining a high school diploma can also be found on the Pennsylvania Department of Education website.</p>	
89.	When will students be dropped for nonpayment?	<p>Students who have an outstanding balance will be dropped for spring 2023 classes on Jan. 11.</p> <p>To avoid getting dropped, students with an outstanding balance should make payment, enroll in the HACC payment plan or ensure they have financial aid in place prior to 4:30 p.m. on Jan. 10.</p> <p>To learn more about the HACC Payment Plan and enroll, please visit this link.</p> <p>To inquire about paying your balance, please contact cashiering at 800-222-4222 or email cashiering@hacc.edu.</p> <p>For information about financial aid, please contact HACC's Financial Aid Department.</p>	Jan. 4, 2023
90.	Do I have to attend classes to receive financial aid on Jan. 20?	<p>For the spring 2023 semester, financial aid will be disbursed on Jan. 20 to eligible students in fullsemester and first seven-week classes. Following</p>	Jan. 4, 2023

		<p>disbursement, funds will be available for eligible students within 10 business days.</p> <p>In order to qualify for financial aid, students must:</p> <ol style="list-style-type: none"> Have met all requirements for financial aid, including the requirement to have their high school diploma/transcript on file Be enrolled in aid-eligible courses Attend classes on campus or participate in remote or virtual learning classes 	
91.	How will the PA Farm Show impact my travel plans to HACC's Harrisburg Campus from Jan. 7-14?	<p>From Jan. 7-14, the parking lots on HACC's Harrisburg Campus will be used for overflow parking for the PA Farm Show.</p> <p>Please note the following during PA Farm Show week:</p> <ol style="list-style-type: none"> Ticket takers will be stationed at gates 1 and 2. Please allow extra time to enter campus. Upon entering the gates, please show your HACC ID badge, as it will help expedite the entry process. Gates 1 and 2 can be used as an entrance and exit. Gate 3 will become an exit only, as it will also be the only allowable bus entrance. Lot E-3, near the Select Medical Health Education Pavilion, and lots W-10 and W-12, closest to the Ted Lick Administration Building, will be coned off exclusively for HACC students and staff parking only; however, you are welcome to park in any open parking space that is available. Farm Show activity will have no impact at the Senator Jeffrey E. Piccola Law Enforcement Complex (PLEC) parking lots. <p>The Harrisburg Campus map can be accessed here.</p>	Jan. 4, 2023
92.	Why is the elevator in the Rose Lehrman Arts Center unavailable for use?	The elevator in the Rose Lehrman Arts Center will be shut down through Jan. 17 to complete repairs and modernization to the unit.	Jan. 4, 2023
93.	How will the College handle weather announcements during the 2022-23 winter months?	<p>Please note:</p> <ol style="list-style-type: none"> If there is a weather announcement regarding campus closures, it will only affect employees and students involved in on-campus classes and services. All other remote work, remote instruction and virtual 	Dec. 21, 2022

		<p>learning courses will continue as scheduled. We understand this can cause unanticipated child care, work or other personal challenges. HACC asks professors to please use their discretion in enforcing assignment deadlines.</p> <p>b. The College will not use a delayed-opening schedule. Depending on the amount of inclement weather, on-campus courses will either be held or canceled for the day or evening.</p> <p>c. Students and employees will receive notifications via the following communication methods:</p> <ul style="list-style-type: none"> i. e2Campus ii. HACC website (Note: If no message appears, please try clearing the cache on your browser to ensure alerts appear.) iii. Email to employees iv. Email to students v. Collegewide Facebook Page vi. Twitter <p>d. hacc.edu/Weather includes more information. Thank you.</p>	
94.	When can I start using my financial aid for winter 2022 and spring 2023 at the bookstore?	<p>As of Dec. 5, students can use up to \$300 of their spring financial aid on course materials and school supplies for registered winter term classes.</p> <p>Financial aid for spring semester classes will be available to use online on Dec. 27, and in the bookstores on Jan. 3, 2023. Spring 2023 financial aid web orders will be processed starting Jan. 3, in the order they are received online.</p>	Dec. 21, 2022
95.	What is the process to return borrowed TechLoan equipment?	<p>If you borrowed equipment through the College’s TechLoan Program for the fall 2022 semester, it must be returned before Dec. 23. Please return the equipment on your home campus.</p> <p>If you have registered for spring 2023 classes and need to extend your equipment loan, please complete and submit the TechLoan Extension Request Form.</p>	Dec. 21, 2022
96.	What are the hours for the Office of Student Affairs and Enrollment Management in the spring 2023 semester?	<p>HACC’s Office of Student Affairs and Enrollment Management includes academic advising, career and transfer services, student success coaching, enrollment services, financial aid, New Student Orientation, Welcome Centers, the Registrar and high school partnerships, including dual enrollment.</p>	Dec. 21, 2022

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97.	I would like to share my experiences as a HACC student. How can I do that?	We would love to hear about how HACC has changed your life and the people who have helped you. If you have a few minutes and a story to share, please go to hacc.edu/Stories .	Dec. 21, 2022																		

		Your submission may be featured in HACC ads, publications, webpages and other locations. Thank you!	
98.	I heard that the power will be shut down at the Lancaster Campus. Please share the details.	On Jan. 7, 2023, the power will be turned off to the Lancaster Campus Main and East buildings to clean the switchgear. The power should be returned to normal at the end of the day. We also will ensure that the heating, ventilation and air conditioning (HVAC) systems are back online. This preventive maintenance is to ensure we do not have a power failure as a result of equipment issues.	Dec. 21, 2022
99.	I heard that the elevator in the Rose Lehrman Arts Center is going to be shut down for repairs. Please share the details.	The elevator in the Rose Lehrman Arts Center was shut down Dec. 19, 2022, and will remain unavailable for use through Jan. 17, 2023, for repairs and modernization.	
100.	When will financial aid be disbursed for the spring 2023 semester?	<p>To comply with Title IV regulations, ensure students have access to their financial aid to purchase books and supplies and support students' day-to-day living expenses, the College is shifting its timeline for financial aid disbursement.</p> <p>For the spring 2023 semester, financial aid will be disbursed on Jan. 20, 2023, and funds will be distributed to eligible students within 10 business days from that date. This disbursement is earlier than previous semesters.</p> <p>Please:</p> <ol style="list-style-type: none"> a. Note per Title IV regulations, the College may not release loan funds to first-time, first-year loan borrowers until 30 days after the first day of classes for a student's program of study. All other aid will be disbursed on Jan. 20, 2023. b. Recognize that students taking late-start or second seven-week classes may not qualify for all of their financial aid until those classes begin. c. Handle these necessary steps to ensure your financial aid is ready to disburse in a timely manner: <ol style="list-style-type: none"> i. Complete your educational plan in Degree Works. ii. Make sure you are registered for financial aid-eligible courses. Courses that are not financial aid-eligible will not 	Dec. 14, 2022

		<p>be paid for with financial aid and may hold up the disbursement of aid.</p> <p>iii. Meet all financial aid requirements, including the high school diploma or transcript requirement.</p> <p>Please contact financialaid@hacc.edu with any questions.</p>	
101.	Will I be able to get help from HACC employees over the semester break in December and January?	<p>No. Students are reminded that the College will be closed from Dec. 24, 2022, through Jan. 2, 2023.</p> <p>Please:</p> <ol style="list-style-type: none"> Review your educational plan in Degree Works (in myHACC) and register for classes if you haven't done so. Reach out to your assigned advisor if you need help with your educational plan or want to explore additional options regarding your courses. Reach out to financial aid for help with questions regarding your financial aid. Set up a payment plan to address any outstanding balances not covered by financial aid. <p>HACC will re-open on Jan. 3, but with only two weeks remaining before spring classes, there is sure to be a rush.</p> <p>Please act now to tie up any loose ends with your registration, financial aid and spring preparations before Dec. 23.</p>	Dec. 14, 2022
102.	When can I start using my financial aid at the bookstore for winter 2022 and spring 2023 classes?	<p>As of Dec. 5, students can use up to \$300 of their spring 2023 financial aid on course materials and school supplies for registered winter term classes.</p> <p>Financial aid for spring term classes will be available to use online on Dec. 27 and in the bookstores on Jan. 3, 2023. Spring 2023 semester financial aid web orders will be processed starting Jan. 3 in the order they were received online.</p>	Dec. 14, 2022
103.	When can we sell our textbooks back to the bookstore?	<p>You can sell your textbooks back to the bookstore now.</p> <p>If you rented textbooks for the fall semester, they are due on or before Dec. 20.</p>	Dec. 14, 2022

104.	I heard the Midtown 1 Building will be closed on Dec. 20. Please share the details.	<p>The Midtown 1 Building will be closed Dec. 20, from 6 a.m. to 1 p.m., to allow the facilities team to change out the backflow preventer. Water service will be turned off during the repair.</p> <p>We will alert the College community when the work has been completed and water service is restored.</p>	Dec. 14, 2022
105.	I heard there will be a new tenant in the Lancaster Campus East Building. What are the details?	Goodwill Keystone Area is moving its administration offices into suite 204 in the Lancaster Campus East Building. They are also leasing Room 208 and six parking spaces behind the building. The move started this week.	Dec. 14, 2022
106.	Is it still important to self-screen daily?	<p>Yes. Please continue to self-screen and assess how you feel each day.</p> <p>If you feel sick or have any cold, flu, mpox or COVID-19 symptoms (regardless of your vaccination status), please:</p> <ol style="list-style-type: none"> a. Stay home b. Notify your instructor c. Monitor yourself for the next 48 hours d. Contact your physician and follow their guidance <p>For more information on how to self-screen for COVID-19, please visit hacc.edu/COVIDannouncements.</p>	Dec. 7, 2022
107.	When will financial aid be disbursed for the spring 2023 semester?	<p>To comply with Title IV regulations, ensure our students have access to their financial aid to purchase books and supplies and support our students' day-to-day living expenses, the College is shifting its timeline for financial aid disbursement</p> <p>For the spring 2023 semester, financial aid will be disbursed on Jan. 20, 2023, and funds will be distributed to eligible students within 10 business days from that date. This disbursement is earlier than previous semesters.</p> <p>Please:</p> <ol style="list-style-type: none"> a. Note that per Title IV regulations, the College may not release loan funds to first-time, first-year loan borrowers until 30 days after the first day of 	Dec. 7, 2022

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108.	Will I be able to get help from HACC employees over the semester break in December and January?	<p>No. Students are reminded that the College will be closed from Dec. 24, 2022, through Jan. 2, 2023. Students are encouraged to do the following before the winter break to avoid delays later:</p> <ul style="list-style-type: none"> a. Review your educational plan in Degree Works (in myHACC) and register for classes if you haven’t done so. b. Reach out to your assigned advisor if you need help with your educational plan or want to explore additional options regarding your courses. c. Contact financial aid for help with questions regarding your financial aid. d. Set up a payment plan to address any outstanding balances not covered by financial aid. <p>HACC will re-open on Jan. 3, but with only two weeks remaining before spring classes, there is sure to be a rush.</p> <p>Please act now to tie up any loose ends with your registration, financial aid and spring preparations before Dec. 23.</p>	Dec. 7, 2022
109.	Why do students have to provide proof of their high school graduation to be eligible for financial aid?	<p>Effective for the spring 2023 semester and beyond, any student who intends to use federal financial aid must provide proof of their high school completion.</p> <p>Students must provide HACC with documentation of high school completion, or they will be ineligible for financial aid for the spring 2023</p>	Dec. 7, 2022

		<p>semester and beyond. This change reflects federal requirements for financial aid eligibility.</p> <p>Students may submit any of the following documentation to meet this requirement:</p> <ul style="list-style-type: none"> a. A copy of their high school diploma b. A copy of their high school transcript (must include a graduation date) c. A copy of their General Educational Development (GED) diploma d. A copy of another high school equivalency diploma <p>Please note that foreign transcripts or high school equivalencies must be translated through a certified evaluation service.</p> <p>Students should respond and send documentation of their high school completion to admission@hacc.edu by Dec. 9</p>	
110.	Why do students have to provide proof of their high school graduation to be eligible for financial aid?	<p>Effective for the spring 2023 semester and forward, any student who intends to use federal financial aid must provide proof of their high school completion.</p> <p>Students must provide HACC with documentation of high school completion, or they will be ineligible for financial aid for the spring 2023 semester and beyond. This change reflects federal requirements for financial aid eligibility.</p> <p>Students may submit any of the following documentation to meet this requirement:</p> <ul style="list-style-type: none"> a. A copy of their high school diploma b. A copy of their high school transcript (must include a graduation date) c. A copy of their General Educational Development (GED) diploma d. A copy of another high school equivalency diploma <p>Please note that foreign transcripts or high school equivalencies must be translated through a certified evaluation service.</p> <p>Students should respond and send documentation of their high school completion to admission@hacc.edu by Dec. 9.</p>	Nov. 30, 2022

111.	Will I be able to get help from HACC employees over the winter break in December 2022 and January 2023?	<p>No. Students are reminded that the College will be closed from Dec. 24, 2022, through Jan. 2, 2023.</p> <p>Students are encouraged to do the following <i>before</i> the winter break to avoid delays later:</p> <ul style="list-style-type: none"> a. Review your educational plan in Degree Works (in myHACC) and register for classes if you haven't done so. b. Contact your assigned advisor if you need help with your educational plan or want to explore additional options regarding your courses. c. Contact financial aid for help regarding your financial aid. d. Set up a payment plan to address any outstanding balances not covered by financial aid. <p>HACC will re-open on Jan. 3, but with only two weeks remaining before spring classes, there is sure to be a rush.</p> <p>Act now to tie up any loose ends with your registration, financial aid and spring preparations before Dec. 23.</p>	Nov. 30, 2022
112.	Would the College ever repurpose the old PSCEU space at the York Campus for a quiet study lounge for students? There are no quiet places for students other than the small library. Also, the Hawk space in the William F. Goodling Center is not used and is scary. Can students use that space as long as there are cameras and public safety around?	<p>Thank you for the idea.</p> <p>Plans for the repurposing of the vacated PSECU space in the Governor George M. Leader Building on the York Campus are in discussion.</p> <p>The space in the William F. Goodling Center was vacated by the Student Government Association and Student Programming Board. At this time, the space is not equipped as a student study space.</p>	Nov. 30, 2022
113.	If we are past being contagious and simply have a cough or a runny nose left over from an illness, why do we have to stay home?	<p>If you have been sick, please follow the self-screening and quarantine guidance. Once that quarantine guidance has been met, along with the COVID-19 testing requirement, you are cleared to be on campus.</p>	Nov. 16, 2022

		Also, please be mindful of others around you. While face coverings are not required on campus, they are encouraged.	
114.	Is it still important to self-screen daily?	<p>Yes. Please continue to self-screen and assess how you feel each day.</p> <p>If you feel sick or have <i>one or more</i> cold, flu, monkeypox or COVID-19 symptoms, please do the following <i>regardless of your vaccination status</i>:</p> <ul style="list-style-type: none"> • <i>Stay home</i> • Notify your instructor or supervisor • Monitor yourself for the next 48 hours • Contact your healthcare provider and follow their guidance <p>For more information on how to self-screen for COVID-19, please visit hacc.edu/COVIDannouncements.</p>	Nov. 16, 2022
115.	What are the opportunities for F-1 student employment for the spring 2023 semester?	<p>International students with an F-1 visa may work on a HACC campus as soon as they find a job.</p> <p>In addition, international students with an F-1 visa may apply for permission to work off campus in limited circumstances.</p> <p>We will review this information in our international student [Zoom information is redacted for security purposes.] on Feb. 8, 2023, at 3 p.m.</p> <p>For additional questions, please:</p> <ul style="list-style-type: none"> • Email InternationalStudent@hacc.edu • Attend open [Zoom information is redacted for security purposes.] sessions with Jennifer Daley, director of international student services, on Mondays from 10 a.m.-noon and Thursdays from 1:30-3:30 p.m. (EST). 	Nov. 16, 2022
116.	Does the Lancaster Campus provide assistance for overseas students to open a bank account?	<p>The College refers students to PSECU for banking, but individuals must be present in the U.S. with valid immigration status in order to open an account.</p> <p>Please email InternationalStudent@hacc.edu for assistance with connecting with PSECU.</p>	Nov. 16, 2022

117.	When will Avenue C reopen in the Governor George M. Leader Building on the York Campus?	<p>Avenue C in the Governor George M. Leader Building will reopen during the week of Jan. 9, 2023.</p> <p>Avenue C in the William F. Goodling Center will remain open for the remainder of the fall 2022 semester.</p> <p>Additionally, the York Bookstore will continue to sell food items prepared by the Chef's Apprentice.</p>	Nov. 16, 2022
118.	Can you please help me understand the educational plan process and how it ties to my registration and financial aid eligibility?	<p>To view an outline of the educational plan process from beginning to end, please view this graphic.</p> <p>The graphic:</p> <ul style="list-style-type: none"> • Demonstrates that educational plans and eligible courses are required for a student to access their financial aid • Underscores the role of the drop-add-withdraw form that is required for students to change their registration once they are in an approved course schedule. <p>Students benefit from their educational plan as it helps guide registration because it ensures they do not take unnecessary classes, ultimately saving them time and money.</p> <p>The educational plan also ensures students have a clear and streamlined path to completing their credential.</p> <p>To view a step-by-step video about the educational plan process at HACC, please click here.</p>	Nov. 9, 2022
119.	What are the current service hours for the Office of Student Affairs and Enrollment Management?	<p>For the fall 2022 semester, student affairs employees are on every campus on Mondays, Tuesdays and Thursdays from 8 a.m-4:30 p.m.</p> <p>On Wednesdays and Fridays, student affairs employees will not have an on-campus presence; however, they will serve students remotely by phone and email.</p>	Nov. 9, 2022

		In addition, remote services continue to be offered Monday through Friday from 8 a.m.-4:30 p.m. with extended remote evening hours from 4:30-6:30 p.m. on Wednesdays.	
120.	I am a continuing student. Where can I find information on getting through the enrollment process?	<p>For information on getting through the enrollment process, please see “How To” videos in the middle column in your myHACC portal. There you will find brief step-by-step video guidance for the top six things you should know about registration and more.</p> <p>Priority registration for continuing students opened Nov. 2. Tuition is due by Dec. 7.</p> <p>For more information, please visit the HACC How To Videos site and register for your classes now.</p>	Nov. 9, 2022
121.	How will the College handle weather announcements during the 2022-23 winter months?	<p>Please note:</p> <ul style="list-style-type: none"> • If there is a weather announcement regarding campus closures, it will only affect students and employees involved in on-campus classes and services. All other remote work, remote instruction and virtual learning courses will continue as scheduled. We understand this can cause unanticipated child care, work or other personal challenges. HACC asks professors to use their discretion in enforcing assignment deadlines. • The College will not use a delayed-opening schedule. Depending on the amount of inclement weather, on-campus courses will either be held or canceled for the day or evening. <p>The webpage, hacc.edu/Weather, includes more information and our communication methods for notifications.</p>	Nov. 9, 2022
122.	I heard there will be some construction work on the Lancaster Campus. Please share the details.	<p>Work will begin Nov. 14 to repair issues caused by a roof and gutter system leak in Room 325 of the East Building. A vendor will repair and clean the room. The area will be coned off.</p> <p>At the same time, the rooftop heating ventilation and air conditioning (HVAC) unit and associated duct work will be cleaned and sanitized as a continuation of an ongoing practice by facilities employees.</p>	Nov. 9, 2022
123.	Is it still important to self-screen daily?	Yes. Please continue to self-screen and assess how you feel each day.	Nov. 2, 2022

		<p>If you feel sick or have any (<i>one or more</i>) cold, flu, Monkeypox or COVID-19 symptoms (<i>regardless of your vaccination status</i>), please:</p> <ul style="list-style-type: none"> • Stay home • Notify your instructor or supervisor • Monitor yourself for the next 48 hours • Contact your physician and follow their guidance <p>For more information on how to self-screen for COVID-19, please visit hacc.edu/COVIDannouncements.</p>	
124.	I have a slight cough. Should I stay home?	<p>Yes. Please stay home if you have one or more symptoms.</p> <p>Coming to campus when you are sick puts your health in jeopardy and other students and employees at risk.</p> <p>Please note that the College is asking that you self-screen each day, not self-diagnose. Self-screening is a way for you to inventory how you feel and ensure you have no symptoms. However, only a medical professional can diagnose your symptoms and medical condition. Therefore, please do not assume that you only have allergies and come to campus.</p> <p>Please note:</p> <ul style="list-style-type: none"> • If an illness causes you to be absent for an extended amount of time, Student Access Services (SAS) can help. For more information, please contact SAS. • The College has communicated with employees that we should continue to provide grace regarding deadlines, attendance and assignments (<i>when possible</i>). <p>For information on how to self-screen, please visit hacc.edu/COVIDannouncements.</p>	Nov. 2, 2022
125.	I understand that HACC has great positions and benefits. I am interested in learning more and sharing the information with my family	<p>HACC is a great employer! Please visit our website for detailed information about available positions. We appreciate your interest and hope you will spread the word.</p>	Nov. 2, 2022

	and friends. Could you please help me?		
126.	When does registration open? What should I do to register?	<p>Winter 2022 and spring 2023 priority registration is now open for all continuing students. Students should use their Degree Works educational plan to ensure they are registering for classes that are required for their program of study. If students don't yet have an educational plan, they should speak to their assigned advisor to create one together.</p> <p>For more information about Degree Works, please check out this video.</p>	Nov. 2, 2022
127.	I am a graduating student. What do I need to know about HACC's fall 2022 Commencement ceremony?	<p>Congratulations on YOUR upcoming graduation! #HACCproud</p> <p>To help prepare for your upcoming graduation, fall 2022 graduating students can view the Graduation Fair Video.</p> <p>HACC's fall 2022 Commencement ceremony will be held on Dec. 13 at 6 p.m. at the Giant Center in Hershey.</p> <p>Only students who meet graduation requirements in fall 2022 are eligible to participate. Eligible students received an invite via their HAWKmail address on Oct. 12.</p> <p>If you have any questions, please email Commencement@hacc.edu.</p>	Nov. 2, 2022
128.	I recently learned about the KEYS Program. Could you please provide additional information?	<p>The Keystone Education Yields Success (KEYS) Program is designed to assist recipients of Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) enrolled at, registered or interested in enrolling at HACC. The KEYS Program provides a range of services to meet individuals' needs, including access to supports and community college services and resources.</p> <p>Please click here to learn about the benefits offered through the KEYS Program and how KEYS employees work with enrolled students.</p> <p>If you are receiving TANF or SNAP benefits and want to enroll in the KEYS Program, please complete the KEYS Referral Form.</p>	Nov. 2, 2022

		<p>To learn more about the KEYS Program, please:</p> <ul style="list-style-type: none"> • Attend a [Zoom information is redacted for security purposes.]. Sessions are held on the first Thursday of each month at 10 a.m. • Email questions to keysprogram@hacc.edu • Visit hacc.edu/KEYS • Click here for a list of KEYS QR codes 	
129.	How will the College handle weather announcements during the 2022-23 winter months?	<p>Please note:</p> <ol style="list-style-type: none"> 1. If there is a weather announcement regarding campus closures, it will only affect students and employees involved in on-campus classes and services. All other remote work, remote instruction and virtual learning courses will continue as scheduled. We understand this can cause unanticipated child care, work or other personal challenges. HACC asks professors to use their discretion in enforcing assignment deadlines. 2. The College will not use a delayed-opening schedule. Depending on the amount of inclement weather, on-campus courses will either be held or canceled for the day or evening. 3. The webpage, hacc.edu/Weather, includes more information and our communication methods for notifications. 	Oct. 26, 2022
130.	When does registration begin for winter and spring classes?	<p>Winter 2022-23 and spring 2023 registration begins on Oct. 31 for military/veteran students and Nov. 2 for continuing students.</p> <p>To prepare for registration, students should connect with their assigned advisor to discuss their educational plan and to determine which winter and/or spring classes are required for their program of study.</p> <p>Students can review educational plans and see what classes are still required to complete their program of study in Degree Works.</p>	Oct. 26, 2022
131.	Will the College participate in a holiday parade this year?	<p>HACC is participating in the Harrisburg Holiday Parade hosted by the City of Harrisburg on Nov. 19.</p> <p>Students and employees are invited to join us in celebrating “A Very Vibrant Holiday.” We will have HACC gear and giveaways. Please show up for your favorite community college!</p>	Oct. 26, 2022

		To volunteer, please email communityengagement@hacc.edu by Oct. 31 . Thank you!	
132.	What happens if I self-screen and determine that I have one of the COVID-19 symptoms listed?	Please: <ol style="list-style-type: none"> 1. Stay home 2. Follow the self-screening guidance 3. Visit hacc.edu/COVIDannouncements for information on how to self-screen for COVID-19 	Oct. 19, 2022
133.	When will I get my financial aid refund?	Financial aid was disbursed on Oct. 4 for most eligible students. It can take up to 10 business days after disbursement for the refunds to be processed by Bank Mobile. Students who are in second-seven week classes that begin Oct. 24 may not have qualified for all of their financial aid. They may see an additional disbursement of funds on Oct. 25.	Oct. 19, 2022
134.	How should I prepare for spring registration?	Registration for winter 2022 and spring 2023 registration opens Oct. 31 for veterans and Nov. 2 for continuing students. Please take the following actions to prepare. <ol style="list-style-type: none"> 1. Meet with your advisor and be sure you have an educational plan developed in Degree Works <i>before registration opens</i>. 2. Ensure you are taking classes according to your educational plan when registration opens. 3. Register early so the financial aid and advising teams have time to review your registration. 4. Remember students using financial aid must take classes that are required for their program of study. Degree Works is a great tool to help you in that respect. 5. Consider completing the Free Application for Federal Student Aid (FAFSA) if you haven't done so. Many students who don't think they will qualify for aid might be surprised to learn they are eligible. 6. Begin planning ahead to determine how you will pay for your spring classes. The College offers the HACC Payment Plan, but you must sign up by Dec. 15 to take advantage of the four-payment installment option for spring 2023. 7. Don't wait until January to take these steps or you will surely encounter long waits for advising and financial aid. 8. <i>Prepare early and take action early to avoid stress in January!</i> 	Oct. 19, 2022

135.	When is HACC's next Commencement ceremony?	<p>The College will host HACC's fall 2022 Commencement ceremony on Dec. 13 at 6 p.m. at the Giant Center in Hershey.</p> <p>Only students who meet graduation requirements in fall 2022 are eligible to participate. Eligible students received an invitation on Oct. 11 and should submit the participation form by Nov. 17 at 11:59 p.m. Thank you!</p>	Oct. 19, 2022
136.	Why am I receiving a survey to provide feedback about Mazzitti & Sullivan?	<p>HACC is conducting a survey of students and employees who have used Mazzitti & Sullivan for counseling and other Employee Assistance Program (EAP) services. This survey is intended to gather feedback about the services provided by Mazzitti & Sullivan so we can continue to improve the support options we provide.</p> <p>The survey was sent to students' HAWKMail and should be completed by Oct. 21.</p> <p>To access the survey, please follow this [Information is redacted for security purposes.].</p>	Oct. 19, 2022
137.	I heard that there is construction in the Bruce E. Cooper Student Center at the Harrisburg Campus. What is this all about?	<p>A culinary instructional demonstration classroom is being constructed in the Bruce E. Cooper Student Center. The classroom will be located in the space that was previously occupied by Subway.</p> <p>Construction began on Oct. 17 and will continue through mid-January 2023. During construction, the north entry and exit doors adjacent to the space will be closed to HACC foot traffic and limited to construction usage. A temporary wall and signage will be displayed.</p>	Oct. 19, 2022
138.	When is HACC's next Commencement ceremony?	<p>HACC's fall 2022 Commencement ceremony will be Dec. 13 at 6 p.m. at the Giant Center in Hershey. Please note that only students who meet graduation requirements in fall 2022 are eligible to participate. Eligible students received an invitation on Oct. 11. The deadline to submit the participation form is 11:59 p.m. on Nov. 17.</p>	Oct. 12, 2022
139.	Will the Chef's Apprentice be open during fall break?	<p>The Chef's Apprentice will be closed for fall break, Oct. 17 and Oct. 18, and reopen Oct. 19.</p> <p>Please note starting Oct. 19, the Barista Station at the Chef's Apprentice will close at 4:30 p.m. Monday-Thursday.</p>	Oct. 12, 2022

140.	Why am I receiving a survey to provide feedback about Mazzitti & Sullivan?	<p>HACC is conducting a survey of students and employees who have used Mazzitti & Sullivan for counseling and other EAP services. This survey is intended to gather feedback about the services provided by Mazzitti & Sullivan so we can continue to improve the support options we provide for students and employees.</p> <p>The survey was sent to students' HAWKMail and should be completed by Oct. 21.</p> <p>Please visit hacc.edu/MentalHealth for mental health resources and for more information about Mazzitti & Sullivan's services.</p>	Oct. 12, 2022
141.	I do not have COVID-19, but I was exposed to it. Is there a policy that I have to follow if I have to stay home or can I come right into the building?	<p>Please:</p> <ol style="list-style-type: none"> 1. See this chart for important quarantine guidance 2. Note item #1 "Close Contact" 3. Click on the link for CDC guidelines 	Oct. 5, 2022
142.	How should I prepare for the spring semester?	<p>Mark YOUR calendar! Winter and spring registration begins:</p> <ul style="list-style-type: none"> • Oct. 31 for veterans • Nov. 2 for continuing students <p>The College recommends that you take these steps to be proactive and prepare:</p> <ol style="list-style-type: none"> 1. All students are required to have an educational plan. Please meet with your advisor and be sure you have an educational plan developed in Degree Works. We recommend that you meet with your advisor in early October. 2. When spring registration opens for veteran students on Oct. 31, please ensure that you are taking classes according to your educational plan. Please register early so the College financial aid and advising teams have time to review your registration. 3. Students using financial aid <u>must</u> take classes that are required for their program of study. Please ensure that the classes you register for meet a requirement on your program of study. Degree Works is a great tool to help you. 	Oct. 5, 2022

		<p>4. If you haven't yet completed a Free Application for Federal Student Aid (FAFSA), please consider doing so. Many students who don't think they will qualify for financial aid might be surprised to learn that they are eligible.</p> <p>5. Begin planning ahead to determine how you will pay for your spring classes. Please remember that the College offers the HACC Payment Plan; however, you must sign up by Dec. 15 to take advantage of the four-payment installment option</p> <p><i>Please prepare early and take action early to avoid stress in January 2023! By waiting until January to take these steps, you may encounter long wait times for advising and financial aid.</i></p>	
143.	What are the bookstore hours for the fall 2022 semester?	<p>HACC's bookstores are open:</p> <ul style="list-style-type: none"> • Mondays and Tuesdays: 8 a.m.-6 p.m. • Wednesdays and Thursdays: 8 a.m.- 4:30 p.m. • Fridays: The bookstores at the Harrisburg and Lancaster campuses are open 8 a.m.-1 p.m. The bookstores at the Gettysburg and York campuses are closed. <p>Individuals can visit the bookstore website 24/7.</p> <p><i>Please note that the bookstores will be closing Oct. 17 and Oct. 18 at 4:30 p.m. for fall break.</i></p>	Oct. 5, 2022
144.	How will the College handle weather announcements during the 2022-23 winter months?	<p>Please note:</p> <ol style="list-style-type: none"> 1. If there is a weather announcement regarding campus closures, it will only affect employees and students involved in on-campus classes and services. All other remote work, remote instruction and virtual learning courses will continue as scheduled. We understand this can cause unanticipated child care, work or other personal challenges. HACC asks professors to use their discretion in enforcing assignment deadlines. 2. The College will not use a delayed-opening schedule. Depending on the amount of inclement weather, on-campus courses will either be held or canceled for the day or evening. 3. More information and our communication methods for notifications are available at hacc.edu/Weather. 	Sept. 28, 2022

		Thank you!	
145.	When is the deadline to apply to graduate?	<p>Students who will complete their degree, certificate or diploma in December 2022 should submit their application to graduate by Oct. 1.</p> <p>To apply to graduate, please log in to YOUR myHACC account and follow the arrows:</p> <p><i>Student Tab → Registration/Records → Student Records → Commencement & Graduation → Apply to Graduate.</i></p> <p>All eligible fall graduating students will receive a HAWKMail in mid-October on how to participate in the fall 2022 Commencement ceremony at the Giant Center on Dec. 13.</p>	Sept. 28, 2022
146.	How can I audition to sing “America the Beautiful” at Commencement?	<p>Commencement student singer auditions are happening now!</p> <p>If you are interested, please complete the form and upload your audition by Oct. 3. If you have questions, please email Commencement@hacc.edu.</p>	Sept. 28, 2022
147.	Where can I find a copy of the 2022 annual security report?	<p>HACC, Central Pennsylvania's Community College, is required by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 USC § 1092(f)) to publish an annual security report by Oct. 1 of each calendar year. This report contains three years of campus crime statistics for incidents that occurred on a HACC campus, in unobstructed public areas immediately adjacent to or running through a campus and at certain non-campus facilities owned or controlled by the College.</p> <p>Also included in the report are policy and procedure disclosures for emergency response, the reporting of crime, investigative and disciplinary procedures for rape, sexual assault/misconduct and drug and alcohol control, among others.</p> <p>This report is now available on HACC’s website at hacc.edu/AboutHACC/PublicSafetyandSecurity/upload/HACC-ASR.pdf</p> <p>Free paper copies are available upon request at any campus public safety and security office or Welcome Center.</p>	Sept. 28, 2022

148.	What should I do if I was less than 6 feet from someone (for more than 15 minutes in a 24-hour period) who tested positive for COVID-19?	<p>If you've had close contact with someone who tested positive for COVID-19, please:</p> <ul style="list-style-type: none"> • Follow CDC guidelines • Note there is no quarantine necessary • Continue self-screening 	Sept. 21, 2022
149.	When will we be opening up all testing centers and requiring students to take tests on campus?	<p>Please note that the testing centers are open on campuses now. Students who register for online or remote courses should not be required to take examinations on campus.</p> <p>Assessment of student learning should be given in the modality in which the course is offered. If a student enrolls for a hybrid course, it is understandable for an assessment to be done in the testing center.</p> <p>Proctoring exams is part of maintaining accurate scholastic records of students enrolled in classes and providing timely feedback to students regarding their performance.</p>	Sept. 21, 2022
150.	There were long waits to speak to someone in advising and financial aid before this fall semester. How can I avoid the lines next semester?	<p>We apologize for the long wait times. We recommend students take these steps to be proactive and help prepare for the spring semester:</p> <ol style="list-style-type: none"> 1. Meet with your advisor in late September or early October and be sure you have an educational plan. All students are required to have an educational plan. 2. Use your educational plan and Degree Works to prepare for spring registration, which begins Oct. 26 for continuing students. 3. Make sure you are registered for classes according to your educational plan. 4. Be sure the classes you register for are required for your program of study. Students using financial aid must take classes required for their program of study. Degree Works is a great tool to help you in that respect. 5. Register early so the College's financial aid and advising teams have time to review your registration. 6. Prepare early. Please do not wait until January 2023 to take these steps for the spring semester, or you may experience long waits again. 	Sept. 21, 2022
151.	What is Degree Works? Are there instructions to help me navigate this platform?	Degree Works is an online system that allows students to reach their academic goals as they progress towards graduation.	Sept. 21, 2022

		To learn more information about how to access and use Degree Works, please use this link .	
152.	How do I find my academic advisor?	Please take the following steps: <ul style="list-style-type: none"> • Log in to myHACC • Look on the top right under Student Success Resources. • If your advisor is not available, please visit or call the advising office for assistance. 	Sept. 21, 2022
153.	Are there any Coronavirus Aid, Relief, and Economic Security (CARES) Act funds available for students to help with financial hardships for the fall 2022 semester? I am still recovering physically and financially from the COVID-19's impact.	At this time, HACC has disbursed all funds allocated for students and anticipates no additional stimulus disbursements. Please note that HACC disbursed stimulus funds from the CARES Act, Coronavirus Response and Relief Supplemental Appropriations Act, and American Rescue Plan over the course of several semesters since spring 2020. More details regarding those stimulus disbursements are available at hacc.edu/CARESact .	Sept. 21, 2022
154.	What is the CARE Center, and how can I access it?	The Consultation, Advocacy, Referrals and Empowerment (CARE) Center is a one-stop shop that assists students who are grappling with barriers to their educational journey. In an effort to fight food insecurity, the CARE Center will be providing meals on most Thursdays during the fall semester. Also, our offices are always stocked with beverages and healthy snacks for all students. The CARE Center locations are listed below: <ul style="list-style-type: none"> • Harrisburg Campus: Whitaker Hall Building, Room 123H • Lancaster Campus: Main Building, Room 327E • York Campus: Governor George M. Leader Building, Room 136G To contact the CARE Center , please email a CARE Center coordinator at care@hacc.edu or call 717-801-3227 or 717-780-2454.	Sept. 21, 2022
155.	What do I do if I test positive for COVID-19 and have been on a HACC campus within the past 48 hours?	Please notify the College immediately (regardless of your vaccination status) by completing this online form if you have tested positive for COVID-19 and have been on a HACC campus within the past 48 hours. In addition, please notify your supervisor to make alternate arrangements. For more information, please visit hacc.edu/COVIDannouncements .	Sept. 14, 2022

156.	What do I do if I test positive for COVID-19 and have <i>not</i> been on a HACC campus within the past 48 hours?	<p>Please note that you are no longer required to submit an online COVID-19 Contact Form if <i>you have not been</i> on a HACC campus within the past 48 hours.</p> <p>However, please:</p> <ul style="list-style-type: none"> ● Quarantine for <i>five days</i> beginning the day after your positive test ● Note that if you are symptomatic, your quarantine time will begin the day after the start of your symptoms ● Test on the fifth day to ensure you are negative ● Note if you choose not to test on the fifth day, you must quarantine for the full 10 days. Please see this chart for quarantine guidance. <p>If you need to come to campus, you may do so after your 10-day quarantine OR if your COVID test comes back negative on day five.</p>	Sept. 14, 2022
157.	I am taking on-campus classes at the Lancaster Campus. I noticed that the Subway is no longer open. Will it reopen since more students might be returning to campus?	<p>The Subway at the Lancaster Campus closed in March 2020. In May 2022, the College announced that the establishment would not reopen.</p> <p>The College will continue to offer food options at all five campuses. To find out more, please visit hacc.edu/Dining.</p>	Sept. 14, 2022
158.	What is an educational plan, and can I make adjustments to it?	<p>An educational plan is developed between you and your advisor. It allows you to see your journey from start to completion.</p> <p>You can make adjustments to your educational plan by working with your advisor.</p>	Sept. 14, 2022
159.	What is Degree Works, and how do I access it? Also, are there instructions to help me navigate through the platform?	<p>Degree Works is an online system that helps you reach your academic goals as you progress towards graduation.</p> <p>You can access Degree Works in the Student profile in the myHACC portal and through the Resources section in the Navigate app.</p> <p>For more information about how to access and use Degree Works, please visit Degree Works Instructions.</p>	Sept. 14, 2022
160.	What is Navigate, and how do I access and use it?	<p>Navigate is a platform for HACC students to schedule appointments, keep track of to-dos and events, find resources and more.</p>	Sept. 14, 2022

		<p>You can access Navigate via the left-navigation menu on myHACC. You can also download the Navigate app for free from Google Play or the App Store.</p> <p>Please see this webpage for more information and resources.</p>	
161.	Should students use the “HACCguest” wireless network?	<p>No. Students are not guests of the College. They are part of our HACC community. Students should use the “HACCwifi” network for their wireless needs. By using the “HACCwifi” network, students do not need to register for daily access. The speed is unrestricted, and they have access to more College resources than we offer to guest users.</p> <p>The “HACCguest” network is speed-controlled; allows access only to HACC systems that can be used to enroll at HACC to become a student; and is intended for visitors to the College.</p> <p>For details on how students can connect to “HACCwifi,” please review this guide.</p>	Sept. 14, 2022
162.	I heard that HACC’s Commercial Driver’s License (CDL) Training Program is expanding the testing area at the Harrisburg Campus due to the increase in requests for CDL exams. What are the details?	<p>The north corner of the West Parking Lot at the Harrisburg Campus will be used for CDL testing Monday-Friday from 7 a.m.-5 p.m. and at other times when the driving pad at North Hall is not available.</p> <p>Employee and student parking just inside Gate 3 (closest to Industrial Road) will be sectioned off for scheduled CDL exams. Parking spaces closer to campus buildings will not be affected.</p> <p>For safety purposes, unauthorized vehicles will not be allowed to transit between or park in those spaces while the course is set up. Please use caution when entering and exiting Gate 3 while testing is in progress.</p>	Sept. 14, 2022
163.	Can students be mandated to turn on their cameras during a Zoom session?	Students cannot be mandated to put their cameras on. A discussion about the benefits of having one’s camera on is permitted, but in the end, students have the choice.	Sept. 14, 2022
164.	How is HACC handling the hatred that is occurring at the campuses?	At HACC, we value inclusion, diversity and belonging. We are starting to see messages of hate, hate speech and iconography on our campuses. We typically do not amplify these messages; however, we need to stress that we do not support hate speech or any actions that are meant to diminish the identities of	Sept. 7, 2022

		<p>HACC community members.</p> <p>Please be aware that overt and intimidating rhetoric and images can negatively impact equal and equitable access to the full benefits of a college education. This inappropriate behavior compromises the sense of belonging of all HACC community members.</p> <p>Essentially, we want our students and employees to feel safe. If sharing messages of hate is why you are here, you should seek admission to and employment with another institution that shares your values.</p> <p>Acts, behaviors and language that are in misalignment of our core value of caring will be addressed swiftly.</p> <p>If you notice anyone defacing our property by conveying messages of hate, please report it to the HACC Public Safety and Security Department. You can do this in person, by phone or by callbox. In addition, you can contact the HACC Office of Inclusion, Diversity and Belonging at CIDO@hacc.edu.</p>	
165.	<p>Last week, you mentioned that HACC’s marketing team highlighted the Welcome Week activities at the campuses on social media. How can we view those images and videos?</p>	<p>Yes. The Welcome Week excitement at all five campuses was highlighted on HACC’s Instagram and Facebook stories.</p> <p>To see the stories, please check out the “Fall 2022” highlight on @HACC.edu. #HACCyeah</p>	Sept. 7, 2022
166.	<p>I understand that HACC has great positions and benefits. I am interested in learning more and sharing the information with my family and friends. Could you please help me?</p>	<p>HACC is a great employer! Please visit our website for detailed information about available positions. We appreciate your interest and hope you will spread the word.</p>	Sept. 7, 2022
167.	<p>Drivers on the Harrisburg Campus are speeding. A group of us were walking in a crosswalk, and a driver did</p>	<p>The security and facilities teams will work together on improvements for the Harrisburg Campus crosswalk areas to ensure safety for the College community.</p>	Sept. 7, 2022

	not slow down. This is a regular occurrence. I see very few “yield to pedestrian” signs on the roads. Could more signs be added? How about more speed bumps? Could security show more visibility at busy intersections?	Security officers will be posted in high-traffic areas based on availability to help pedestrians and drivers get acclimated to campus entry and exit areas.	
168.	How did my course registrations change from face-to-face to remote learning?	Please note that the College does not change course registrations without the student’s knowledge or engagement. We do, however, change course dates, times and formats based on students’ needs. We try to give students as much advance notice as possible about these types of changes.	Aug. 31, 2022
169.	Does HACC plan to offer more in-person versus remote learning courses moving forward?	The goal of the College is to offer a variety of course instruction offerings to meet the various needs of our students. Per the demand, this includes offering more in-person courses.	Aug. 31, 2022
170.	Why has getting my financial aid approved for fall been such a hassle?	<p>We acknowledge your frustration, and we apologize.</p> <p>Many students experienced delays with getting their financial aid approved ahead of the fall semester. HACC is using a new process to ensure compliance with Title IV federal financial aid regulations, which resulted in delays.</p> <p>Per Title IV guidelines, the College cannot disburse financial aid to students for courses that are not required for their program of study. This means that students are not permitted to register for six credits just to reach loan eligibility. It also means that students cannot take courses solely for transfer purposes. All courses for which a student is using financial aid at HACC <i>must satisfy a course requirement for the student’s current HACC program of study.</i></p>	Aug. 31, 2022
171.	When will Degree Works be available for students?	<p>Recently, the College has been sharing that Degree Works will be available for students during the fall semester.</p> <p>We are pleased to announce that Degree Works will be released for students and all employees on Sept. 6.</p>	Aug. 31, 2022

		More details, including videos about the tool and instructional materials, will be available in the Sept. 7 email to students.	
172.	How can I avoid a delay with the processing of my financial aid for the spring 2023 semester?	<p>Be proactive! Please take these steps and don't wait:</p> <ul style="list-style-type: none"> • Ensure you have all of your financial aid paperwork completed by checking the financial aid section of your myHACC account. • Meet with your advisor in September or early October and develop an educational plan to cover the rest of your program at HACC. • Register early when spring 2023 registration begins on Oct. 26, 2022. <p>Some delays experienced by students this fall were the result of waiting until August to take the steps above. Please be proactive and take these steps in the next month to avoid last-minute congestion for the spring 2023 semester.</p>	Aug. 31, 2022
173.	When is the deadline to sign up for the #HACCfamous Casting Call ?	<p>The deadline is today, Aug. 31, to be a step closer to becoming one of HACC's eight students to be THE faces of our next marketing campaign!</p> <p>Like Tanishia, Mel and Jacob, you could be chosen to participate and end up in a TV commercial, Instagram ad, bus ad and more.</p> <ul style="list-style-type: none"> • Are you comfortable speaking on camera? • Do you have a HACC story you want to share? • Do you want to receive up to \$10,000 toward your tuition if chosen? <p>If you answered yes, please visit hacc.edu/Famous today, Aug. 31, for the full details, including rules and requirements. Thank you!</p>	Aug. 31, 2022
174.	Is the chip shortage affecting the supply of computers and iPads that students can purchase from the bookstore?	<p>Currently, the bookstore has the following supply in stock:</p> <ul style="list-style-type: none"> • iPad® • iPad mini® • iPad Air® • iPad Pro® • Dell computer • MacBook Air® • MacBook Pro® <p>Some color choices or memory sizes may be out of stock. We encourage you to order on the bookstore website soon to have your device ready for the fall semester.</p>	Aug. 31, 2022

		Also, please note Apple is offering an AirPods Back to School Promotion . If you have any further questions, please email HawkTech at hawktechstore@hacc.edu .	
175.	I heard that the HACC marketing team is highlighting Welcome Week activities at the campuses on social media. How can we get involved?	<p>Yes. The marketing team has already been to the Harrisburg and York campuses this week to share the Welcome Week excitement on HACC’s Instagram and Facebook stories.</p> <p>Here is the schedule of campuses we’ll be featuring the remainder of the week:</p> <ul style="list-style-type: none"> • Aug. 31 - Lancaster • Sept. 1 - Gettysburg • Sept. 2 – Lebanon <p>If you’d like to be featured, you can do the following:</p> <ol style="list-style-type: none"> 1. Stop us if you see us on campus and share YOUR fun first-week update 2. Engage with us by sharing a photo or video of yourself on Instagram and tagging @HACC_edu <p>Whether you are on campus or online, you are welcome to join in on the fun!</p> <p>To see our stories this week, please check out the “Fall 2022” highlight on @HACC_edu. #HACCyeah</p>	Aug. 31, 2022
176.	I heard that the Centers for Disease Control and Prevention (CDC) has called Monkeypox a public health emergency as of Aug. 4, 2022. What should HACC students, employees and community members know about the Monkeypox virus?	<p>HACC is following the guidance of the Centers for Disease Control and Prevention (CDC) and the Pennsylvania Department of Health (DOH). You can find more information about Monkeypox, the symptoms and how it spreads on the CDC and DOH websites.</p>	Aug. 24, 2022
177.	Is self-screening still necessary and important?	<p>Yes. Daily self-screening is necessary and important.</p> <p>As we head into the fall and winter seasons, let’s do our part and keep each other safe.</p>	Aug. 24, 2022

		<p>Please continue assessing how you feel each day. If you are feeling sick in general or have any cold, flu, Monkeypox or COVID-19 symptoms (regardless of your vaccination status), please stay home, contact your physician and follow their guidance.</p> <p>Remember, if an illness causes <i>a student</i> to be absent for an extended amount of time, Student Access Services (SAS) can help them. For more information, please contact SAS.</p> <p>For information on how to self-screen for COVID-19, please visit hacc.edu/COVIDannouncements.</p>	
178.	Why do I need an educational plan?	<p>Students who are using any kind of financial aid must have an educational plan.</p> <p>Per federal Title IV requirements, HACC cannot disburse financial aid to students for ineligible courses. Therefore, the College is reviewing all financial aid students' plans and courses to ensure eligibility.</p> <p><u>Only courses that are required for your program of study at HACC will be eligible for financial aid.</u></p>	Aug. 24, 2022
179.	When is the next class drop for non-payment?	<p>The next scheduled no-pay drop is Sept. 2.</p> <p>Students with an outstanding balance should work with the cashiering office and the welcome center to make payment arrangements by 4:30 p.m. on Sept. 1 to avoid having their classes dropped.</p>	Aug. 24, 2022
180.	What student services are available this semester?	<p>We have various hours and availability for our student services.</p> <p>Please note:</p> <ul style="list-style-type: none"> • We are still offering student services remotely. • Most services have a presence on campus. • Each webpage has the hours and availability for that select student service. • HACC's student services include, but are not limited to: <ul style="list-style-type: none"> • Advising • Bookstore • Campus Fitness Center – Harrisburg • Campus Fitness Center – Lancaster 	Aug. 24, 2022

		<ul style="list-style-type: none"> • Career Development • CARE Center • Computer Help Desk • Dining Services • Financial Aid • Global Education • KEYS • Learning Commons (Computer Labs/Library/Testing/Tutoring/User Support) • Library Chat (24/7 Chat Coverage) • Men of Color Initiative • Military and Veteran Affairs • New Student Orientation • Online SmartThinking Tutoring • Public Safety and Security • Registrar • Remote Proctoring • Student Access Services • Student ID and Parking Passes • Title IX • Transfer Services • Welcome Center <p><i>This information is tentative and subject to change.</i></p>	
181.	Will the College be open on Aug. 27 to help students with last-minute preparations for fall classes?	<p>Several HACC offices will be available to help students remotely Aug 27 from 9 a.m.-1 p.m., including the following student affairs offices:</p> <ul style="list-style-type: none"> • Welcome Center • Financial Aid • Advising <p>By clicking on the links above, you will access the Zoom link for each remote service.</p>	Aug. 24, 2022
182.	What is happening with Degree Works?	<p>Degree Works will be used for all students, to some extent, beginning in fall 2022. Links will be made available to students beginning Sept. 6.</p>	Aug. 24, 2022

		<p>All students will work with their advisors to build educational plans in Degree Works beginning in fall 2022. Some students and their advisors began developing educational plans in Degree Works this summer.</p> <p>Students with a catalog term from fall 2018 to the present will also be able to use the Degree Works degree auditing tool to gauge their progress toward completion. A catalog term is generally determined by when a student enrolled in a program of study.</p> <p>Students who began at HACC prior to fall 2018 will likely need to continue using the degree evaluation tool through Banner Curriculum, Advising and Program Planning (CAPP) unless students changed their major after fall 2018. Banner CAPP is the current tool in use by the College.</p> <p>More information about Degree Works will be shared before Sept. 6.</p>	
183.	What services will be available for students at the Lebanon Campus on Fridays?	<p>HACC remains committed to the Lebanon community.</p> <p>During the fall semester, the Office of Student Affairs and Enrollment Management will offer student services Monday through Friday.</p> <p>Throughout the fall, student affairs employees will:</p> <ul style="list-style-type: none"> • Be on every campus on Monday, Tuesday and Thursday from 8 a.m.- 4:30 p.m. • Assist students remotely Monday through Friday • Hold extended remote hours from 4:30-6:30 p.m. on Wednesday <p>Additionally, during the weeks of Aug. 22 and Aug. 29, the Office of Student Affairs and Enrollment Management will offer an on-campus presence in the Welcome Center Monday through Friday to assist students.</p>	Aug. 24, 2022
184.	Is HACC still looking for students for the #HACCFamous Casting Call ?	<p>Yes! To allow more students to participate, we are scheduling additional interviews.</p> <p>Have you seen Tanishia, Mel or Jacob in a TV commercial or in an Instagram ad? HACC is searching for eight students to be THE faces of our next marketing campaign!</p> <ul style="list-style-type: none"> • Are you comfortable speaking on camera? • Do you have a HACC story you want to share? 	Aug. 24, 2022

		<ul style="list-style-type: none"> Do you want to receive up to \$10,000 toward your tuition if chosen? If you answered yes, please visit hacc.edu/Famous for the full details, including rules and requirements. Don't wait! The deadline to complete the online form is Aug. 31. <p>Thank you!</p>	
185.	How do I reserve a space to have an event on one of the HACC campuses?	<p>If you are interested in setting up an internal event and need to reserve a space at any campus, please follow these steps:</p> <ol style="list-style-type: none"> Check the Outlook or BANNER (Academic) room calendar(s) to ensure the space is available. Reserve your space in Outlook or BANNER. <ol style="list-style-type: none"> How to book a space in Outlook To reserve a space in BANNER use SLAEVNT. If you do not have this access, please email Shawne Hargis at schargis@hacc.edu for assistance. Fill out the Internal Event Request Form once approved in Outlook or confirmed in BANNER. Receive a confirmation from the facilities team in 48 hours. Plan your event. <p>Please contact events@hacc.edu for further assistance.</p>	Aug. 24, 2022
186.	Can I still seek financial aid for the fall semester?	<p>Yes. You can still pursue financial aid to help you pay for classes.</p> <p>The first step to get financial aid is to complete the FAFSA.</p> <p>You can watch this video to help learn more about completing the FAFSA.</p>	Aug. 17, 2022
187.	Is there a “no pay” drop this week?	<p>There is a scheduled “no pay” drop on Aug. 19.</p> <p>Students with an outstanding balance on their accounts should work with HACC cashiers, the Welcome Center and/or the financial aid team to make sure their accounts are in order by Aug. 18 to ensure they are not dropped from classes.</p> <p>Please note: Students receiving financial aid who have outstanding educational plan requirements will be given a courtesy hold and will not be dropped from classes for “no pay” on Aug. 19. These students should make arrangements for</p>	Aug. 17, 2022

		payment prior to Sept. 2 if they have an additional balance after financial aid has been applied to their account.	
188.	Recently, these emails have included information about Degree Works and how that tool may not be used for all students. Can you explain what that means?	<p>Degree Works will be used for all students, to some extent, beginning in the fall 2022. All students will work with their advisor to build educational plans in Degree Works beginning in fall 2022. However, some students and their advisors have already begun this process of developing educational plans in Degree Works this summer.</p> <p>Students with a catalog term from fall 2018 to the present will also be able to use the Degree Works degree auditing tool to gauge their progress toward completion. A catalog term is generally determined by when a student enrolled in a program of study.</p> <p>Additionally, these students will also see their program percentage completion in Degree Works on the homepage of the responsive dashboard.</p> <p>Students who began at HACC prior to fall 2018, unless they changed their major for fall 2018 or after, will have an older catalog term and will likely need to continue using the older degree evaluation tool through Banner CAPP, which is the current tool used by the College.</p>	Aug. 17, 2022
189.	I need to meet with an advisor. What are my options for meeting with an academic advisor?	<p>You can meet with an advisor by Zoom or in person at a HACC campus.</p> <p><u>Now through Sept. 13</u>, no appointment is needed. Advisors will meet with students via Zoom or by in-person drop ins.</p> <p><u>After Sept. 13</u>, advisors will meet with students via Zoom appointment and face-to-face appointment, as well as via Zoom or in-person drop ins.</p> <p>To learn more, please visit hacc.edu/Advising.</p>	Aug. 17, 2022
190.	I am taking on-campus classes this fall, and have always taken my classes online. Are there food options available at HACC's campuses?	<p>We look forward to seeing you on campus this fall!</p> <p>The College offers food options at each of its five campuses. To learn more about the dining options available to you, please visit hacc.edu/Dining.</p>	Aug. 17, 2022

191.	How can I apply for HACC Foundation scholarships?	<p>When you apply for HACC Foundation scholarships, you are applying for FREE money to help you pay for your education.</p> <p>By Sept. 20, please apply for your chance to earn FREE money.</p> <p>Thank you!</p>	Aug. 17, 2022
192.	Will disabled students who need double-time accommodations be required to come to campus to avoid the cheating we are hearing is happening to help them get high marks?	<p>In alignment and accordance with the Americans with Disabilities Act (ADA) of 1990 and 2008; Sections 504 and 508 of the Rehabilitation Act of 1973; and Title IX of the Education Amendment of 1972, students with accommodations will have the same assessment and proctoring parameters as other students in the course. These laws exist to protect students from harmful discrimination such as requiring students to participate or engage differently on the basis of disability or accommodation status.</p> <p>Students have and continue to be proctored by live proctors when taking exams that require proctoring of all students.</p> <p>To suggest only students with accommodations are academically dishonest is categorically false and biased. We encourage employees to refresh their understanding of how to request live HACC proctoring by reviewing the process on the Learning Commons Testing page. To learn more about testing accommodations under ADA, please see this helpful bulletin.</p>	Aug. 17, 2022
193.	I am a first-generation college student. Is there a way that I can share my story with the HACC community?	<p>To share YOUR first-generation student story, please complete the following by Aug. 24:</p> <ol style="list-style-type: none"> 1. Record a brief (no more than 30-second video) that includes: <ol style="list-style-type: none"> 1. Your first and last name (Please be sure to use this format: My name is ____.) 2. Your answer to the following: What does it mean to be a first-generation college student? 2. Upload your video and submit this online form 3. Note that your video may be shared on social media, with media outlets and in publications. <p><i>Please note that the College defines first-generation students as an individual whose parents did not complete a four-year college or university degree.</i></p>	Aug. 17, 2022

194.	<p>Is HACC still looking for students for the #HACCfamous Casting Call?</p>	<p>Yes! To allow more students to participate, we are scheduling additional interviews.</p> <p>Our first persona (marketing) campaign was so successful that we are doing it all over again – but with a new focus and eight new faces! We want to help future and continuing students connect with each other and HACC through our marketing. We will choose current HACC students to be THE faces of the campaign and represent a first-generation student, a BIPOC student, an adult student and a hands-on training student.</p> <p>The goals of the campaign are:</p> <ul style="list-style-type: none"> • Use the individuals in our advertising materials (e.g. billboard, transit ads, digital ads, postcards, TV commercials, YouTube ads, etc.) • Highlight each student’s journey through videos, photos, social media, presentations and written material • Communicate in such a way that future and continuing students see themselves or similarities when reading, listening or seeing the students • Build human connections with the people with whom we are trying to reach <p>We are holding another #HACCfamous casting call at the Gettysburg and Lancaster campuses and via Zoom to help find the students who will represent HACC. The casting call is open to all HACC students who meet the rules and requirements.</p> <p>Please:</p> <ol style="list-style-type: none"> 1. Visit hacc.edu/Famous for the details, including rules and requirements 2. Encourage students who you think would be a great fit to sign up for the casting call 3. Download this flyer (as a PDF) and share it on social media and with students 	Aug. 17, 2022
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		<p>4. Print and post this flyer around campus</p> <p>5. Note the deadline for students to complete an online form is Aug. 31</p>	
195.	I need to meet with an academic advisor. What are my options for scheduling a meeting?	<p>Through Sept. 13, students can meet with an advisor via Zoom or in person during first- come, first-served drop-in sessions at one of HACC’s five campuses. No appointment is needed.</p> <p>After Sept. 13, students can schedule individual appointments with an advisor via Zoom or in person or meet through general drop-in times via Zoom or in person.</p> <p>For more information, please visit HACC’s Advising Department.</p>	Aug. 10, 2022
196.	Will students with financial aid and an outstanding educational plan requirement be dropped from classes for “No Pay” on Aug. 19?	<p>Students receiving financial aid who have outstanding educational plan requirements will be given a courtesy hold and will <i>not</i> be dropped from classes for “No Pay” on Aug. 19.</p> <p>However, these students should make arrangements for payment prior to the Sept. 2 “No Pay” drop if they have an additional balance after their financial aid has been applied to their account.</p>	Aug. 10, 2022
197.	I heard that the College is launching a new tool called Degree Works. How will that be used?	<p>The College is launching the Degree Works tool for students and employees in fall 2022.</p> <p>Degree Works will help students streamline their progress toward a degree, eliminate unnecessary courses and ensure students stay on track.</p> <p>At any given time, Degree Works will show students a visual representation of their progress toward a degree, the requirements that have been met for that credential and any outstanding requirements yet to be completed.</p> <p>For a sneak peak of the Degree Works tool, check out this video.</p> <p><i>It is important to note that not all HACC students will be able to use every feature of Degree Works.</i></p> <p>Degree Works is built off what are called “catalog terms.” The College has set up Degree Works to work with catalog terms from fall 2018 forward. Therefore,</p>	Aug. 10, 2022

		students who began at HACC prior to the fall 2018 semester will have an earlier catalog term and will not be able to use the degree auditing feature of Degree Works. These students will still use Degree Works to develop their educational plans with their advisor. Students with a catalog term prior to fall 2018 will continue to use the CAPP Degree Evaluation tool. Students with questions about their catalog term should contact HACC's Advising Department .	
198.	I saw something on social media about a \$500 tuition giveaway for students who register with a friend. Can you please tell me more?	<p>Yes! The HACC Foundation is offering FREE MONEY for you AND a friend or family member if you refer them and they register for the fall 2022 semester.</p> <p>If you both complete the steps at bit.ly/Fall2022ReferralTuitionGiveaway by Aug. 17, you will each be eligible to receive \$500 to be used for credit or noncredit courses at HACC during the fall 2022 semester.</p> <p>Thank you and best wishes!</p>	Aug. 10, 2022
199.	What do I do if I test positive for COVID-19 and have been on a campus within the past 48 hours?	<p>Please notify the College <i>immediately</i> (regardless of your vaccination status) by completing this online form if you have tested positive for COVID-19 and have been on a HACC campus within the past 48 hours.</p> <p>In addition, please notify your instructor or supervisor to make alternate arrangements.</p> <p>For more information, please visit hacc.edu/COVIDannouncements.</p>	Aug. 3, 2022
200.	What do I do if I test positive for COVID-19 and have not been on a HACC campus within the past 48 hours?	<p>Students and employees:</p> <p>Please note that you are no longer required to submit an online COVID-19 Contact Form if you've not been on a HACC campus within the past 48 hours.</p> <p>However, please:</p> <ul style="list-style-type: none"> • Quarantine for five days beginning the day after your positive test • Note that if you are symptomatic, your quarantine time will begin the day after the start of your symptoms • Test on the fifth day to ensure you're negative • Note if you choose not to test on the fifth day, you must quarantine for the full 10 days. Please see this chart for quarantine guidance. <p>If you need to come to campus, you may do so after your 10-day quarantine OR if your COVID test comes back negative on day five.</p>	Aug. 3, 2022

		<p>Nursing and health career students in clinical programs:</p> <ul style="list-style-type: none"> • If you have not been on a HACC campus, but are in the clinical program, tested positive for COVID-19 and have been at clinicals within the past 48 hours, please immediately contact your program director. • If you are in the clinical program, have tested positive for COVID-19 and are scheduled to come to a HACC campus or go to clinicals within the next 10 days, please contact your instructor and program director. <p>For more information, please visit hacc.edu/COVIDannouncements.</p>	
201.	When is tuition due and can you tell me more about the no-pay drop process?	<p>Tuition for the fall semester is due today, Aug. 3, 2022.</p> <p>Students without financial aid and an outstanding tuition balance on their account should work with the Welcome Center to make payment arrangements prior to Aug. 19, 2022, to prevent being dropped from classes.</p> <p>Students with pending financial aid will be held through the Aug. 19 no-pay drop while their aid is being processed.</p>	Aug. 3, 2022
202.	What is Degree Works and when will it be available for students and employees?	<p>Degree Works is a tool for students and employees that HACC plans to launch at the start of the fall 2022 semester.</p> <p>Degree Works will be used as an advising and academic planning tool. It will also help students monitor their progress toward completion of degree requirements. Initially, HACC will use Degree Works for degree audits and to create educational plans for students.</p> <p>Stay tuned for more information about this exciting new tool!</p>	Aug. 3, 2022
203.	I'm interested in learning more about financial aid. What can you tell me?	<p>You can learn more about federal financial aid by watching this short video.</p> <p>If you need help completing the Free Application for Federal Student Aid (FAFSA), please sign up for a FAFSA completion appointment.</p> <p>Please contact HACC's Financial Aid Department if you have questions.</p>	Aug. 3, 2022

		We know paying for college can feel overwhelming, and we are here to help.	
204.	Why is the College requiring educational plans for students?	<p>To be compliant with Title IV regulations for federal financial aid, HACC needs to ensure that students have an educational plan and only take courses required for their program of study. The College would be out of compliance if we disbursed financial aid funds for classes not required in a student’s program of study.</p> <p>Educational plans provide students with individualized guides to their programs of study and serve as roadmaps for the student’s college journey, helping to ensure progression and success.</p> <p>Additionally, requiring an educational plan aligns with HACC’s use of the guided pathways framework for student success.</p> <p>More information about ineligible coursework and financial aid is available on our website.</p>	July 27, 2022
205.	I learned that the Mecum auction is being held at the Pennsylvania Farm Show Complex July 27-30. Will they be using HACC parking lots? How will it affect parking for HACC students and employees?	<p>The Mecum Auto Auction is being held at the Pennsylvania Farm Show Complex July 27-30. The Auction contracted to use parking lots at HACC’s Harrisburg Campus for overflow parking.</p> <p>HACC students and employees will still have full access to all parking lots. Students and employees should have their HACC ID with them to avoid confusion or paying parking fees.</p>	July 27, 2022
206.	I understand there will be an India Day celebration at the Harrisburg Campus in August. Can you please share the details?	<p>India Day, Central PA’s Community Fair 2022, will be held at the Harrisburg Campus Aug. 6 from 10 a.m. to 7 p.m. All are welcome. Admission and parking are free to the public.</p> <p>For more information, please visit the India Day celebration webpage.</p> <p>Please be aware that during the week of Aug. 1, there will be several deliveries made to the campus to prepare for the event.</p>	July 27, 2022
207.	I heard that there are issues with the HVAC system in the Lebanon Campus building.	The City of Lebanon is completing upgrade work on the building’s HVAC systems. The work includes changing the thermostats to connect to the Johnson Control Metasys controls and changing the variable air volume boxes.	July 27, 2022

		The city also is repairing the boiler and completing air balancing on the third floor that houses the Lebanon Campus. The city plans to provide fans and will look into renting portable air conditioning units until the work can be completed over the next several weeks. More information will be shared as the city provides updates.	
208.	I recently read about a new suicide hotline to make it easier for those in need to contact someone for help. Please provide additional information.	The new suicide hotline can be reached by dialing 9-8-8. More information can be found here .	July 20, 2022
209.	I have a hold on my student account that appears to be related to financial aid. Can you help me understand what this means?	HACC is using several types of holds to ensure students who intend to use financial aid have an educational plan and are in courses that are eligible for financial aid . This is vital, because HACC is responsible to the U.S. Department of Education for ensuring that students only receive financial aid for coursework required for their program of study. Please note the different types of financial aid holds: 1. Education Plan Hold: This shows up as a red “X” on your myHACC financial aid page. It indicates that you intend to use financial aid to pay for your classes, but you do not have an educational plan. Please contact the Advising Department to get an educational plan in place so your aid can be disbursed on time. 2. “EA” Hold: Good news! An “EA” hold on your student account means that you have an approved course schedule. An approved course schedule also means that you will receive your financial aid at the time of disbursement. No action is needed unless you have questions or need to make changes to your currently approved course schedule. In that case, please contact advising@hacc.edu .	July 20, 2022
210.	Why should I complete the FAFSA? What’s in it for me?	Completing the Free Application for Federal Student Aid (FAFSA®) helps to determine if you are eligible for federal student aid that is disbursed to millions of students each year in the form of grants, loans and scholarships. These funds will help you pay for school and associated educational expenses so you can pursue your dreams .	July 20, 2022

		<p>Completing the FAFSA is all about you. It helps you take the next step in your education and make it more affordable.</p> <p><i>Don't wait – please complete the FAFSA now!</i></p> <p>To receive assistance with the FAFSA or financial aid in general, please contact financial aid at 800-222-4222 or financialaid@hacc.edu.</p> <p>If you need information about drop-in financial aid assistance, please visit our website to access the HawkStop for remote financial aid assistance.</p> <p>We look forward to helping you!</p>	
211.	I understand work will be done at the southeast corner of the soccer field on the Harrisburg Campus. What are the details?	Excavation work is scheduled at the southeast corner of the soccer field to allow access to the vault that houses the baffles for the geothermal field. A 4-by-4 excavation about 12 inches deep will be dug. The site will be open from Aug. 1-12. Proper safety practices will be observed.	July 20, 2022
212.	I heard the Mecum auction is being held at the Pennsylvania Farm Show Complex July 27-30. Will they be using HACC parking lots? If so, how will this impact parking for HACC students and employees?	<p>The Mecum Auto Auction is being held at the Pennsylvania Farm Show Complex July 27-30. The auction has contracted to use HACC parking lots for overflow parking of the event.</p> <p>HACC students and employees will still have full access to all parking lots. However, students and employees should have their HACC ID with them to avoid confusion or being asked to pay the parking fees.</p>	July 20, 2022
213.	I recently read that the Subway at HACC's Lancaster Campus closed. Does the College plan to fill this space with an additional food option?	<p>At this time, the College does not plan to fill this space with an alternate food option. This will be reassessed at a later date.</p> <p>As a reminder, the College offers food options at each of its five campuses. To learn more, please visit hacc.edu/Dining.</p>	July 20, 2022
214.	I heard that there will be construction in Clyde E. Blocker Hall. What are the details?	During the week of July 25, Lock Haven University will work with Parvin, Inc. Paving & Sealing and HACC facilities to complete construction of an asphalt access ramp at the northeast entrance to Blocker Hall.	July 20, 2022

		Access to the building will be available through the main building entrance.	
215.	There have been a lot of giant flying insects at the entrance of the East Building at the Lancaster Campus, and sometimes they come through the air vents. Is anything going to be done about that?	Upon notification of the issue, the custodial staff treated the area with a commercial bug spray. In addition, our pest control company was contacted, and the area was treated on July 14.	July 20, 2022
216.	When HACC hosts virtual admissions events for students of diverse populations, can international students attend as well?	HACC's virtual information sessions are for future students interested in learning more about the College. Yes, future international students can attend the virtual admissions events. We encourage you to share the events at hacc.edu/InfoSession with future students.	July 13, 2022
217.	I heard that there is roof work at the York Campus Leader Building. What are the details?	Over the next several weeks, Houck, Inc. will be replacing a large portion of the roof on the Governor George M. Leader Building at the York Campus. At this time, there are no parking restrictions, but there may be some noise as the work progresses. Thank you for your patience and support.	July 6, 2022
218.	What is the #HACCfamous Casting Call	Have you seen Tanishia , Mel or Jacob in a TV commercial or in an Instagram ad? HACC is now searching for eight continuing students to be THE faces of our next marketing campaign! <ul style="list-style-type: none"> • Are you comfortable speaking on camera? • Do you have a HACC story you want to share? • Do you want to receive up to \$10,000 toward your tuition if chosen? If you answered yes, please visit hacc.edu/Famous for the full details, including rules and requirements. Don't wait! The deadline to sign up for the casting call is July 10 . Thank you!	July 6, 2022
219.	In a recent email to students, my name was incorrect in the greeting salutation. How do I get my name corrected in HACC's system?	We are aware of the mistake with some first names in recent emails and apologize for the error. We are working to fix the issue, and no action is needed by students.	
220.	I tested positive for COVID-19, and I was on a HACC campus. What should I do?	If you test positive within 48 hours of being on campus, please immediately fill out the online COVID-19 contact form (regardless of your vaccination status). This form can also be found on myHACC or hacc.edu/COVIDannouncements .	June 29, 2022

221.	I know that we were required to report to the College if we had close or indirect contact with someone who tested positive for COVID-19 or we had symptoms ourselves. Are we still required to report that information?	Effective June 30, 2022 , if you have had close or indirect contact or experienced COVID-19 symptoms, you will no longer be required to fill out an online COVID-19 contact form . The form is only necessary if you have tested positive for COVID-19 and have been on a HACC campus within 48 hours. For more information, please review the “What is the process to report a positive COVID-19 test result?” drop-down section of hacc.edu/COVIDannouncements .	June 29, 2022
222.	If I am taking classes remotely or through virtual learning, do I still need to fill out the online form if I test positive for COVID-19?	No. You are no longer required to fill out the online form. The form is only necessary if you’ve tested positive for COVID-19 and have been on a HACC campus within 48 hours. For more information, please review the “What is the process to report a positive COVID-19 test result?” drop-down section of hacc.edu/COVIDannouncements .	June 29, 2022
223.	When will HACC quarantine an entire classroom because of COVID-19? How will we know?	If a positive COVID-19 case was reported and you had close contact with that individual while on campus, you will receive an email from corona@hacc.edu that will direct you to quarantine. For more information, please review the “What is the process to report a positive COVID-19 test result?” drop-down section of hacc.edu/COVIDannouncements .	June 29, 2022
224.	Is the bookstore closing this week for end-of-fiscal-year inventory?	All of HACC’s bookstores will be closed on June 30 for our annual inventory. The bookstores will reopen July 5 at 8 a.m.	June 29, 2022
225.	When will the pool be open for community classes?	The pool in the Evans Physical Education Center remains closed until further notice while we gather information about repairs and updates to the facility.	June 29, 2022
226.	What is the #HACCfamous Casting Call?	Have you seen Tanishia , Mel or Jacob in a TV commercial or in an Instagram ad? HACC is now searching for eight students to be THE faces of our next marketing campaign! <ul style="list-style-type: none"> • Are you comfortable speaking on camera? • Do you have a HACC story you want to share? • Do you want to receive up to \$10,000 toward your tuition if chosen? If you answered yes, please visit hacc.edu/Famous for the full details, including rules and requirements. Don’t wait! The deadline to sign up for the casting call is July 10 . Thank you!	June 29, 2022
227.	How can I take a step back from my program? I want to	Please email advising@hacc.edu to request help. An advisor will provide assistance and direction.	June 29, 2022

	apply for next year. I just don't have everything set up for this year yet and need a gap year!		
228.	I heard the financial aid section of myHACC is being redone. May I share my opinion?	Yes! By using the link below, you can tell us how you would like information organized in the financial aid section of myHACC. It will only take five to 10 minutes. Please visit [Information is redacted for security purposes.] and share your thoughts by July 15. Thank you!	June 29, 2022
229.	How can I learn more about computer labs or study spaces available for students to use while on campus?	The College has computer labs and study spaces within all of the Learning Commons locations. To learn more about these services and hours of operations, please visit the summer 2022 updates .	June 29, 2022
230.	Do students need to receive the COVID-19 vaccine in order to attend the Lancaster or York campuses?	HACC does not require students or employees to be vaccinated on any HACC campus at this time. As the pandemic response evolves, decisions will be made based on state and federal legislation. Clinical sites are requiring vaccinations. Please visit hacc.edu/HealthCareersUpdate for more information.	June 22, 2022
231.	I'm registered for fall 2022 classes. When is my tuition due?	Tuition for fall 2022 classes is due on Aug. 3. Please act now to avoid issues with payment later. If you plan to use financial aid, please make sure you have completed your FAFSA for this academic year. HACC has expanded its payment plan options to allow for payment in four installments. Students must sign up by July 15 to take advantage of that benefit. More details are here . You can also check out scholarship options available to students.	June 22, 2022
232.	I am confused. What is the FAFSA? Can someone guide me through the application process? I'm unsure if I should even apply for the FAFSA.	The Free Application for Federal Student Aid (FAFSA) is an application for federal student aid, such as federal grants, like the Pell grant, work study and loans. The FAFSA is free and easy to access. FAFSA applicants are given access to numerous sources of financial aid to pay for college. If you have questions about financial aid, including the FAFSA, financial aid	June 22, 2022

		<p>professionals are here to assist you.</p> <ul style="list-style-type: none"> • To receive assistance with the FAFSA or financial aid, please call 800-222-4222 or email financialaid@hacc.edu. • If you need information about drop-in financial aid assistance, please visit our website to access the HawkStop (remote financial aid assistance). <p>We look forward to supporting you!</p>	
233.	When can I register for fall 2022 classes? What resources are available to help with the registration process?	<p>Registration for the fall 2022 semester is open. Please register now to get your best schedule!</p> <p>Advisors are here to help you.</p> <ul style="list-style-type: none"> • If you have advising and registration questions or need to schedule an appointment with an advisor, please call 717-780-2498 or email advising@hacc.edu. • If you need information about drop-in advising, please visit our website. <p>You can also find important registration dates and deadlines here.</p>	June 22, 2022
234.	When can I register for fall 2022 classes? What resources are available to help with the registration process?	<p>Registration for the fall 2022 semester is open. Please register now to get your best schedule!</p> <p>Advisors are here to help you.</p> <ul style="list-style-type: none"> • If you have advising and registration questions or need to schedule an appointment with an advisor, please call 717-780-2498 or email advising@hacc.edu. • If you need information about drop-in advising, please visit our website. • You can also find important registration dates and deadlines here. 	June 15, 2022
235.	I plan to take classes at multiple campuses this fall. As I will be traveling, will there be food options at each campus?	<p>Food options are available at all five campuses. To learn more, please visit hacc.edu/Dining.</p>	June 15, 2022
236.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p> <p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p>	June 15, 2022

		<p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p> <p>For help with your FAFSA or to schedule a FAFSA completion appointment, please contact financial aid.</p>	
237.	I heard that there is fire alarm work at the Harrisburg Campus. What are the details?	<p>The College has embarked on a collegewide phased-in fire alarm upgrade that has begun at the Harrisburg Campus in the John Hall Technology Building.</p> <p>The project will encompass the other campuses as the priority list of buildings is completed over the next year.</p> <p>Note that some buildings may experience trouble with alarms during the upgrade. In that event, please evacuate if necessary. The public safety and security team will assist.</p> <p>More information will be provided as it is available.</p>	June 2, 2022
238.	I heard that the Lebanon City Building is having HVAC issues.	<p>The City of Lebanon is completing upgrades to the building's HVAC systems that includes changing out thermostats to connect to Johnson Control Metasys controls and changing the variable air volume (VAV) boxes.</p> <p>The city is planning on providing fans and renting portable air conditioning units until this work can be completed over the next several weeks. More information will be provided as it is available.</p>	June 2, 2022
239.	I heard that HACC is part of Achieving the Dream. Is this true? What is it?	<p>Yes! HACC is one of seven colleges chosen to join the 2022 cohort of Achieving the Dream (ATD) Network to holistically advance equity, access and student success. Please visit our online newsroom for more information.</p>	June 2, 2022
240.	Will students have the option to attend classes via Zoom rather than in-person for classes designated as “on-campus?”	<p>Students may only attend on-campus classes via Zoom if there is inclement weather and instructors decide to utilize remote learning.</p>	May 25, 2022
241.	I heard there is going to be construction behind the U-	<p>The U-GRO Learning Centres® at the Lancaster Campus will begin a playground renovation project on May 27.</p>	May 25, 2022

	GRO at the Lancaster Campus. What is going on?	The contracting company, Playground Medic, will need approximately two weeks to replace the turf and the playground equipment. The project length is weather-dependent.	
242.	What student services are available this semester?	<p>We have various hours and availability for our student services. Please note:</p> <ul style="list-style-type: none"> • We are still offering student services remotely. • Most services have a presence on campus. • Each webpage has the hours and availability for that select student service. • HACC’s student services include, but are not limited to: <ul style="list-style-type: none"> • Advising • Bookstore • Campus Fitness Center – Harrisburg • Campus Fitness Center – Lancaster • Career Services • CARE Center • Computer Help Desk • Dining Services • Financial Aid • Global Education • KEYS Program • Learning Commons (Computer Labs/Library/Testing/Tutoring/ User Support) • Library Chat (24/7 Coverage) • Men of Color Initiative • Military and Veteran Affairs • New Student Orientation • Online SmartThinking Tutoring • Public Safety Center • Registrar • Remote Proctoring • Student Access Services • Student ID and Parking Passes • Title IX • Transfer Services 	May 25, 2022

		<ul style="list-style-type: none"> • Welcome Center <p><i>This information is tentative and subject to change.</i></p>	
243.	When can I register for summer and fall 2022 classes? What resources are available to help with the registration process?	<p>Summer and fall 2022 registration are open. Please register now to get your best schedule!</p> <p>Advising professionals can help you with registration.</p> <p>Please note:</p> <ul style="list-style-type: none"> • If you have advising and registration questions or need to schedule an appointment with an advisor, please call 717-780-2498 or email advising@hacc.edu. • If you need information about drop-in advising, please visit this webpage. • You can find important registration dates and deadlines here. 	May 25, 2022
244.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p> <p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p>	May 25, 2022
245.	When can I register for summer and fall 2022 classes? What resources are available to help with the registration process?	<p>Summer and fall 2022 registration is open. Important registration dates and deadlines are here.</p> <p>The Advising Center can help you with registration.</p> <ul style="list-style-type: none"> • If you have advising and registration questions or need to schedule an appointment with an advisor, please call 717-780-2498 or email advising@hacc.edu. • If you need information about drop-in advising, please visit the advising webpage. <p>Register now to get your best schedule!</p>	May 18, 2022

246.	I was unable to attend or tune in to the spring 2022 Commencement ceremony. Is there a way I can still view the celebratory event?	<p>We were #HACCproud to celebrate our spring and summer 2022 graduating students on May 10 at the Giant Center. To continue celebrating our graduates, you can:</p> <ul style="list-style-type: none"> • View the ceremony livestream on YouTube • View HACC’s spring 2022 Commencement Flickr album • Check out our Commencement ceremony webpage that includes information about the event speakers, the program book and Dr. Ski’s congratulatory video 	May 18, 2022
247.	I am taking classes at the Lancaster Campus. Is the Subway ever going to reopen?	<p>The Subway at the Lancaster Campus has been closed since March 2020. Unfortunately, the Subway will not reopen, and the organization will vacate the space.</p> <p>The College will continue to offer a variety of food options at each campus. To learn more, please visit hacc.edu/Dining.</p>	May 18, 2022
248.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p> <p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p> <p>For help with your FAFSA or to schedule a FAFSA completion appointment, please contact financial aid.</p>	May 18, 2022
249.	Did the College issue additional Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) and American Rescue Plan (ARP) funds to students?	<p>In April 2022, HACC disbursed Higher Education Emergency Relief Fund (HEERF) funds to 3,087 students.</p> <p>These monies were unclaimed funds from the College’s earlier disbursements of CARES Act (HEERF I), CRRSAA (HEERF II) and ARP (HEERF III) funds.</p> <p>To qualify for these funds, students had to meet all of the following criteria:</p> <ul style="list-style-type: none"> • Be enrolled in credit courses during the spring 2022 semester • Have completed a Free Application for Federal Student Aid (FAFSA) 	May 11, 2022

		<ul style="list-style-type: none"> • Have an Expected Family Contribution (EFC) of less than \$1,000 • Have additional unmet need of at least \$300 after financial aid has been applied <p>These criteria helped the College determine who had the greatest need for the funds, which is a recommendation of all HEERF guidance.</p> <p>The College sent emails to the students who qualified for the funds, and those students have 90 days to claim their funds. Please direct questions about claiming the funds to the Welcome Center.</p> <p>More information is available at hacc.edu/CARESact.</p>	
250.	With the stress of final exams upon us, how can I get help to support my mental health needs?	<p>During this busy and transitional time, we understand that there are challenges. Please remember that HACC provides resources to support our students throughout the year.</p> <p>Some of the resources that the College provides currently enrolled students include:</p> <ul style="list-style-type: none"> • Three free counseling sessions through Mazzitti & Sullivan • A free 24/7 crisis support line at 800-543-5080 • Free self-assessments, webinars, ways to reduce stress and more <p>For more information or to make an appointment, please visit hacc.edu/MentalHealth.</p> <p>Please remember that YOUR mental health matters.</p>	May 11, 2022
251.	I heard there is a new shipping cost for orders placed on the bookstore website . Could you please provide more information?	<p>Effective July 1, the bookstore will charge \$9.95 for orders under \$250. Shipping will be free for orders \$250 and above.</p> <p>There will be a \$10 surcharge for heavy items, including printers or high-end value items like MacBooks, to cover insurance.</p>	May 11, 2022
252.	Will the free online printing service be available after the campuses open up completely on May 23?	<p>No. This service was provided during the pandemic when the campuses were closed or only limited access was available.</p> <p>If students need on-campus printing service after the campuses fully reopen on May 23, the Learning Commons and Library spaces will have printing available.</p>	May 11, 2022

		For more information on hours and locations, please visit https://libguides.hacc.edu/learningcommons/updates .	
253.	I heard that there are changes to the HACC payment plan (HPP). What are they?	<p>The HACC payment plan (HPP) allows students to pay their bill in scheduled installments.</p> <p>A change to the HPP includes the number of payments due. Please note the following:</p> <ul style="list-style-type: none"> • The final installment is due by the end of the semester. • Fall and spring payment plans have four installments. • Summer payment plans have three installments. • Summer 2022 will remain at two installments. • Payment due dates for the HPP can be found here. <p>An enrollment fee of \$30/per payment plan is due at the time of enrollment. A late fee of \$15 may be applied for each late payment.</p> <p>Students can learn how and when they can enroll in the HPP, if their payments can increase/decrease or how to enroll in auto payments by visiting this webpage.</p> <p>If you have any questions, please contact the Welcome Center at 800-422-4222 or email cashiering@hacc.edu.</p>	May 11, 2022
254.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p> <p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p> <p>For help with your FAFSA or to schedule a FAFSA completion appointment, please contact financial aid.</p>	May 11, 2022

255.	I heard that Midtown 1 will be closed on May 12. Is this true?	Yes. The building will be closed May 12 from 7-9 a.m. while Capital Region Water turns off water service for repairs.	May 11, 2022
256.	I have a few ideas for updating my.hacc.edu . How and where can I share them?	We want to hear from you! By May 20, please share your ideas to improve myHACC at [Information is redacted for security purposes.] Thank you!	May 11, 2022
257.	I heard that the Governor George M. Leader Building at the York Campus will be closed for a day and a half during the week of May 16. Is this true?	<p>Yes. The Leader Building will be closed all day on May 17 and until noon on May 18 for a roofing project.</p> <p>During this time, the roofing contractor will remove and scrap three large, old HVAC units via crane. This is the first phase of the Leader Building roofing project, which will continue through the summer.</p> <p>On May 16, the crane will be delivered in sections and assembled in the Campus Services Building (Facilities) parking lot.</p> <p>The work is weather-dependent. More information will be communicated as the project progresses.</p> <p>Thank you for your cooperation and patience.</p>	May 11, 2022
258.	I heard that Girls on the Run will hold a 5K race at the Harrisburg Campus on May 14. Is this true	<p>Yes. The Girls on the Run (GOTR) 5K race will be held on May 14 with registration at 8 a.m. and finishing around 11 a.m.</p> <p>The race route encompasses the entire Harrisburg Campus.</p> <p>Please note the following:</p> <ul style="list-style-type: none"> • May 12: The East Lot will close at the end of the day. • May 13: The West Lot will close at the end of the day. • May 14: The Harrisburg Campus will be closed for the duration of the event. North Hall and the Senator Jeffrey E. Piccola Law Enforcement Complex classes will enter and exit at Gate Five. <p>For more information, please visit the GOTR Capital Area website.</p>	May 11, 2022

259.	Will the Lancaster Campus Learning Commons and Library be closed on May 19?	Yes, the Lancaster Campus Learning Commons and Library, including the external computer lab, will be closed May 19 for duct cleaning. We will reopen May 23.	May 4, 2022
260.	When will I be able to use my summer financial aid at the bookstore?	<p>You will be able to use your summer financial aid at the bookstore beginning May 9. You can use your available aid to purchase textbooks, school supplies, HACC merchandise and your computer and Apple® needs. The HACC Bookstore is an Apple® Authorized Campus Store.</p> <p>You may also place an order through the bookstore website at bookstore.hacc.edu.</p> <p>When placing your order, you will be able to choose UPS shipping or you can pick your order up at one of the five campus locations. The bookstores will be open Monday-Thursday from 8 a.m. to 4:30 p.m. this summer.</p>	May 4, 2022
261.	I've been taking remote and virtual classes the past two years and have lots of textbooks to sell. Is the bookstore doing textbook buyback?	<p>Yes. Please bring all of your unwanted textbooks to any HACC bookstore. Bookstore employees will let you know how much each title is worth and pay cash for the books they need.</p> <p>At the Lebanon Campus, textbook buyback will be available on May 11 in the third-floor lobby from 10:30 a.m. to 2:30 p.m.</p> <p>Please visit this page for more information and bookstore hours.</p>	May 4, 2022
262.	Are there going to be watch parties again for HACC's spring 2022 Commencement ceremony?	<p>HACC Yeah!</p> <p>Watch parties for HACC's spring 2022 Commencement ceremony are being held at the following locations on May 10:</p> <ul style="list-style-type: none"> • Gettysburg Campus: Hoffman 130 • Harrisburg Campus: Bruce E. Cooper Student Center Cafeteria • Lancaster Campus: Main Building 222 • York Campus: Cytex Glatfelter Community Room (YC101) <p>The Commencement ceremony will be live streamed at the locations above. Students and employees are welcome to join in celebrating the 2022 graduating students!</p>	May 4, 2022

		<p>Please bring your HACC ID.</p> <p>To learn more about HACC’s Commencement ceremony and to access the livestream on May 10 at 6 p.m., please visit bit.ly/HACCspring22.</p>	
263.	<p>I heard that the Governor George M. Leader Building at the York Campus will be closed for a day and a half during the week of May 16. Is this true?</p>	<p>Yes, the Leader Building will be closed all day on May 17 and until noon on May 18 for a roofing project.</p> <p>During this time, the roofing contractor will remove and scrap three large, old HVAC units via crane. This is the first phase of the Leader Building roofing project, which will continue through the summer.</p> <p>On May 16, the crane will be delivered in sections and assembled in the Campus Services Building (Facilities) parking lot.</p> <p>The work is weather-dependent. More information will be communicated as the project progresses.</p> <p>Thank you for your cooperation and patience.</p>	May 4, 2022
264.	<p>How will classes be offered in the summer and fall 2022 semesters? How was the amount of remote versus on-campus classes determined?</p>	<p>HACC will continue to offer a variety of class options, including on-campus, virtual, remote or a combination of online and on-campus.</p> <p>The schedule was built using data from student surveys and historical projections.</p> <p>Please visit hacc.edu/ClassOptions for more information regarding class offerings.</p> <p>Please visit hacc.edu/COVIDannouncements regarding semester updates as they are announced.</p>	April 27, 2022
265.	<p>I am having trouble scheduling classes. What should I do if I need a remote class; however, the class is only offered on campus (or vice versa)?</p>	<p>Please work with an advisor to review and plan your schedule. The advisor may provide various course options that fit during your required timeframe.</p>	April 27, 2022

266.	I heard that the bookstores won't be open on April 29. Is this true?	<p>All HACC bookstores will close at noon on April 28 and will be closed all day on April 29 for a system update.</p> <p>The bookstores will reopen at 8 a.m. on May 2.</p> <p>We apologize for any inconvenience.</p>	April 27, 2022
267.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p> <p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p> <p>For help with your FAFSA or to schedule a FAFSA completion appointment, please contact financial aid.</p>	April 27, 2022
268.	I heard that the parking lot on the east end of the Lancaster Campus Main Building will be closed April 29. What is going on?	<p>The roofing contractor will be bringing in a large crane to erect in that area and lift roofing material onto the Main Building roof. As a matter of safety, please do not park in this parking lot. This is for your safety and to prevent potential damage to any vehicles parked in that area.</p>	April 27, 2022
269.	When can students who applied to clinicals for the Medical Assisting Program expect a response?	<p>The Medical Assisting Program has rolling admissions and started accepting applications on April 1. All applicants must meet eligibility requirements and can expect to receive a response two to three weeks following submission of their application. Students who have submitted applications to date can expect a response by April 22. More information on the program can be found on our website.</p>	April 20, 2022
270.	How will HACC celebrate Earth Day 2022?	<p>Earth Day cleanup events will be hosted by Student Involvement on April 22 from 9:30 a.m.-noon. Refreshments will be provided.</p> <p>Please take time out of your schedule to join in activities at the campus of your choice:</p> <ul style="list-style-type: none"> • Gettysburg Campus - Meet in the Hub 	April 20, 2022

		<ul style="list-style-type: none"> • Harrisburg Campus - Meet at the fountain gardens and the Bruce E. Cooper Student Center • Lancaster and Lebanon campuses - Meet at the Main Building • York Campus - Meet at the Governor George M. Leader Building in front of the Welcome Center <p>Please sign up here to help. Thank you for your participation!</p> <p><i>“Live in each season as it passes; breathe the air, drink the drink, taste the fruit, and resign yourself to the influence of the Earth.” – Henry David Thoreau</i></p>	
271.	I heard that the parking area immediately behind the Lebanon Campus (the old Lebanon staff parking lot) will be closed to foot traffic beginning on April 21. What is going on?	Depending on the weather, a contractor will seal coat the pavement on April 21. To allow the coating to be set up and dry, there will be no traffic of any kind on the lot for 48 hours after application.	April 20, 2022
272.	I heard that a sign will be installed in the vestibule of the front entrance of Lebanon City Hall in the Lebanon Campus building. When is that taking place?	A contractor will install a backlit sign in the main entry vestibule on April 22 starting around 8 a.m. The installation will take about 30 minutes. Please use caution when entering the building.	April 20, 2022
273.	I think my identity has been stolen. Where can I learn how to protect myself in the future?	<p>The webinar, “Identity Theft – What To Do After a Compromise,” provided by PSECU addresses how identity theft happens, the consequences associated with having your information compromised and what to do after a compromise.</p> <p>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 to schedule an appointment. Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	April 20, 2022
274.	Why are students who want to enter a selective-admission clinical health career program	<p>The College has created new pathways for students who want to enter a selective-admission clinical health career program. These programs include:</p> <ul style="list-style-type: none"> • CVT – Cardiac Sonography • CVT – Invasive Cardiovascular Technology 	April 13, 2022

	<p>being redirected to another major?</p>	<ul style="list-style-type: none"> • Dental Assisting • Dental Hygiene • Diagnostic Medical Sonography • Medical Laboratory Technician • Nursing • Practical Nursing • Radiologic Technology • Respiratory Therapist • Surgical Technology <p>These students will now be directed to begin their educational journey at HACC in the Pre-Health Professions Program and to select the concentration (listed above) that corresponds to their academic and professional goals.</p> <p>Current students who are not yet in the clinical portion of their selected program have been contacted and guided through the process to change their major over the last six months. Future students who enter the College will select pre-health professions and the corresponding concentration when completing their new student application.</p> <p>This change has several benefits for students, including greater flexibility in choosing their ultimate program of study and the ability to earn a pre-health professions degree if they aren't accepted into their clinical program or decide not to apply for admission into that program.</p> <p>Please direct current students to advising@hacc.edu and direct future students to start@hacc.edu if they have any questions.</p>	
275.	<p>Can I still complete my Free Application for Federal Student Aid (FAFSA)?</p>	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p>	<p>April 13, 2022</p>

		<p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p> <p>For help with your FAFSA or to schedule a FAFSA completion appointment, please contact financial aid.</p>	
276.	I heard that the roof on the Main Building of the Lancaster Campus is going to be replaced. Didn't this project happen last fall?	<p>The start date on replacing the Main Building roof was delayed in the fall 2021 semester due to a combination of transportation delays of the roofing materials and temperature conditions.</p> <p>Contingent upon weather, the project will start in the next couple of weeks and be completed in 45 to 60 days.</p> <p>Parking restrictions will include the row of parking spaces on the east end of the Main Building, outside of the Tutoring and Testing area. These spaces will be blocked off to allow contractor roof access.</p> <p>The contractor will clean the existing roof prior to starting. The noise is described as the sound of pressure washing or a very hard rain on the roof.</p> <p>Please note that as the contractor begins, there may be nontoxic odors from the application of materials, all of which meet government requirements for low volatile organic compounds and environmental impact. This will be mitigated by closing the exterior air intakes. However, some odors may initially still be present.</p>	April 13, 2022
277.	What mental health services are available to students at HACC?	At HACC, we understand that life has challenges, and we work to provide resources to support every student. We have partnered with Mazzitti & Sullivan EAP Services to offer up to three free counseling sessions for students each semester.	April 6, 2022

		<p>To make an appointment or access other resources, please visit hacc.edu/MentalHealth.</p> <p>To keep up-to-date with free mental health webinars and programs, please view the HACC Calendar of Events.</p>	
278.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p> <p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p> <p>For help with your FAFSA or to schedule a FAFSA completion appointment, please contact financial aid.</p>	April 6, 2022
279.	I saw that Ijeoma Oluo is coming to HACC next week. Where can I find more information?	<p>HACC is excited to welcome author and speaker Ijeoma Oluo to a virtual event, “So You Want to Talk About Race,” on April 11 at 1 p.m. The event is intended to address the fact that having conversations about race can be hard, so how can we approach these types of conversations and why is it important? The talk will be based on Oluo’s New York Times best-selling book “So You Want to Talk About Race.” We invite HACC students and employees and members of the public to attend this frank and inspiring event.</p> <p>A limited number of free copies of “So You Want to Talk About Race” are available on a first-come, first-served basis. Registration information and details can be found at https://bit.ly/36nEgKo.</p> <p>Many thanks to the HACC Foundation and the GIANT Company for sponsoring this event.</p>	April 6, 2022
280.	I am so excited to be graduating in the spring or summer 2022 semesters. How	<p>The students who qualified to graduate received an invitation to their HAWKMail email address to participate in HACC’s spring 2022 Commencement ceremony.</p>	April 6, 2022

	do I plan for the Commencement ceremony?	<p>Please note and follow these steps:</p> <ol style="list-style-type: none"> 1. Complete the participation form that was distributed to your HAWKMail email address by April 7. 2. Purchase student regalia. 3. Celebrate YOUR remarkable achievements on May 10 at the Giant Center! Please note that doors open at 4:30 p.m. <p>If you have any questions, please email Commencement@hacc.edu.</p>	
281.	I am interested in learning more about important finance topics. Do you know where I can learn more?	<p>PSECU provides an Online Learning Center, where you can learn more about managing your money.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	April 6, 2022
282.	Is the College changing the COVID-19 quarantine time requirements?	<p>Yes. The quarantine time has changed from 10 days to five days. If you’ve had close contact with someone who tested positive, tested positive for COVID-19 yourself or have had COVID-19 symptoms, you may return to classes or work after day five (with a negative COVID test or the resolution of symptoms).</p> <p>Day one is considered:</p> <ul style="list-style-type: none"> • The first full day after your last contact with a person who tested positive for COVID-19. • The first full day after your symptoms developed. • The first full day after your positive COVID-19 test was collected. <p>Negative results must be emailed to corona@hacc.edu for review and clearance before returning to campus. Please send a photo of your negative COVID-19 test.</p>	March 30, 2022

		<p>More details about how to proceed are included on this infographic.</p> <p>Regardless of your vaccination status, please continue to:</p> <ul style="list-style-type: none"> • Self-screen (pdf) each day before returning to campus. • Maintain social distancing while on campus. • Refer to HACC’s COVID-19 information at hacc.edu/Coronavirus. <p><i>This information is tentative and subject to change.</i></p>	
283.	Where can I get free at-home COVID-19 tests?	Residential households in the United States are eligible for two orders of four free at-home tests on USPS.com .	March 30, 2022
284.	Has HACC updated its face-covering requirements?	<p>Yes. Effective today, March 30, face coverings are <i>encouraged but not required</i> on all HACC campuses. <i>Some off-campus clinical sites</i> may require face coverings.</p> <p>The College has been monitoring the 11-county region and all are in the Centers for Disease Control and Prevention (CDC) “low” community level category.</p> <p>Please note that:</p> <ol style="list-style-type: none"> 1. The College will revert to an earlier phase in our seven-phased plan (pdf) if conditions worsen. Therefore, it is imperative - regardless of vaccination status – to continue our self-screening (pdf) efforts. 2. <i>No one has the authority to require another person to wear a face covering.</i> Each person will make the decision regarding face coverings that is best for them. The College will refer to the student handbook and our SGPs on harassment, bullying and student disciplinary action to uphold this expectation. 3. If you are sick, you should remain home. Please see the “What is the process to report sickness or COVID-19 exposure?” section of hacc.edu/COVIDannouncements for more information. 	March 30, 2022

		<p>4. Masks will continue to be available at building entrances, bookstores and security offices.</p> <p>5. Social distancing should continue throughout the spring 2022 semester.</p> <p><i>This information is tentative and subject to change.</i></p> <p>In addition, please ensure that you engage in a <i>respectful and civil manner</i> with each other, as each person will have a different comfort level with face coverings.</p> <p>For more information, please visit hacc.edu/COVIDannouncements.</p>	
285.	<p>There have been many news stories about the backlogs in obtaining mental health counseling services, especially since the pandemic began. What is the current wait time in obtaining counseling appointments for those who need to utilize the services of Mazzitti & Sullivan under the Employee Assistance Program (EAP)?</p>	<p>Mazzitti & Sullivan EAP Services, Inc. provides counseling services for HACC students and employees. They have access to thousands of providers across South Central Pennsylvania and the nation. Thus, students have many options to get counseling support in a timely manner.</p> <p>Students can get immediate support by calling Mazzitti & Sullivan 24/7 at 800-543-5080. Individuals seeking an emergency counseling appointment will be triaged by a masters-level employee and connected to the appropriate resources. Individuals seeking a non- emergency counseling appointment will be scheduled at the time of the call.</p> <p>Given Mazzitti & Sullivan’s expansive network, individuals are able to schedule an appointment within a day or two. However, if the caller is seeking an appointment with a specific provider or in a specific location, the availability for an appointment may take a bit longer to schedule.</p> <p>Students can also request appointments by completing this online form.</p> <p>More information is available at hacc.edu/Students/WellnessResources.</p>	March 30, 2022
286.	<p>5. Can I still complete my Free Application for Federal Student Aid (FAFSA)?</p>	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p>	March 30, 2022

		<p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p> <p>For help with your FAFSA or to schedule a FAFSA completion appointment, please contact financial aid.</p>	
287.	How does the short summer schedule and holidays impact class scheduling for the Nursing Program?	<p>With the summer 2022 semester reduced to 12 weeks, the Nursing Program mini-mesters are reduced to five weeks with a week for finals. In addition, the summer semester has three holidays – Memorial Day, Juneteenth on June 16 and July Fourth – and HACC is closed on Fridays.</p> <p>To provide students with the best schedule possible during the summer 2022 semester, we must use the Juneteenth holiday for class, clinical or testing, depending on your course of study. The following programs will be adjusted accordingly:</p> <ul style="list-style-type: none"> • Practical Nursing Students (all campuses): June 16 will be used for testing. You will have a final exam scheduled that day. This may be followed by the ATI proctored exam, depending on the class you are enrolled in at that time. Additionally, if you require a clinical make-up day, you may need to go to clinical that evening. There is no additional time in the summer for make-up based on the hours required. • Associate Degree STACK Program Students (Harrisburg Campus): Class in the summer semester moves from Friday to Thursday, including June 16. • Associate Degree Weekend Program Students (Harrisburg Campus): Class in the summer semester moves from Friday to Thursday, including June 16. • Associate Degree 8-semester Program Students (All campuses): Students assigned to a Thursday class or clinical rotation may be scheduled on June 16. 	March 30, 2022

288.	I heard that there will be a large personnel lift in the lobby of the Lebanon City Hall/ Lebanon Campus building. What is going on?	As part of the City of Lebanon building renovations, a 40-foot lift is required to reach the lobby ceiling to complete ceiling and sprinkler work. The work will be done between 6-8 a.m. and after 4:30 p.m. Protection barriers will be established. However, please be careful while walking in the lobby area.	March 30, 2022
289.	Has HACC updated its face-covering requirements?	<p>Yes. Effective March 30, face coverings are encouraged but not required on all HACC campuses. Some off-campus clinical sites may require face coverings.</p> <p>The College has been monitoring the 11-county region and all are in the Centers for Disease Control and Prevention (CDC) “low” community level category.</p> <p>Please note that:</p> <ul style="list-style-type: none"> • Face coverings are still required on campus until March 30 per the face-covering guidelines (pdf). • The College will revert to an earlier phase in our seven-phased plan (pdf) if conditions worsen. Therefore, it is imperative to continue our self-screening (pdf) efforts. • If you are sick, you should remain home. Please see the “What is the process to report sickness or COVID-19 exposure?” section of hacc.edu/COVIDannouncements for more information. • Masks will continue to be available at building entrances, bookstores and security offices. • Social distancing should continue throughout the spring 2022 semester. • This information is tentative and subject to change. <p>In addition, please ensure that you engage in a respectful and civil manner with each other, as each person will have a different comfort level with face coverings.</p> <p>For more information, please visit hacc.edu/COVIDannouncements.</p>	March 23, 2022
290.	Has the six-phased plan to reopen our campuses been updated? What phase are we in now?	Yes, to accommodate the updates to the College’s face-covering requirements, the phased plan was revised to include a seventh phase (pdf).	March 23, 2022

		<p>The College is currently in phase five of the new plan, but we will move to phase six on March 30.</p> <p>In the summer 2022 semester, the College will move to phase seven.</p> <p>Please note that this information is tentative and subject to change. The College will revert to an earlier phase in our seven-phased plan (pdf) if conditions worsen. Therefore, it is imperative to continue our self-screening (pdf) efforts.</p>	
291.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p> <p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p> <p>For help with your FAFSA or to schedule a FAFSA completion appointment, please contact financial aid.</p>	March 23, 2022
292.	What are the Office of Student Affairs and Enrollment Management student service hours?	<p>The College will continue to offer most services to students:</p> <ul style="list-style-type: none"> • Monday through Thursday; 8- a.m.-6:30 p.m. • Friday; 9 a.m.-4:30 p.m. <p>Student services will be offered remotely on Wednesdays and Fridays through May 13. For specific details about the various service areas and their hours of operation, please visit these webpages:</p> <ul style="list-style-type: none"> • Academic Advising • Career Services • Financial Aid • New Student Orientation (NSO) • Welcome Center 	March 23, 2022

293.	Has the College changed the entry criteria for its various selective admissions clinical healthcare programs?	<p>A recent review by HACC has led to changes for entry into clinical health career programs. All current and future students hoping to apply to a selective admissions health career program will begin in the Pre-Health Professions Program.</p> <p>The College has informed continuing students of the changes and is working on making necessary enhancements to our application.</p> <p>Please visit HACC's Health Careers Pathways website for more information.</p>	March 23, 2022
294.	<p>I have heard that there will be construction on the grounds of the Lancaster Campus.</p> <p>What is going on? And why is this happening?</p>	<p>Weather permitting, Sky Way Excavators will be on the Lancaster Campus for up to 45 days to complete repairs and maintenance on the stormwater management basins. The work should not interfere with pedestrian or vehicle traffic.</p> <p>There will be heavy equipment and prefabricated concrete structures on the grounds. The contractor may use a small portion of the North parking lot near the bridge for staging equipment and material. There will be proper signage and barriers as needed.</p> <p>Damage to the stormwater basins over the past five years by animals, erosion and the weather needs to be repaired to maintain compliance with Chesapeake Bay regulations. The stormwater management basins prevent flooding and help keep the bay from being polluted.</p>	March 23, 2022
295.	Where can I learn more about scholarships?	<p>The HACC Foundation is pleased to offer many scholarships to our students. By April 4, please apply for scholarships to be awarded for the fall 2022 and spring 2023 semesters.</p> <p>Please continue to check your HAWKMail account for YOUR opportunity to apply for free money.</p> <p>Additionally, the webinar, "Scholarship Search Secrets for Students," by PSECU provides tips for students seeking other scholarships, including how to understand award letters and avoid scams.</p>	March 23, 2022

		<p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	
296.	I heard that the College’s Welcome Centers will be closed on March 23. Is this true?	<p>The one-stop Welcome Centers will be operating on an adjusted schedule due to staff training in the morning on March 23. The Welcome Center will be closed 9 a.m.-noon.</p> <p>Staff will be available for students at the following times on this date:</p> <ul style="list-style-type: none"> • 8-9 a.m. • Noon-6:30 p.m. (remote only) 	March 16, 2022
297.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p> <p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis. You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please review this webpage.</p> <p>For help with your FAFSA or to schedule a FAFSA completion appointment, please contact financial aid.</p>	March 16, 2022
298.	What are the Office of Student Affairs and Enrollment Management student service hours?	<p>The Office of Student Affairs and Enrollment Management will return to regular business hours the week of March 21.</p> <p>The College will continue to offer most services to students:</p> <ul style="list-style-type: none"> • Monday through Thursday; 8 a.m.-6:30 p.m. • Friday; 9 a.m.-4:30 p.m. 	March 16, 2022

		<p>Student services will be offered remotely on Wednesdays and Fridays through May 13, 2022.</p> <p>For more specific details about the various service areas and their hours of operation, please visit these webpages:</p> <ul style="list-style-type: none"> • Academic Advising • Career Services • Financial Aid • New Student Orientation (NSO) • Welcome Center 	
299.	Now that the CDC has recommended that masks need not be worn in public places in counties that have low risk for COVID, when is HACC going to lift its mask mandate for on-campus employees and students at each of its campuses?	<p>At this point, we will continue with our face covering guidance. This is tentative and subject to change.</p> <p>We are watching the numbers in our area and will make any necessary announcements if/when a change in guidance occurs.</p>	March 9, 2022
300.	What student services will be available to students during spring break week?	<p>The Office of Student Affairs and Enrollment Management will offer services to students during spring break week; however, these services will be operating on an adjusted schedule.</p> <p>Advising, career services, financial aid, registrar and the Welcome Center will be available:</p> <ul style="list-style-type: none"> • March 14; 8 a.m.-5 p.m. (remote and on campus) • March 15; All offices will be closed for training. • March 16; 8 a.m.-5 p.m. (remote only) • March 17; 8 a.m. -5 p.m. (remote and on campus) • March 18; All offices will be closed for spring break. 	March 9, 2022

301.	When is HACC's next Commencement ceremony?	<p>The College will host HACC’s spring 2022 Commencement ceremony on May 10 at 6 p.m. at the Giant Center in Hershey, Pa.</p> <p>Only students who meet graduation requirements in spring or summer 2022 are eligible to participate. Eligible students will receive an invitation on March 14.</p> <p>To ensure the safety of graduating students and employees, the following COVID-19 precautions will be taken:</p> <ul style="list-style-type: none"> • All HACC students and employees will be required to wear a mask/facial covering at all times. • Seating for graduates and ceremony participants will be three feet socially distanced. • The event will be live streamed for those who wish to celebrate virtually. <p><i>Please note: This information is tentative and subject to change.</i></p>	March 9, 2022
302.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can still complete your FAFSA for the 2022-23 academic year (starting with the fall 2022 semester).</p> <p>Filing your FAFSA as soon as possible allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA by visiting studentaid.gov.</p> <p>For more information about completing the FAFSA, please visit Can I Get Financial Aid?</p> <p>For help with your FAFSA questions or to schedule a FAFSA completion appointment, please visit the Contact Financial Aid webpage.</p>	March 9, 2022
303.	Where can I learn more information on identity theft?	<p>According to PSECU, identity theft is defined as when a person’s personal information is taken and used by someone else for fraudulent purposes.</p> <p>PSECU provides the webinar, “Have We Met? Protecting Yourself From Identity Theft.” discussing how you can protect yourself from identity theft.</p>	March 9, 2022

		<p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	
304.	What should I do if I have COVID symptoms?	<p>Please follow these steps:</p> <ul style="list-style-type: none"> • Stay home and monitor yourself for 48 hours • Notify your instructor or supervisor to make alternate arrangements • Fill out our online COVID-19 form (regardless of your vaccination status) if you continue to have symptoms after 48 hours • Do not come to campus until symptoms are resolved for at least 48 hours <p>Please remember that some symptoms are similar to cold symptoms. Therefore, if you are experiencing any cold/flu/COVID symptoms, it is very important to NOT come to campus.</p> <p>Please see the “What is the process to report sickness or COVID-19 exposure?” drop-down section of hacc.edu/COVIDannouncements for more information.</p>	March 2, 2022
305.	I recently read about a tuition giveaway opportunity for continuing HACC students. Could you please provide this link again?	<p>The College is celebrating Community College Month and awarding one \$1,000 tuition giveaway to a continuing HACC student every weekday in April.</p> <p>Please read and complete this form by March 15 for your chance to win free money for your fall semester classes. Please only complete the form once.</p>	March 2, 2022
306.	When will Dr. Ski hold his student forums?	<p>Student forums will be held via Zoom on the following dates at 3 p.m.:</p> <ul style="list-style-type: none"> • March 23 • April 20 • May 11 <p>Please use the following information to attend: [Zoom information is redacted for security purposes.]</p>	March 2, 2022

307.	How can I apply for HACC Foundation scholarships?	<p>At HACC, Central Pennsylvania’s Community College, we make it easy for you to receive FREE money toward your education! When you apply for HACC Foundation scholarships, you’re applying for FREE money to help you pay for your education.</p> <p>By April 4, please apply for your chance to earn FREE money.</p>	March 2, 2022
308.	Why was Dr. Ski’s email to students delayed this week?	<p>There was an error with the email distribution software. We were not able to send the email to students until the error was resolved. This was not a HACC issue. The vendor was working to fix it, but it was not resolved until Feb. 24. Dr. Ski’s email to students was distributed after we were made aware that the issue was resolved.</p> <p>Thank you!</p>	Feb. 24, 2022
309.	What are the latest updates related to the COVID-19 immunization requirements of clinical facilities?	<p>Please visit hacc.edu/HealthCareersUpdate for the most up-to-date information. This information is tentative and thus subject to change. Therefore, please bookmark this webpage and continue to check it for updates.</p>	Feb. 24, 2022
310.	I receive financial aid. When will I receive my refund disbursement?	<p>Financial aid is scheduled to be disbursed to students in the evening on Feb. 28. Students may not see the aid applied to their student account until March 1. Depending on your chosen refund preference with BankMobile and/or the College, any refund due will post to the student’s account within seven to 10 business days and will be processed for payment accordingly.</p> <p>To prepare for disbursement and ensure faster access to any refunds due to you, please:</p> <ol style="list-style-type: none"> 1. Verify your address by following these instructions. 2. Visit the BankMobile Refund Choices website if you have not set up your refund preference with BankMobile. <p>Please direct any questions relating to the amount of aid applied to your account to financialaid@hacc.edu or drop in the virtual Hawkstop during remote service hours.</p> <p>For questions about BankMobile, please contact staccts@hacc.edu or call a Welcome Center at 800-ABC-HACC (800-222-4222).</p>	Feb. 24, 2022

311.	Can I still complete my Free Application for Federal Student Aid (FAFSA)?	<p>You can complete your FAFSA for the 2022-23 academic year any time after Oct. 1. Filing your FAFSA sooner allows you to be considered for the maximum financial aid possible, because some grants are awarded on a first-come, first-served basis.</p> <p>You can complete your FAFSA at this link.</p> <p>For more information about completing the FAFSA, please see this webpage.</p> <p>You can also get help with your FAFSA questions or schedule a FAFSA completion appointment through this link.</p>	Feb. 24, 2022
312.	I heard that the walking access route from the Lebanon Campus staff parking lot to the building's main entrance is temporarily changing. Why is that? What is the new route?	<p>The contractor is scheduling exterior work in the Lebanon City building parking lot, formerly known as the HACC staff parking lot. This phase of construction will include new dumpster pads and parking space line painting.</p> <p>The construction contractor for the City of Lebanon will <i>temporarily</i> change the access route from the parking lots to the main entrance for HACC students and employees. The current, temporary construction fence on the eastern end of the property will be moved to the other side of the transformers and will block the current walkway. To access the front doors of the building, the travel route will <i>temporarily</i> be through the parking lot of Majik Rent-To-Own, a neighboring business.</p>	Feb. 24, 2022
313.	Where can I learn more on how to make the most of my emergency funds?	<p>It may be easy to find information on the importance of building an emergency fund. However, there are few available resources that describe what to do when it comes time to use it. The webinar, "Effectively Using Your Emergency Fund," provided by PSECU provides five tips to effectively use your emergency funds in times of trouble.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	Feb. 24, 2022

314.	I tested positive for COVID-19 on Feb. 7. When can I be back on campus? Thank you.	Please complete this new online COVID-19 form and indicate you tested positive. You will receive additional guidance after submitting the form.	Feb. 16, 2022
315.	Are students required to be vaccinated?	<p>The health and safety of HACC students and employees remain top priorities for HACC.</p> <p>HACC does not require students and employees to receive the COVID-19 vaccine. As the pandemic response continues to evolve, decisions will be made based on state and federal legislation.</p>	Feb. 16, 2022
316.	<p>According to the coronavirus information on hacc.edu, HACC is committed to following recommendations and guidelines from the Centers for Disease Control and Prevention (CDC) and the Pennsylvania Department of Health (DOH). However, both of these organizations recommend physical distancing, even when wearing masks. This is in direct contrast with HACC's announcement for summer 2022 which states: "All classrooms and training areas will return to normal capacity without social distancing." Why has HACC decided not to follow DOH and CDC guidelines?</p>	<p>From the onset of the pandemic, the College's top priority has been the safety of our students and employees, and it will remain our top priority.</p> <p>We rely on guidance from the Centers for Disease Control and Prevention (CDC) and the Pennsylvania Department of Health (DOH) to help inform our decision making.</p> <p>We also:</p> <ul style="list-style-type: none"> • Monitor what other institutions in our region and around the state are doing in regards to class offerings and mitigation efforts. Many of our fellow Pennsylvania community colleges – as well as our local four-year competitors and high school partners – have returned to their campuses and their classrooms in far greater numbers without significant negative impacts to students and employees. • Evaluate the case numbers in our region. Currently, those numbers are declining. <p>Those factors have paved the way for a broader return to campus in summer 2022. We will begin the summer in Phase 5 of the updated six-phase plan.</p>	Feb. 16, 2022

		<p>At this time, the College will still require students, employees and visitors – even if they are fully vaccinated – to wear face coverings while on campus and practice other mitigation efforts such as self-screening and regular hand washing. We will continue to clean and sanitize our spaces, and we will encourage social distancing when possible. To learn more and keep up to date on the College’s safety precautions and protocol, please visit hacc.edu/COVIDannouncements.</p> <p>We will continue to monitor the situation and are prepared to move to an earlier phase in our six-phased plan if necessary.</p> <p><i>As always, all plans are tentative and subject to change.</i></p>	
317.	Will COVID-19 testing be administered on HACC’s York Campus in February?	<p>Yes. HACC’s York Campus will be included as a site for COVID-19 testing. The Pennsylvania Department of Health (DOH) is managing the entire process in cooperation with AMI Testing. This is not a HACC event.</p> <p>The drive-through testing site will be located in the rear parking area of the Governor George M. Leader Building. Testing is open to the general public:</p> <ul style="list-style-type: none"> • Feb. 22-25; 9 a.m.-6 p.m. • Feb. 26; 8 a.m.-2 p.m. <p>HACC student and employee parking will be limited to the coned area closest to the rear Leader Building entrance. The area will be marked with traffic cones.</p>	Feb. 16, 2022
318.	Is the library open so I can do my online classes there before my in-person classes?	The library is open to all students who are (a) taking on-campus classes, (b) attending appointments on campus or (c) seeking on-campus services during scheduled on-campus office hours.	Feb. 16, 2022
319.	How can currently enrolled students learn more about the mental health services that HACC offers?	<p>We have arranged for a representative from our partner agency, Mazzitti & Sullivan EAP Services, to give a presentation about the mental health services offered to our students. Please plan to attend this important event.</p> <p>Mental Health Services Information Session: Feb. 23; Noon-1 p.m. Click here to join: [Zoom information is redacted for security purposes.]</p>	Feb. 16, 2022

		In addition, you can always access information about our mental health resources by visiting hacc.edu/MentalHealth .	
320.	I received an email about tuition giveaways and Community College Month. Am I eligible if I'm a continuing HACC student?	<p>HACC Yeah! April is Community College Month.</p> <p>EVERY weekday in April, the College is awarding one \$1,000 tuition giveaway to a <i>continuing</i> HACC student.</p> <p>By March 15, please read and complete this form in its entirety to be entered for a chance to win FREE money for your education.</p>	Feb. 16, 2022
321.	I heard that HACC has a new interfaith prayer room. Can you please tell me more?	<p>HACC has dedicated Room 130 of the Bruce E. Cooper Student Center on the Harrisburg Campus as an interfaith prayer room to support the diverse religious needs of our College.</p> <p>All students and employees are welcome to utilize the space for prayer and meditation Monday through Friday from 7:30 a.m. to 9 p.m.</p> <p>The room contains several basic supplies that individuals may need, including mats, a room divider, head coverings and cleaning supplies. Contact information for questions and suggestions is also available in the room.</p> <p>If you are interested in learning more on this topic, please view the related resources below:</p> <ul style="list-style-type: none"> • Learn about how spirituality can help students navigate college • Learn about the religious practices of Muslim students • Learn about Muslim students' unique needs in higher education <p>For additional information, please contact InternationalStudent@hacc.edu.</p>	Feb. 16, 2022
322.	Did HACC update the five-phase plan for reopening the campuses due to the coronavirus?	Yes. The plan now has six phases. You can find the new six-phased plan on hacc.edu/COVIDannouncements under the "What is HACC's six-phased approach to reopening?" drop-down section or on myHACC under "Coronavirus Updates."	Feb. 9, 2022
323.	In which phase of the six-phased plan will we be in for the summer 2022 semester?	The College will be operating in phase five of the six-phased plan effective May 23, 2022.	Feb. 9, 2022

324.	How can I see if I'm eligible for the Coronavirus Aid, Relief, and Economic Security (CARES) Act and Higher Education Emergency Relief Fund (HEERF) funding?	All HEERF funds were distributed to eligible students in August 2021. All students who were eligible for those funds were notified at that time. For more information, please visit hacc.edu/CARESact .	Feb. 9, 2022
325.	I heard that the Pennsylvania Department of Health (DOH) will be administering COVID-19 testing at HACC's York Campus. Can you please tell me more about this?	<p>HACC's York Campus will be included as a site for COVID-19 testing; however, this is not a HACC event. The DOH is managing the entire process in cooperation with AMI testing.</p> <p>The drive-through testing site will be located in the rear parking area of the Governor George M. Leader Building. Testing is open to the general public:</p> <ul style="list-style-type: none"> • Feb. 15-18; 9 a.m.-6 p.m. • Feb. 19; 8 a.m.-2 p.m. • Feb. 22-25; 9 a.m.-6 p.m. • Feb. 26; 8 a.m.-2 p.m. <p>Parking for HACC students and employees will be limited to the area closest to the rear entrance of the Governor George M. Leader Building. The area will be marked with traffic cones.</p>	Feb. 9, 2022
326.	When does the spring 2022 HACC Foundation scholarship cycle open?	HACC is currently working on opening the scholarship application portal for the spring 2022 cycle. Students will be notified via HAWKMail when the scholarship application portal becomes active.	Feb. 9, 2022
327.	When is the deadline to apply to graduate?	<p>Students who will be completing their HACC credential in May or August 2022 should submit their application to graduate by March 1, 2022.</p> <p>To apply to graduate, please:</p> <ol style="list-style-type: none"> 1. Log in to your myHACC account 2. Click on the Student tab 3. Select Registration/Records 	Feb. 9, 2022

		<p>4. Go to the Student Records channel</p> <p>5. Select Commencement & Graduation</p> <p>6. Select Apply to Graduate</p> <p>All eligible spring 2022 and summer 2022 graduating students will be invited to participate in the May 2022 Commencement ceremony held at the GIANT Center on May 10, 2022.</p>	
328.	When is the deadline for completing the Free Application for Federal Student Aid (FAFSA®)?	<p>You can complete your FAFSA® for the next academic year at any time after Oct. 1. However, it is recommended that it be completed no later than Feb. 15 for maximum financial aid since some grants are awarded on a first come, first serve basis.</p> <p>For more information about completing a FAFSA®, please visit this webpage.</p> <p>You can also get help with your FAFSA® questions and schedule a FAFSA completion appointment by contacting HACC’s financial aid office at this link.</p>	Feb. 9, 2022
329.	I didn’t receive an e2Campus alert on Feb. 4. Can you please remind me how the College handles weather announcements during the winter months?	<p>Please accept our apologies. An e2Campus was not distributed on Feb. 4. The information was shared on social media and HACC’s website. Processes will be updated to ensure this does not happen moving forward.</p> <p><i>Please note:</i></p> <ol style="list-style-type: none"> 1. If there is a weather announcement regarding campus closures, it will only affect employees and students involved in on-campus classes and services. All other remote work, remote instruction and virtual learning courses will continue as scheduled. 2. The College will not use a delayed-opening schedule. Depending on the amount of inclement weather, on-campus courses will either be held or canceled for the day or evening. 3. The “Weather Announcement Process During COVID-19” menu on hacc.edu/Weather includes more information and our communication methods for notifications. 	Feb. 9, 2022

330.	Where can I learn information on creating a spending plan?	<p>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.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	Feb. 9, 2022
331.	How do I know if I need to fill out the COVID-19 reporting form?	<p>You must fill out the Reporting Sickness or COVID-19 Exposure Online Form if you:</p> <ul style="list-style-type: none"> • Test positive for COVID-19 • Have had <i>close</i> or <i>indirect</i> contact with an individual who tested positive for COVID-19 • Have had symptoms for at least 48 hours <p>Please note:</p> <ul style="list-style-type: none"> • It is important to report regardless of how you are working (on campus, fully remote or a combination of both) or taking classes (on campus, fully remote, virtual learning or a combination). • If you have symptoms, you must stay home and contact your supervisor or instructor to make alternate arrangements. • It is important to self-screen each day. 	Feb. 2, 2022
332.	Where is the COVID-19 reporting form located?	<p>The COVID-19 reporting form can be found in the following places:</p> <ul style="list-style-type: none"> • Direct link • myHACC • hacc.edu/Coronavirus 	Feb. 2, 2022
333.	What is the COVID-19 quarantine time?	Please review the quarantine times for the following scenarios:	Feb. 2, 2022

		<ul style="list-style-type: none"> • Close Contact - If you've had close contact with someone who tested positive for COVID-19, please quarantine for 10 days, with the option to test on day five or after. If the result is negative after testing on the fifth day, the quarantine time will reduce to seven days. • Indirect Contact - If you've had indirect contact with someone who tested positive for COVID-19, there is no quarantine necessary. Please monitor yourself by self-screening daily. • Positive COVID-19 Test - If you've received a positive COVID-19 test, please quarantine for 10 days from the date of the positive test. If symptomatic a few days before testing positive, please quarantine 10 days from the first day of your symptoms. • Experiencing symptoms - If you are experiencing any of the symptoms on the self-screening list, please stay home for 48 hours and monitor. If experiencing symptoms after 48 hours, please fill out the online form and quarantine for 10 days. Your quarantine time will begin at the start of your symptoms. <p>Please note: The definitions of each scenario are listed at hacc.edu/COVIDannouncements under the “What is the process to report sickness or COVID-19 exposure?” drop-down section.</p>	
334.	What do I do if I receive a positive COVID test?	Please complete the Reporting Sickness or COVID-19 Exposure Online Form and indicate that you tested positive. You will be provided additional guidance after submitting the form.	Feb. 2, 2022
335.	What if I had close contact with someone who tested positive for COVID-19, but I tested negative five days later. Can I email you the negative test to allow me to come back on campus after I quarantine for seven days?	If you were tested for COVID-19 and the result was negative, please email your negative results to corona@hacc.edu . This is important for those who have had close contact with someone who tested positive for COVID-19.	Feb. 2, 2022
336.	What do I do if my spouse had contact with someone who tested positive for COVID-19 at their work?	This is an example of indirect contact. Therefore, please complete the Reporting Sickness or COVID-19 Exposure Online Form and indicate that you had “indirect” contact with someone who tested positive for COVID-19.	Feb. 2, 2022

337.	What do I do if any member of my household tests positive for COVID-19?	This is an example of close contact. Therefore, please complete the Reporting Sickness or COVID-19 Exposure Online Form and indicate that you had “close” contact with someone who tested positive for COVID-19.	Feb. 2, 2022
338.	I work in a hospital/clinical setting. What if I have close contact with someone who tested positive for COVID-19, but we were both wearing full personal protective equipment (PPE)?	If you were wearing full PPE upon close contact, there is no quarantine necessary. Please monitor yourself by self-screening daily . Please note: Full PPE is defined as protective clothing, gloves, face shields, goggles, facemasks and/or respirators or other equipment designed to protect the wearer from injury or the spread of infection or illness.	Feb. 2, 2022
339.	What are the latest updates related to the COVID-19 immunization requirements of clinical facilities?	Please visit hacc.edu/HealthCareersUpdate for the most up-to-date information. This information is tentative and thus subject to change. Therefore, please bookmark this webpage and continue to check it for updates.	Feb. 2, 2022
340.	Does HACC accept the at-home COVID-19 tests?	Yes, the College accepts at-home tests. Please follow the instructions on each test kit, as the directions for the home test kits vary.	Feb. 2, 2022
341.	Will students be dropped from classes for nonpayment this semester?	The final scheduled drop for nonpayment is 6 a.m. on Feb. 4. Please note that College in the High School students have a different deadline. Students should check their myHACC account under the “Registration and Records” link on the left navigation bar. Those who have a balance due should make payment arrangements with student accounts or work with financial aid to ensure their aid is on track. Students should resolve all balance issues by Feb. 3 to avoid the Feb. 4 drop process. Students enrolled in a HACC Payment Plan and who are in good standing will not be dropped. Students should use these contacts to address questions about their account and any balance due: <ul style="list-style-type: none"> • Financial Aid questions: financialaid@hacc.edu • Payment questions: staccts@hacc.edu • Other questions: onestopwc@hacc.edu Phone contact: 800-222-4222 or 800-ABC-HACC	Feb. 2, 2022

342.	How can I participate in the Bucknell Community College Scholars Program?	<p>The Bucknell Community College Scholars Program application is open.</p> <p>Qualifying students can earn a full-tuition scholarship to attend Bucknell University after completing their associate degree at HACC. This unique opportunity starts with a six-week summer 2022 program where students will get to experience all Bucknell has to offer, including campus life.</p> <p>Additional information can be found here. If students have questions, please contact transfer@hacc.edu.</p>	Feb. 2, 2022
343.	I heard that the Great American Outdoors Show will be held in person at the Pennsylvania Farm Show Complex and Expo Center from Feb. 3-13. How will this impact parking if I must come to the Harrisburg Campus?	Attendees to the Great American Outdoor Show will be able to park in HACC's Harrisburg Campus lots on Feb. 5 and Feb. 6, and Feb. 12 and Feb. 13 for \$10 per car. HACC employees and students coming to the Harrisburg Campus on those days should show their HACC parking hang tag or ID badge to avoid the parking fee.	Feb. 2, 2022
344.	I heard that community members can park in the Midtown 1 lot located on Harris Street. Is this true?	<p>Yes. HACC has been contacted by community members living adjacent to the Harris Street parking lot (HACC lot #3).</p> <p>Beginning Feb. 2, HACC will work with these community members to provide non-student/staff hang tags for a fee to accommodate parking.</p>	Feb. 2, 2022
345.	I heard that Midtown 1 will be closed for two hours on Feb. 4? Is this true?	Yes. Midtown 1 will be shut down to repair a water leak on Feb. 4 from 6-8 a.m.	Feb. 2, 2022
346.	What is HACC's travel guidance during the COVID-19 pandemic?	<p>We continue to closely monitor the news about increasing COVID-19 cases in our service region and beyond. As numbers have increased, we are taking precautions for the health and well-being of our students and employees.</p> <p>Therefore, effective immediately, the College will not support the following:</p> <ul style="list-style-type: none"> • Off-campus social gatherings or field trips • In-person field trips • Student club activities, conferences and service activities that require travel 	Jan. 26, 2022

		<ul style="list-style-type: none"> • Conferences and professional development activities that require travel <p>Since reservations and travel arrangements will not be approved throughout the spring semester, virtual opportunities for enrichment, professional development and student engagement are strongly supported and encouraged. For students who have already been approved for travel, please contact your supervisor for next steps.</p>	
347.	Where can I get in-home COVID-19 tests?	<p>Every home in the United States is eligible to order four at-home COVID-19 tests. The tests are completely free and orders will usually ship within seven to 12 days.</p> <p>Please use one of the following methods to order:</p> <ul style="list-style-type: none"> • Website: covidtests.gov/ • Phone: 1-800-232-0233 • Text Telephone (TTY) device: 1-888-720-7489 	Jan. 26, 2022
348.	Will the classes that were originally scheduled as on-campus classes for the spring 2022 semester resume to on-campus status as of Feb. 5?	<p>Yes. The College will resume its original plan for the spring 2022 semester on Feb. 5. As always, this information is tentative and subject to change.</p> <p>For details, please refer to the spring 2022 announcement on hacc.edu/COVIDannouncements.</p> <p>To receive free alerts regarding possible closings or delays, please sign up for e2Campus, HACC's collegewide alert system.</p>	Jan. 26, 2022
349.	Will students still be dropped from classes for nonpayment this semester?	<p>As a practice, students are dropped from classes for nonpayment several times a semester. Some students were dropped for nonpayment on Jan. 21.</p> <p>The final scheduled drop for nonpayment is Feb. 4 at 6 a.m. All balance issues should be resolved by the close of business on Feb. 3 to avoid the Feb. 4 drop process.</p>	Jan. 26, 2022

		<p>Students should check their myHACC account under the “Registration and Records” link on the left navigation bar to confirm their status. Students who have a balance due should make payment arrangements with student accounts in the Welcome Center or work with financial aid to ensure their aid is on track.</p> <p>Students who have enrolled in the HACC Payment Plan and who are in good standing will not be dropped.</p> <p>Please note that College in the High School students have a separate deadline for paying for classes.</p> <p>Please use these contacts to address questions about your account and any balance due:</p> <ul style="list-style-type: none"> • Financial aid questions: financialaid@hacc.edu • Payment questions: staccts@hacc.edu • Other questions: onestopwc@hacc.edu • Phone contact: 800-ABC-HACC (800-222-4222) 	
350.	How will the College handle weather announcements during the winter months?	<p>The College will not use a delayed-opening schedule. Depending on the amount of inclement weather, on-campus courses will either be held or canceled for the day or evening.</p> <p><u>Please note:</u> If there is a weather announcement regarding campus closures, it will <i>only affect</i> employees and students involved in on-campus classes and services. All other remote work, remote instruction and virtual learning courses will continue as scheduled.</p> <p>Please see the “Weather Announcement Process During COVID-19” drop-down section of hacc.edu/Weather for more information.</p>	Jan. 26, 2022
351.	Where can I learn tips on ways to effectively manage my money while in college?	<p>The video, “Managing Your Money in College,” by PSECU provides money management tips and outlines key terms and common myths to help you make sound financial decisions for your future.</p>	Jan. 26, 2022

		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 to schedule an appointment.	
352.	What is e2Campus and what is it used for?	e2Campus is HACC’s free alert system that allows you to stay informed quickly when the College has immediate announcements or emergencies. You can sign up to receive a text message on your mobile device and/or an email. For more information and to sign up, please visit hacc.edu/e2Campus . For more information about HACC’s weather announcement process, please visit hacc.edu/Weather .	Jan. 19, 2022
353.	In Dr. Ski’s Jan. 7 weekly email , I read that most of HACC’s student services will continue to only be available remotely through Jan. 28. What food options are available?	The Chef’s Apprentice reopened on Jan. 18. There are many food options available on each campus. To learn what dining options are available, please visit hacc.edu/Dining .	Jan. 19, 2022
354.	Will there be another Coronavirus Aid, Relief, and Economic Security (CARES) Act disbursement for students?	To date, the College has distributed all Coronavirus Aid, Relief, and Economic Security Act (CARES); Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA); and American Rescue Plan (ARP) funds to students. Details regarding those disbursements are available at hacc.edu/CARESact .	Jan. 19, 2022
355.	Has the College changed its quarantine protocol in light of the Centers for Disease Control and Prevention’s recently updated guidance?	At this time, the College has made no changes to its COVID-19 quarantine protocols. We will continue to monitor the evolving guidance.	Jan. 12, 2022
356.	How long can I wear my mask before it needs to be disposed of or washed?	According to the Centers for Disease Control and Prevention (CDC) website : <ul style="list-style-type: none"> • Cloth/reusable masks should be washed as soon as they become dirty, or at least once a day. • Disposable face masks are to be thrown away after wearing it once. Please remember to wash your hands after handling or touching a used mask.	Jan. 12, 2022

357.	How should my face mask be worn?	According to the Centers for Disease Control and Prevention (CDC) website , face masks should fit snugly against the sides of your face and not have gaps. They should completely cover your nose and mouth.	Jan. 12, 2022
358.	I heard that there were changes to the self-screening process. Is that true, and where can I find those changes?	Yes, there have been recent changes. Please: <ul style="list-style-type: none"> • See the self-screening pdf (updated Dec. 20, 2021) • Refresh your browser or clear your cache if you are seeing an outdated version • View the information under the “What is the process to report sickness or COVID-19 exposure?” drop-down section of hacc.edu/COVIDannouncements for more information 	Jan. 12, 2022
359.	Where can I get a COVID-19 test?	Please submit your ZIP code in the “FIND NEAR ME” box on this webpage , and a list will auto-populate with locations for you.	Jan. 12, 2022
360.	With the campuses closed through Jan. 28, how will I get my books, parking pass and HACC ID?	The bookstores remain open Monday through Friday from 8 a.m. to 4:30 p.m., and students can still pick up books on a HACC campus. Please remember that all students, employees and visitors – even if they are fully vaccinated – will be required to wear face coverings. The College’s official guidance on face-covering expectations can be found here . Upon the reopening of the Welcome Centers on Jan. 31, students will be able to obtain parking passes and their HACC IDs .	Jan. 12, 2022
361.	Does the College have any Saturday hours to support students’ registration?	Some departments will have remote services to support students’ registration needs on Jan. 15 from 9 a.m.-1 p.m. Please use the following links to connect with the department. <ul style="list-style-type: none"> • Advising • Financial Aid [Zoom information is redacted for security purposes.] • Welcome Center [Zoom information is redacted for security purposes.] Students also may call 800-ABC-HACC to be directed to the appropriate office.	Jan. 12, 2022
362.	I missed the Dec. 20, 2021, deadline to return my rentals to the bookstore. Is it too late to return them now?	The bookstore has extended the rental return deadline to Feb. 3. The bookstores are open Monday through Friday from 8 a.m. to 4:30 p.m. in January. Students can either drop off their rentals at the bookstore or utilize one of the 24/7 drop boxes. Please see this webpage for more information about rental returns.	Jan. 12, 2022

363.	I recently read that my social media habits can put me at risk. Does the College have any tips?	<p>Although sharing updates and images on social media can allow us to stay in touch with individuals across the globe, this information can also get into the hands of scammers. To learn if YOUR social media habits put you at risk, please visit bit.ly/PSECUsocialMediaRisk.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Jan. 12, 2022
364.	What student services will be available for the spring 2022 semester?	<p>We will have various hours and availability of our student services for the spring 2022 semester.</p> <p>Please note:</p> <ul style="list-style-type: none"> • We are still offering student services remotely. • Some services will have a presence on campus for students who are on campus or have scheduled appointments. • Not all student services will have an on-campus presence. • Each webpage will be updated with the hours and availability for that select student service. <p>HACC’s student services include, but are not limited to:</p> <ul style="list-style-type: none"> • Advising • Bookstore • Campus Fitness Center – Harrisburg • Campus Fitness Center – Lancaster • Career Services • CARE Center • Computer Help Desk • Dining Services • Financial Aid • Global Education • KEYS 	Jan. 5, 2022

		<ul style="list-style-type: none"> • Learning Commons (Computer Labs/Library/Testing/Tutoring/User Support) • Library Chat (24/7 Chat Coverage) • Men of Color Initiative • Military and Veteran Affairs • New Student Orientation • Online SmartThinking Tutoring • Public Safety Center • Registrar • Remote Proctoring • Student Access Services • Student ID and Parking Passes • Title IX • Transfer Services • Welcome Center 	
365.	I received an email that all student services are being provided remotely the week of Jan. 4, 2022. How can I pick up my bookstore web order this week?	All HACC bookstores are open Monday-Friday from 8 a.m.-4:30 p.m. in January, including this week. The exception is on Martin Luther King Jr. Day on Jan. 17, since the College is closed.	Jan. 5, 2022
366.	I heard that the Pennsylvania Farm Show is back in person Jan. 8-15, 2022. How will this impact parking if I must come to the Harrisburg Campus?	<p>Parking in HACC's Harrisburg Campus lots is available to Pennsylvania Farm Show attendees for \$15 per car.</p> <p>HACC students and employees should show their College parking hang tag or ID badge to avoid the parking fee.</p> <p>East lots 2 and 3 and the upper west lots 9-12 are reserved for students and employees; however, students and employees can park anywhere on campus.</p>	Jan. 5, 2022
367.	How will the College handle weather announcements during the winter months?	If there is a weather announcement regarding campus closures, it will only affect employees and students involved in on-campus classes and services. All other remote work, remote instruction and virtual learning courses will continue as scheduled.	Dec. 15, 2021

		Please see the “Weather Announcement Process During COVID-19” menu on hacc.edu/Weather for more information and our communication methods for notifications.	
368.	With the end of the semester upon us and the holidays fast approaching, what mental health resources does HACC offer to support students?	<p>During this busy and transitional time, we at HACC understand that there may be challenges and provide resources to support our students. HACC continues to offer students mental health services through Mazzitti & Sullivan.</p> <p>Free 24/7 Counseling Support:</p> <ul style="list-style-type: none"> • HACC provides all currently enrolled students three free counseling sessions through Mazzitti & Sullivan. To make an appointment, please call 1-800-543-5080 or access the online appointment form at: https://www.mseap.com/hacc-students/. • You can also speak with a mental health professional, 24 hours a day, 7 days a week, by calling 1-800-543-5080. <p>More detailed information and additional resources are available at: hacc.edu/mentalhealth.</p>	Dec. 15, 2021
369.	Do you have any tips for how I can protect my money and identity?	<p>According to PSECU, consumers lose billions of dollars every year due to increased instances of identity theft and fraud. To learn five quick steps that you can take to protect YOUR money and identity, please visit bit.ly/PSECUprotect.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Dec. 15, 2021
370.	I heard that there will not be any classes offered in Lebanon this spring. Is this true?	<p>This rumor is false. The College will continue to offer a variety of on-campus classes and support services in Lebanon.</p> <p>As a reminder, students can register for on-campus and online classes at any of HACC’s five campuses.</p> <p>Please register for classes as soon as possible to ensure you have the best pick of class options.</p>	Dec. 15, 2021

371.	I know that we're in #FinalsMode, but I heard that HACC students could enter to win a free HACC mask by submitting a photo of themselves while on campus. I'd love the chance to win a mask. What are the details, and how do I enter?	<p>HACC is running a #MaskUpHawks contest for students through December for a chance to receive a HACC mask in a random drawing.</p> <p>Whether you're heading to campus for class or to visit the bookstore, library or Welcome Center, we'd love to see your on-campus experiences!</p> <p>Please visit hacc.edu/MaskUpHawks for details. Good luck with finals! #HACCyeah</p>	Dec. 15, 2021
372.	I am stressed about final exams next week. What supports does HACC offer?	<p>We understand final exams can be stressful and overwhelming. Please remember that the College is here to support you throughout the remainder of the semester. Please note and utilize the following resources:</p> <ul style="list-style-type: none"> • Advising • CARE Center for non-academic challenges • Career services • Mental health resources • Technical support • Tutoring <p>For a full list of resources, please visit hacc.edu/Students.</p>	Dec. 8, 2021
373.	What is HACC's masking guidance?	<p>While on campus, all students, employees and visitors – even if they are fully vaccinated – will be expected to wear masks. The College's official guidance on mask expectations can be found here.</p>	Dec. 1, 2021
374.	Can I still register to participate in the fall Commencement ceremonies?	<p>No. Eligible students were encouraged to complete a participation form by Nov. 15. The participation form is now <u>closed</u>.</p> <p><i>In accordance with COVID-19 protocols and to ensure social distancing, we are not able to accommodate walk-ins at the Giant Center.</i></p> <p>For more information on HACC's fall 2021 Commencement ceremonies, please continue to check our Commencement website.</p>	Dec. 1, 2021
375.	What are the masking requirements for the ceremony?	<p>ALL <u>graduating students</u> MUST wear a mask/facial covering indoors at ALL times.</p>	Dec. 1, 2021

376.	Will there be food and snacks sold at the concession stands during the fall 2021 Commencement ceremonies?	No. There will be no food or snacks sold. However, there will be bottles of water available for sale.	Dec. 1, 2021
377.	I live in Lebanon and take classes at the Lebanon Campus. I am concerned because I keep hearing talk that the College is closing the Lebanon Campus. Is this true?	We are saddened that you continue to hear this <i>inaccurate</i> information. The rumors that HACC is leaving Lebanon <i>are false</i> . The College remains committed to you, our students and employees, and the Lebanon community. This fall, and in the future, HACC will continue to offer you with on-campus and online classes and student services.	Dec. 1, 2021
378.	I understand that there will be a Red Cross emergency vehicle training taking place at HACC's Harrisburg Campus. What is this?	The Red Cross will be holding emergency vehicle driver training in the west lot of HACC's Harrisburg Campus on Dec. 10 and Dec. 11 from 8 a.m.–4 p.m.	Dec. 1, 2021
379.	What is the status of HACC's strategic planning efforts for 2022-25?	The HACC Strategic Planning Committee has hosted several milestones for collegewide participation, including SWOT surveys, a student experience workshop, discussions on higher education trends and future visioning sessions. Please join us Dec. 3 from 10-11:15 a.m. at a virtual summit to add YOUR voice to the strategic planning conversation! Please use this link to join the event: [Zoom information is redacted for security purposes.] #YourVoiceMatters	Dec. 1, 2021
380.	I recently saw on social media that there are risks associated with online shopping. What does this mean for me?	We understand that online shopping has many perks. However, there are risks associated with online shopping. PSECU provides the blog, "Tips for Shopping Securely Online" to assist you in becoming a savvy online shopper. To learn more, please visit bit.ly/PSECUsavvyShopper . 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 to schedule an appointment.	Dec. 1, 2021

		Please do not include personal information (such as your bank account number and social security number) in your email.	
381.	My family member has COVID-19 but is currently feeling better and over her symptoms. We share the same house. I mask while inside and walking about the house. I planned to quarantine myself from classes for this week and return next week if I am symptom-free. Can I return to classes sooner than next week?	Please fill out our online COVID-19 form. You will receive guidance after you submit the form.	Nov. 17, 2021
382.	I heard that since the College is planning on increasing on-campus classes for the spring 2022 semester, there may not be enough time to clean the classrooms between each class. Is this true?	HACC's goal is to offer more on-campus classes for the spring 2022 semester. Please view the spring 2022 schedule . Following CDC guidelines , HACC will continue the layered cleaning procedures once a day. To get more information on HACC cleaning practices, please visit hacc.edu/COVIDannouncements .	Nov. 17, 2021
383.	In Dr. Ski's weekly Zoom session on Oct. 21 and in his weekly email on Nov. 3, he announced that eligible employees will be provided additional paid time off on Nov. 24 and Dec. 23. Does this mean that everyone working at the College will be off these additional days?	Not all employees will be off on Nov. 24 and Dec. 23. Essential employees, such as public safety and security staff, will continue to work. Faculty assigned to teach on those days will continue as originally scheduled in the 2021-22 academic calendar .	Nov. 17, 2021
384.	Are classes canceled on Nov. 24 and Dec. 23?	No. Classes are not canceled on Nov. 24 and Dec. 23. Academic commitments to our students must continue as originally scheduled in the 2021-22 academic calendar . This ensures that we meet our accreditation requirements and that our	Nov. 17, 2021

		<p>students remain on track to meet their academic obligations by the end of the semester.</p> <p>Similar to “Thanksgiving Eves” of the past, when the College closed at noon or 4:30 p.m., all on-campus, virtual and clinical classes continued as scheduled.</p> <p>Please note that faculty positions are different from classified, administrative and professional positions. Faculty employment obligations are based on course load or the required minimum contractual workload credits assigned within an academic year.</p>	
385.	<p>Does the additional paid time off on Nov. 24 affect academic classes? Specifically, will on-campus classes be canceled on Nov. 24? If so, students will be losing valuable instructional time. If not, then the College is not really closed, and the paid holiday does not apply to faculty, librarians, security or other support staff. Please clarify.</p>	<p>Classes are not canceled on Nov. 24. Similar to previous “Thanksgiving Eves” when the College closed at noon or 4:30 p.m., all on-campus, virtual and clinical classes continued as scheduled.</p> <p>Essential employees, such as public safety and security staff, will continue to work. Faculty assigned to teach on those days will continue as originally scheduled in the 2021-22 academic calendar.</p>	Nov. 17, 2021
386.	<p>How will the College handle weather announcements for the 2021-22 fall and winter seasons?</p>	<p>If there is a weather announcement regarding campus closures, it will only affect employees and students involved in on-campus classes and services. All other remote work, remote instruction and virtual learning courses will continue as scheduled.</p> <p>Please see the “Weather Announcement Process During COVID-19” tab on hacc.edu/Weather for more information and our communication methods for notifications.</p>	Nov. 17, 2021
387.	<p>I take classes on campus. What food options are available to me?</p>	<p>The Chef’s Apprentice is now open inside the Bruce E. Cooper Student Center on the Harrisburg Campus. A variety of food options are available at all campuses. To learn more, please visit hacc.edu/Dining.</p>	Nov. 17, 2021

388.	Can you please provide more information about the fall 2021 Commencement ceremonies?	<p>HACC's fall 2021 Commencement ceremonies will be held on Dec. 14, 2021, at the Giant Center in Hershey, Pa.</p> <p>The College will hold two different ceremonies. The first ceremony will begin at 2 p.m., and the second ceremony will begin at 6 p.m.</p> <p>Graduating students must adhere to COVID-19 protocols, including:</p> <ul style="list-style-type: none"> • ALL graduating students MUST wear a mask/facial covering indoors at ALL times. • Graduating students will be seated six feet apart. <p>Please continue to check our Commencement webpage for additional information. If you have additional questions, please contact Commencement@hacc.edu.</p>	Nov. 17, 2021
389.	Can I still register to participate in HACC's fall 2021 Commencement ceremony?	<p>No. Eligible students were invited via HAWKMail to complete a participation form by Nov. 15. The participation form is now <u>closed</u>.</p> <p><i>Please note: To ensure the safety of all graduating students and comply with safety protocols, we will not be able to accommodate walk-ins due to maximum capacity for social distancing.</i></p>	Nov. 17, 2021
390.	I heard that PSECU is offering a fall promotion. Can you please provide more details?	<p>For a limited time, you can earn \$100 for joining PSECU and meeting promotional requirements. PSECU offers perks like debit card cash rewards, surcharge-free ATMs and even free money-management tips and tools.</p> <p>To learn more, please visit go.psecu.com/students or bit.ly/3BexEbd and use this promo code: FALL100</p>	Nov. 17, 2021
391.	What should I do before coming to campus each day? Is there a new online form to report sickness or exposure?	<p>All individuals regardless of vaccination status must self-screen prior to coming to campus.</p> <p>Additionally, please complete this new online COVID-19 form if you have:</p> <ul style="list-style-type: none"> • Had close contact with someone who tested positive for COVID-19 • Had indirect contact with someone who tested positive for COVID-19 • Tested positive for COVID-19 yourself • Have COVID-19 symptoms: 	Nov. 10, 2021

		<ul style="list-style-type: none"> ○ Congestion or runny nose ○ Cough ○ Diarrhea ○ Fatigue ○ Fever or chills ○ Headache ○ Muscle or body aches ○ Nausea or vomiting ○ New loss of taste or smell ○ Shortness of breath or difficulty breathing ○ Sore throat <p>Please remember that some symptoms are similar to cold symptoms. Therefore, if you are experiencing any of the above symptoms, it's very important to NOT come to campus AND to complete the online COVID-19 form.</p> <p>If you have any COVID-related questions, please email corona@hacc.edu. For more information, please visit hacc.edu/COVIDannouncements.</p> <p><u>Definitions:</u></p> <ul style="list-style-type: none"> ● Close Contact: You have been less than 6 feet from someone (more than 15 minutes in a 24-hour period) who has tested positive for COVID-19. ● Indirect Contact: You have been in close contact with an individual who is not ill but was exposed to an individual who tested positive for COVID-19. ● Positive Test: You personally received a positive COVID-19 test result. ● Symptoms: Please see the self-screening process. 	
392.	Are there any upcoming vaccine clinics on campus for students to receive their COVID-19 vaccines?	At this time, there are no vaccine clinics scheduled.	Nov. 10, 2021

393.	Since it is getting colder outside, will Chef's Apprentice move inside?	<p>The Chef's Apprentice will be open in the Bruce E. Cooper Student Center effective Nov. 15. The last day for the outdoor grill is Nov. 11.</p> <p>To view your dining options for all HACC campuses, please visit hacc.edu/Dining.</p>	Nov. 10, 2021
394.	I heard that there will be a 5K run on Nov. 21 hosted by Capital Area Girls on the Run on the Harrisburg Campus. What impact will this have on the campus, employees and students?	<p>Please note this is not a HACC event. Capital Area Girls on the Run is the event organizer. They will begin setting up on Nov. 19 in East Lots 4-6. Tents will be set up and porta-potties will be delivered.</p> <p>On Nov. 21, participants will begin arriving around 7:30 a.m. for pre-run activities. HACC's Public Safety and Security Department and Harrisburg police will shut down all entrance points in the East and West parking lots from 9:30 a.m. until the last runner crosses the finish line. The entrances should only be impacted for approximately 45 minutes.</p>	Nov. 10, 2021
395.	I heard that Spring Street, behind HACC's Lebanon Campus, may be closed on Nov. 11. Will HACC parking be impacted?	<p>Due to ongoing construction by the City of Lebanon, Spring Street will be closed on Nov. 11 from 5 a.m.-3 p.m. The closure is to allow the City of Lebanon's contractor to pour the concrete for the floor in the police garage addition.</p> <p>No student parking will be impacted.</p> <p>Please note that the only parking that will be impacted is the five parking spaces along the concrete building wall. The construction trucks will remain there waiting to be unloaded.</p>	Nov. 10, 2021
396.	What is HACC's response to the recent media story about the unionization efforts?	Please see HACC's statement in the College's online newsroom.	Nov. 3, 2021
397.	I'm taking classes on campus. Now that it's getting colder, where can I go to eat indoors?	<p>Each campus has space for students that is set for social distancing. Please see details for each campus below:</p> <ul style="list-style-type: none"> • Gettysburg Campus: Hub area • Harrisburg Campus: Bruce E. Cooper Student Center café • Lancaster Campus: Main Building café • Lebanon Campus: Third-floor lounge • York Campus: Governor George M. Leader Building café 	Nov. 3, 2021

398.	Did the Office of Student Affairs and Enrollment Management change its hours of operation?	<p>The Office of Student Affairs and Enrollment Management did not change its hours of operation. However, as shown by student service data, work locations have changed to meet students' needs. The College continues to offer its student services on campus, remotely or both. For specific details about the various service areas and their hours of operation, please see the links below:</p> <ul style="list-style-type: none"> • Academic advising • Career services • Financial aid • New student orientation (NSO) • Welcome Center 	Nov. 3, 2021
399.	I heard that HACC students could enter to win a free HACC mask by submitting a photo of themselves while on campus. What are the details, and how do I enter?	<p>Yes! We are currently running a #MaskUpHawks contest.</p> <p>Whether you're heading to campus for class or to visit the bookstore, library or Welcome Center, we'd love to see your on-campus experiences.</p> <p>What's the best part? You could win a free HACC mask by simply submitting a photo of yourself on campus.</p> <p>Each month that the contest runs, we will have a random drawing to give away four HACC masks to those who enter.</p> <p>Please visit hacc.edu/MaskUpHawks for details. #HACCyeah</p>	Nov. 3, 2021
400.	In a previous email, I read that PSECU is hosting a sweepstakes. Did this start yet?	<p>PSECU's Financial Fitness Sweepstakes began on Oct. 25. However, it's not too late for you to boost YOUR financial knowledge. For every video you watch, you'll be entered for a chance to win. To learn more, please visit go.psecu.com/fitness.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Nov. 3, 2021

401.	I'm writing in regards to the CARES Act and CRRSAA. I have been facing financial difficulties due to COVID-19. My mom is suffering from severe heart failure and is not working. Due to that, I have swapped all my credit cards and taken out a loan to pay for housing, food and medication for my mom. I will really appreciate it if I can be directed to the rightful department to get some assistance.	We are here to help. Please call 717-801-3227 or 717-780-2454 to speak with someone from our CARE Center .	Oct. 27, 2021
402.	Who is allowed to come to campus this fall?	<p>HACC campus grounds are open to the public.</p> <p>HACC's buildings are open only to authorized employees and all students who are:</p> <ul style="list-style-type: none"> • Taking on-campus classes • Attending appointments on campus <p>Seeking on-campus services during scheduled on-campus hours for those offices</p>	Oct. 27, 2021
403.	What mental health resources are available for students?	<p>HACC provides all currently enrolled students three free counseling sessions per semester through our partnership with Mazzitti & Sullivan.</p> <p>Students can:</p> <ul style="list-style-type: none"> • Call the toll-free number at 800-543-5080 • Complete an appointment request form at mseap.com/hacc-students/ • Access Mazzitti & Sullivan's online repository of self-help resources that includes information on relationships, finances, emotional well-being, nutrition and more 	Oct. 27, 2021

		For a full description of all the resources available to our students, please visit hacc.edu/MentalHealth .	
404.	How can I get help completing the FAFSA?	<p>HACC's Financial Aid Department is offering a Spooktacular FAFSA (Free Application for Federal Student Aid) Workshop to guide you through the application process or to answer any questions you may have.</p> <p>Event: Spooktacular FAFSA Workshop via Zoom Date: Oct. 29, 2021, between 10 a.m. and 4 p.m. Register: Please click here to register and choose the one-hour time period to attend. Join: [Zoom information is redacted for security purposes.]</p> <p>If you are unable to attend, you can schedule a Zoom appointment with a HACC financial aid professional to get help completing your FAFSA.</p>	Oct. 27, 2021
405.	Can you please give me more information about the fall 2021 Commencement ceremony?	<p>HACC's fall 2021 Commencement ceremony will be held at the Giant Center in Hershey, Pennsylvania on Dec. 14. We will hold two ceremonies. The first ceremony will begin at 2 p.m., and the second ceremony will begin at 6 p.m. Students who are eligible to graduate will receive a Commencement participation form in the next week. Students should continue to check their HAWKMail for the form. The deadline to complete the form is Nov. 15 at 11:59 p.m. Selection of a ceremony time will be determined on a first-come, first-served basis.</p> <p>Graduating students must adhere to the following safety protocols:</p> <ul style="list-style-type: none"> • All graduating students must wear a mask/facial covering indoors at all times. • Graduating students will be seated 6 feet apart. <p>This information is tentative and subject to change.</p> <p>If you have any other questions, please email Commencement@hacc.edu.</p>	Oct. 27, 2021
406.	I heard that the Leader Building at the York Campus needs a new water meter. When will this occur and how	The York Water Company needs to replace a faulty water meter at the Governor George M. Leader Building at the York Campus. The meter will be replaced on Oct. 29 from 8-11 a.m. and the water in the building will be turned off.	Oct. 27, 2021

	long will the water be turned off?	If you need a temporary location during this time, please contact Tom Frye, director of facilities operations, at tafrye@hacc.edu .	
407.	A HACC vending machine recently ate my dollar. How do I get a refund?	<p>HACC bookstores are handling vending refunds.</p> <p>During regular operating hours, individuals who need a refund can visit the bookstore and inform the cashier.</p> <p>For Pepsi refunds, please write down the machine asset number located on the machine to make the claim.</p> <p>Since there is no bookstore at HACC’s Lebanon Campus, please use the reporting number on the Pepsi machine to call for a refund.</p> <p>For food vending machines, please see the directions written on the side of the machine to learn how to request your refund.</p>	Oct. 27, 2021
408.	I have heard that the Main Building roof project at the Lancaster Campus has been delayed. Why is that?	The project start date has been pushed back to spring 2022. The delay is due to a combination of transportation delays of the roofing materials and temperatures dipping below 50 degrees, which is the minimum acceptable temperature for the product to properly adhere.	Oct. 27, 2021
409.	Are we still required to fill out the online COVID-19 form if we are participating in an on-campus class? If so, where is the link to fill out the form? If not, what are the requirements or procedures for attending a class on campus?	<p>Students are not required to complete a daily online wellness-screening form if coming on campus. However, students should continue to self-screen and follow the guidelines under “What should a student do before coming to campus each day?” on the website.</p> <p>Additionally, if you have experienced any of the following symptoms within the past 48 hours, please DO NOT visit the campus until symptoms have subsided for more than 48 hours.</p> <ul style="list-style-type: none"> • Congestion or runny nose • Cough • Diarrhea • Fatigue • Fever or chills • Headache • Muscle or body aches • Nausea or vomiting 	Oct. 20, 2021

		<ul style="list-style-type: none"> • New loss of taste or smell • Shortness of breath or difficulty breathing • Sore throat <p>If you have experienced the above symptoms, had contact with someone who tested positive for COVID-19 or tested positive for COVID-19 yourself, please email corona@hacc.edu for guidance.</p> <p>Please visit hacc.edu/COVIDannouncements for more information.</p>	
410.	I was wondering when faculty members will be posted for the winter schedule. I am trying to select classes for winter; however, there are no instructors listed.	<p>Approximately two-thirds of the winter classes are currently staffed. As faculty are assigned to the remaining classes, the schedule will be updated accordingly.</p> <p>As a reminder, priority winter and spring registration begins for military/veterans on Oct. 25 and for continuing students on Oct. 27.</p>	Oct. 20, 2021
411.	I am overwhelmed. Can HACC provide help with completing my FAFSA?	<p>Many students feel anxious about completing the Free Application for Federal Student Aid (FAFSA®) form.</p> <p>HACC's Financial Aid Department is offering a Spooktacular FAFSA workshop on Oct. 29, 2021, from 10 a.m.-4 p.m., to guide you through the application process and answer any questions you may have. Please click here to register for the event.</p> <p>If you are unable to attend the event, please schedule a Zoom appointment with a HACC financial aid professional to receive help completing your FAFSA.</p>	Oct. 20, 2021
412.	It appears that I have money available to me in Bank Mobile, but I haven't been able to access it. How can I get my money out of Bank Mobile?	<p>Students who have questions about their Bank Mobile account should contact a HACC Welcome Center for assistance.</p>	Oct. 20, 2021
413.	I am taking classes in Lebanon. What student support options are available to me?	<p>HACC is offering a range of on-campus and remote services to students taking classes at the Lebanon Campus, including:</p> <ul style="list-style-type: none"> • On-campus and remote services: Welcome Center and career services 	Oct. 20, 2021

		<ul style="list-style-type: none"> Remote services: academic advising, financial aid and new student orientation (NSO) <p>Remote services are available to all students at the following times:</p> <ul style="list-style-type: none"> Monday-Thursday; 8 a.m.-6:30 p.m. Friday; 9 a.m.-4:30 p.m. 	
414.	I heard that the Governor George M. Leader Building at HACC's York Campus needs a new water meter. When will this occur? How long will the water be turned off?	<p>Yes. The York Water Company needs to replace a faulty water meter at the Governor George M. Leader Building at the York Campus.</p> <p>The meter will be replaced on Oct. 29 from 8-11 a.m. The water in the building will be turned off during this time.</p> <p>If you need a temporary location during this time, please contact Tom Frye, director of facilities operations.</p>	Oct. 20, 2021
415.	Will Career Services offer an event to help students prepare for internship and job interviews?	<p>In November, Career Services is hosting two SWITCH-A-ROO Interview Events: Who Would You Hire?</p> <p>In preparation for big games, coaches and athletes often "scout" their opponents by watching videos of them in game situations so that they can prepare plays and strategies to win. Role-playing is a great way to expand one's learning and gain deeper insight. In turn, this can make us "more prepared" to handle situations because we have a broader perspective and get the bigger picture.</p> <p>Have you ever wondered during an interview, "Is this a trick question?" This activity will help you better gauge what information employers are really trying to gather in helping decide if you are a good fit for their team. The purpose of this event is for you to gain greater insight into what employers are looking for during the interview process, so you are better equipped to "play the interview game."</p> <p>Dates:</p> <ul style="list-style-type: none"> Nov. 16; noon-1 p.m. Nov. 17; 5-6 p.m. 	Oct. 20, 2021

		<ul style="list-style-type: none"> Zoom link: [Zoom information is redacted for security purposes.] <p>Please contact Career Services at careerservices@hacc.edu with any questions or if you are unable to attend and need to schedule a one-on-one appointment.</p>	
416.	I received an email from Dr. Ski asking for my participation in a survey to help create HACC's strategic plan, but I don't remember the deadline. Do I still have time to submit a survey?	<p>Yes! YOUR input is essential as HACC begins developing its 2022-25 strategic plan. Please take five minutes to complete the survey by Oct. 29.</p> <p>We look forward to hearing from you. Thank you!</p>	Oct. 20, 2021
417.	I saw on HACC's social media sites that PSECU is hosting a Financial Fitness Sweepstakes. What does this mean?	<p>This fall, PSECU is awarding \$500 to five winners during its Financial Fitness Sweepstakes that begins on Oct. 25.</p> <p>Participants will learn important money tips by viewing financial wellness videos. For each video watched, the participant will be entered for a chance to earn some cash. For complete rules and details, please visit go.psecu.com/fitness.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Oct. 20, 2021
418.	Are there any upcoming Zoom sessions with Dr. Ski for students to attend?	<p>Yes. The next Zoom session for HACC students is on Oct. 26 from 3-3:30 p.m. All HACC students are welcome.</p> <p>Please use the following Zoom information: [Zoom information is redacted for security purposes.]</p> <p>Please note the following protocols for these Zoom sessions:</p> <ul style="list-style-type: none"> Please log in at least five minutes before the session begins. The Zoom meeting will be closed to new participants at 3:05 p.m. 	Oct. 20, 2021

		<ul style="list-style-type: none"> Please use the chat feature to ask questions, and HACC employees and I will respond. 																
419.	I heard that HACC’s Massage Therapy Student Studio will soon be open to the public. Is this true?	<p>Yes. On Nov. 1, the Massage Therapy Student Studio, located at HACC’s Harrisburg Campus in room 203 of the John Hall Technology Center, will be open to the public. The one-hour massage sessions are \$40.</p> <p>Please:</p> <ul style="list-style-type: none"> Use this link to book an appointment online. Note that while on campus, all students, employees and visitors – even if they are fully vaccinated – will be expected to wear masks. The College’s official guidance on mask expectations can be found here. <p>If you have any questions, please contact Nina Kottcamp, program director, at nmkottca@hacc.edu.</p>	Oct. 13, 2021															
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			environmental impact. This will be mitigated by closing the exterior air intakes; however, some odors may initially still be present.	
421.	Where can students park at HACC's Lebanon Campus?	<p>Student parking will be in the Fulton Bank parking lot, located at 555 Willow St. This lot is 1.5 blocks from the Lebanon Campus.</p> <p>Parking spaces are designated as reserved with a HACC parking sign and outlined in white.</p> <p>Parking is free with a HACC parking pass. Parking passes can be obtained from HACC's Public Safety and Security Department. Students will need their vehicle registration and driver's license.</p>		Oct. 13, 2021
422.	I heard there are changes to the FAFSA application. What changed? Which FAFSA do I need to complete for spring 2022 classes?	<p>As part of the FAFSA Simplification Act, changes to the FAFSA (Free Application for Federal Student Aid) are being phased in over several academic years. Visual changes have been made to streamline the studentAid.gov website. However, the questions are similar to the previous year.</p> <p>The removal of selective service and drug conviction requirements for Title IV eligibility took effect for the current 2021-22 FAFSA. These questions will remain on the FAFSA through the 2022-23 award year, but will no longer impact a student's Title IV aid eligibility.</p> <p>Students need to complete the 2021-22 FAFSA application for the fall 2021, spring 2022 and summer 2022 semesters.</p> <p>The 2022-23 FAFSA application is available for the fall 2022, spring 2023 and summer 2023 semesters. Some grants are awarded on a first-come, first-served basis, so please file early and get ahead!</p> <p>For more information on the priority deadline and HACC's school code, please visit HACC's financial aid webpage.</p> <p>If you have any questions or need assistance completing your FAFSA, please contact the Financial Aid Department.</p>		Oct. 6, 2021

423.	How can I get a student ID?	Students can get their HACC ID at any campus Welcome Center on Monday, Tuesday or Thursday from 8 a.m. to 4:30 p.m. Contact information and the Welcome Center hours are available on our website .	Oct. 6, 2021
424.	How can I get help with my financial aid questions?	Financial aid services will be offered remotely until Nov. 1. After Nov. 1, financial aid support will be offered on campus on Mondays and Thursdays from 8 a.m. to 4:30 p.m. Services will also continue to be offered remotely Monday through Thursday from 8 a.m. to 6:30 p.m. and Fridays from 9 a.m. to 4:30 p.m. For more details, please visit hacc.edu/Paying/ContactFinancialAid/index.cfm .	Oct. 6, 2021
425.	When is World Mental Health Day?	World Mental Health Day is Oct. 10. We want to remind and encourage you to take care of your mental health. We recognize that life is happening and busy, and finding time to dedicate to caring for yourself can be difficult. Please see the resources below that could help you with your mental well-being: <ul style="list-style-type: none"> • who.int/campaigns/world-mental-health-day/2021 • nami.org/Blogs/NAMI-Blog?categoryname=MentalIllness • youtube.com/watch?v=x6bz_ekkrYA For other mental health resources and information, please visit hacc.edu/mentalhealth .	Oct. 6, 2021
426.	What is e2Campus, and what is it used for?	e2Campus is HACC's free alert system that allows you to stay informed quickly when the College has immediate announcements or emergencies. You can sign up to receive a text message on your mobile device and/or an email. For more information and to sign up, please visit hacc.edu/e2Campus . For more information about HACC's weather announcement process, please visit hacc.edu/Weather .	Oct. 6, 2021
427.	I am taking classes at multiple HACC campuses. Are there food options available at each HACC campus?	#HACCyeah! To learn the dining options available at each of HACC's five campuses, please visit hacc.edu/Dining .	Oct. 6, 2021
428.	I applied for HACC Foundation scholarships. What are the next steps?	Please: <ul style="list-style-type: none"> • Remember to check your HAWKMail (including spam) for scholarship communications. • Log into AcademicWorks to check the status of your application. 	Oct. 6, 2021

		<ul style="list-style-type: none"> • Enroll into courses for the spring 2022 semester by the deadline. • Complete the process by the deadline if you receive a scholarship offer via HAWKMail. <p>If you have additional questions, please visit our Frequently Asked Questions (FAQs).</p>	
429.	<p>If I speak Spanish, how can I get help with questions about enrollment and registration?</p> <p>Si hablo español, ¿donde puedo obtener ayuda para preguntas sobre la inscripción y registración?</p>	<p>The Welcome Center and the advising team have several team members who speak Spanish. Please contact the Welcome Center and request to speak to a Spanish-speaking team member.</p> <p>El Welcome Center y el Departamento de Consejería Académica tienen un grupo de empleados que hablan español. Por favor comuníquese con el Welcome Center y solicite a un miembro que hable español.</p>	Oct. 6, 2021
430.	<p>I am new to the area and looking for fun things to do around Harrisburg. Can you please provide a few suggestions?</p>	<p>PSECU shared the blog, “13 Fun Things to Do in Harrisburg, PA Under \$30.” This blog provides opportunities to learn, relax and enjoy yourself, even if you’re on a budget. To learn more, please visit bit.ly/PSECU13Under30.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Oct. 6, 2021
431.	<p>I heard that COVID-19 testing at the Harrisburg Campus is extended for another week. What are the details?</p>	<p>HACC’s Harrisburg Campus will be included as a COVID-19 testing site Sept. 28-Oct. 2, from 9 a.m.-6 p.m. in the West Lot.</p> <p>The Pennsylvania Department of Health (DOH) is managing the entire process with AMI Testing. This is not a HACC event. Testing is open to the general public.</p>	Sept. 29, 2021
432.	<p>Do HACC leaders have a plan if the College needs to close due to the pandemic?</p>	<p>HACC’s president and his leadership team monitor the various campus environments and will determine if the College or a campus needs to close due to the pandemic.</p> <p>Please note that the College:</p>	Sept. 29, 2021

		<ul style="list-style-type: none"> • Is in phase four of the College’s five-phased plan (pdf) for reopening • Has processes in place to announce and sanitize spaces if a closure is necessary • May revert to an earlier phase at the direction of Cabinet or by state or federal mandate <p>For up-to-date information, please visit hacc.edu/COVIDannouncements.</p>																
433.	<p>If I speak Spanish, how can I get help with questions about enrollment and registration?</p> <p>Si hablo español, ¿donde puedo obtener ayuda para preguntas sobre la inscripción y registraci3n?</p>	<p>HACC’s Welcome Center and advising team include several employees who speak Spanish. Please contact the Welcome Center and request to speak to a Spanish-speaking team member.</p> <p>El Welcome Center tienen un grupo de empleados que hablan espa3ol. Por favor comuníquese con el Welcome Center y solicite a un miembro que hable espa3ol.</p>	Sept. 29, 2021															
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			will be mitigated by closing the exterior air intakes; however, some odors may initially still be present.	
435.	I heard that construction materials are being delivered at the Lebanon Campus and that some employee parking and street closures will take place. Can you provide details?	Structural steel will be delivered and set into place on the newly constructed walls of the Lebanon City Hall police garage addition during the first and second weeks of October. In order to deliver, offload and set the steel, closing Spring Street (the alley behind the Lebanon Campus building) is necessary. Employee parking in the yellow reserved spaces as well as access to the front of the building should not be affected. Only those parking spots along the concrete wall will be unavailable. Please use caution while walking behind the building with the increased number of construction vehicles in the area.		Sept. 29, 2021
436.	In the Sept. 22 weekly email , HACC's president and CEO, Dr. Ski, mentioned a strengths, weaknesses, opportunities and threats (SWOT) survey that we would be receiving this month. I'm excited to help HACC shape the future by participating, and I don't want to miss the deadline to complete the survey. When will we receive it? Also, are there any other ways students can be involved in the strategic planning process?	By Oct. 15, you will receive an email from Dr. Ski to complete a brief survey by Oct. 29. The College is currently developing a plan for the next three years to help students succeed. The new strategic plan will be implemented beginning July 2022 and take us through July 2025. As part of the planning process, an online strengths, weaknesses, opportunities and threats (SWOT) survey will be conducted to collect input. YOUR input is essential to the development of our strategic planning process. You are why we are here! Without your input, our strategic plan will not be a success. Therefore, please consider completing the survey when you receive the email from Dr. Ski. Thank you!		Sept. 29, 2021
437.	I would like to share my experiences as a HACC student. How can I do that?	We are #HACCproud of our students! We want to hear about how HACC has changed your life and the people who have helped you on your path to success.		Sept. 29, 2021

		<p>It only takes a few minutes to share your story. If you are ready, please go to hacc.edu/Stories.</p> <p>Your story may be featured on:</p> <ul style="list-style-type: none"> • Ads (including radio and TV) • Billboards • Emails • HACC’s social media pages • Mailings • Posters • Publications • Websites (hacc.edu and haccfoundation.org) <p>If you have any questions or need additional information, please contact releaseform@hacc.edu.</p> <p>Thank you!</p>	
438.	Is HACC requiring face masks and/or the COVID-19 vaccine to attend in-person classes?	<p>While on campus, all students, employees and visitors – even if they are fully vaccinated – will be expected to wear masks. The College’s official guidance on mask expectations can be found here.</p> <p>For more information, please visit hacc.edu/COVIDannouncements.</p>	Sept. 22, 2021
439.	How is HACC planning for the future of the College? How can I be involved in the planning process?	<p>The College is currently developing a plan for the next three years to help you and our future students succeed. The new strategic plan will be implemented beginning in July 2022 and take us through July 2025.</p> <p>As part of the planning process, an online strengths, weaknesses, opportunities and threats (SWOT) survey will be conducted to collect input from you, HACC employees and key external stakeholders (including alumni, board members, donors and business partners).</p> <p>This month, you will receive an email from Dr. Ski, HACC’s president, to complete this brief survey by Oct. 8.</p>	Sept. 22, 2021

		YOUR input is essential to the development of our strategic planning process. You are why we are here! Without your input, our strategic plan will not be a success. Therefore, please consider completing the survey when you receive the email from Dr. Ski.	
440.	I am looking to take a trip; however, I know they can be expensive. Do you have any suggestions?	<p>PSECU shared the blog, “10 Best Budget-Friendly Day Trips in PA” that outlines a few options. To learn more, please visit bit.ly/PSECUDayTrips.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Sept. 22, 2021
441.	What should I do if I show COVID-19 symptoms, tested positive or had contact with an individual who tested positive?	<p>Please do not come to campus. Also, please send an email to corona@hacc.edu.</p> <p>For additional information on what to do, please see hacc.edu/COVIDannouncements and click on “How to Report Sickness or COVID-19 Exposure.”</p>	Sept. 15, 2021
442.	What COVID-19 screening should I do before coming to campus?	Self-screening is required before coming to a HACC campus, whether you are vaccinated or unvaccinated. Please refer to these self-screening reminders .	Sept. 15, 2021
443.	Were dual enrollment and College in the High School students eligible for CRRSAA and ARP funds?	<p>As part of the Higher Education Emergency Relief Fund III and the American Rescue Plan of 2021, dual enrollment and College in the High School (CHS) students were considered eligible recipients of emergency grant relief funds. In this process, HACC disbursed over \$23 million dollars to over 22,000 students, including dual enrollment and CHS students enrolled at HACC during the fall 2020, spring 2021 or summer 2021 semesters. Students received checks for \$625.89.</p> <p>According to official grant guidance, “the funds may be used by the student for any component of the student’s cost of attendance or for emergency costs that arise due to coronavirus, such as tuition, food, housing, health care (including mental health care), or child care.”</p> <p>Additional details regarding the distribution of federal stimulus funds are available at hacc.edu/CARESact.</p>	Sept. 15, 2021

444.	Are the funds I got from CARES, CRRSAA and ARP taxable?	Emergency grant funds disbursed by colleges under the Higher Education Emergency Relief Fund are not considered part of a student's gross income for tax purposes . The College advises students to speak with their tax preparer to answer specific questions about taxation.	Sept. 15, 2021
445.	I received both doses of the coronavirus vaccine. However, I misplaced my vaccination card. How can I get a new card?	To obtain a new card, please contact your vaccination provider.	Sept. 15, 2021
446.	I am taking on-campus late-start classes that started this week. Can you please share where I can grab something to eat in between my classes?	We're #HACCproud to welcome students back to our five campuses. To view your dining options, please visit hacc.edu/Dining .	Sept. 15, 2021
447.	I am graduating this fall. When is HACC's fall 2021 Commencement ceremony?	As of Sept. 15, the College intends to hold an in-person Commencement ceremony at the Giant Center on Dec. 14, 2021. This is tentative and subject to change. To learn more, please visit the Commencement webpage . Please note that the deadline to apply for fall 2021 graduation is Oct. 1.	Sept. 15, 2021
448.	September is National Suicide Prevention Awareness Month. What is HACC doing to support this effort and increase awareness of suicide prevention at the College?	HACC supports mental wellness and will continue to support efforts that positively impact the awareness and availability of resources. During this month, there are several events taking place for students to engage in, including: <ul style="list-style-type: none"> • Learn to Help a Friend Who is Struggling: Sept. 21 at 4 p.m. For details, please visit https://drive.google.com/file/d/1Ezej9cv4AfO1L9VCOTsjj4irozbkm-t/view?usp=sharing • Talk Saves Lives: Sept. 28 at 7 p.m. Register here: https://virginia-tsl-09-28-21.attendase.com/ For additional suicide prevention events and resources this month, please see HACC's events calendar and visit hacc.edu/MentalHealth .	Sept. 15, 2021
449.	Are student affairs offices open on Fridays?	Beginning Sept. 17, departments within the Office of Student Affairs and Enrollment Management will operate remotely on Fridays.	Sept. 15, 2021

		<p>For a more complete listing of both on-campus and remote office hours, please consult these webpages:</p> <ul style="list-style-type: none"> • Advising • Career Services • Financial Aid • High School Students • New Student Orientation • Registrar's Office • Transfer Services • Welcome Center 	
450.	Are there any upcoming events to help me prepare for job interviews?	<p>All HACC students are invited to attend “HACC Presents: How to Rock the Interview and Land the Job” on Oct. 14, 2021, from 6-7:15 p.m.</p> <p>This is a free virtual event. HACC alumni and other volunteers will conduct mock interviews and share tips with students.</p> <p>To register for the virtual event, please complete this form.</p> <p>Thank you!</p>	Sept. 15, 2021
451.	I heard that the Pennsylvania Department of Health (DOH) will be administering COVID-19 testing on the Harrisburg Campus. Can you please tell me more about this?	<p>HACC’s Harrisburg Campus will be a site for COVID-19 testing. DOH is managing the entire process in cooperation with AMI Testing. This is not a HACC event.</p> <p>The testing site will be located in the West lot (Gate 3). Testing is open to the general public Sept. 14-18 and Sept 21-25, from 9 a.m.-6 p.m.</p> <p>To limit the possibility of any COVID-19 exposure to our students and employees and out of respect for DOH, we will close access to the West lot area where testing will be administered on the dates of the testing.</p>	Sept. 8, 2021
452.	Can students and employees gather together for indoor or outdoor dining while on campus?	<p>While dining on campus (indoors or outdoors), all students and employees regardless of vaccination status should:</p> <ul style="list-style-type: none"> • Ensure you observe distancing guidelines (at least 6 feet) 	Sept. 8, 2021

		<ul style="list-style-type: none"> • Replace your face covering immediately after eating <p>We realize that you cannot eat with a face covering. For that reason, it is important that you distance yourself while you are eating.</p> <p>While on campus, all students, employees and visitors – even if they are fully vaccinated – will be expected to wear masks. The College’s official guidance on mask expectations can be found here.</p> <p>Thank you! #MaskUpHawks</p>	
453.	How do I find the hours and availability of our student services?	<p>As the fall semester begins, we’d like to remind you of the hours and availability of our student services. Please note that we are still offering student services remotely. In addition, some services will have a presence on campus for students who are on campus or have scheduled appointments.</p> <p>HACC’s student services include (but are not limited to):</p> <ul style="list-style-type: none"> • Advising • Bookstore • Campus Fitness Center – Lancaster • Campus Fitness Center – Harrisburg • Career Development • CARE Center • Computer Help Desk • Dining Services • Financial Aid • Global Education • KEYS • Learning Commons (Computer Labs/Library/Tutoring/Testing/User Support) • Library Chat (24/7 Chat Coverage) • Military and Veteran Affairs • New Student Orientation • Online SmartThinking Tutoring • Public Safety Center 	Sept. 8, 2021

		<ul style="list-style-type: none"> • Registrar • Remote Proctoring • Student Access Services • Student ID and Parking Passes • Title IX • Transfer Services • Welcome Center 	
454.	I know that good money management is important at all ages. Do you have any tips?	<p>Good money management is <i>important</i> at all ages. According to PSECU, some things will remain constant in every stage of your life. However, other things may fluctuate based on your age or life stage.</p> <p>To learn more, please visit bit.ly/PSECUtipsByAge.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Sept. 8, 2021
455.	Will there be any COVID-19 vaccination clinics located at HACC’s campuses?	<p>HACC is honored to be included as a site for COVID-19 vaccination clinics. UPMC is managing the entire process. UPMC has hosted COVID-19 vaccination clinics at the Harrisburg and Lancaster campuses. Students and employees may find more information on clinics in their regions hosted by UPMC at Vaccine.UPMC.com.</p> <p>The upcoming clinic is available at this location:</p> <p style="padding-left: 40px;">UPMC Memorial (approximately 1.6 miles from HACC’s York Campus) Sept. 8; 4-6 p.m. Outpatient Services, Entrance B, 1701 Innovation Drive, York</p> <p>The clinics are open to the public.</p> <p>For more information and to pre-register, please visit Vaccine.UPMC.com.</p>	Sept. 1, 2021

456.	What cleaning/mitigation efforts have been completed in HACC buildings for the return of some employees and students this fall semester?	<p>While many HACC employees and students were away from our campuses, facilities employees were busy preparing for their return. Please note the following measures:</p> <ul style="list-style-type: none"> • All spaces in the buildings have been cleaned and disinfected. A multilayered cleaning approach was used to sanitize spaces: <ul style="list-style-type: none"> ○ Remove dirt ○ Sanitize with disinfecting spray ○ Use electrostatic disinfecting spray guns and disinfecting units as needed • Plexiglass has been installed in student-facing areas. • Classrooms are set up for six-foot distancing. • All students and employees wear masks in all HACC buildings. • Hand sanitizing and surgical mask distribution stations are conveniently placed throughout the buildings. • HVAC units have been assessed and modified for airflow and filtration. • Portable units that recirculate and purify air will be located in common areas. Delivery of these units is expected by the end of September. 	Sept. 1, 2021
457.	Can I come on campus if I had indirect contact with someone who tested positive for COVID-19?	<p>If you have had indirect contact with someone who tested positive for COVID-19 (even if you are fully vaccinated), please email corona@hacc.edu to notify us, and we will work with you to determine if it is safe for you to come on campus.</p> <p>However, if you are experiencing COVID-19 symptoms, tested positive or had direct contact with someone who tested positive for COVID-19 (even if you are fully vaccinated), please email corona@hacc.edu and do NOT come to campus.</p> <p>If there are any questions/concerns, please feel free to contact us at corona@hacc.edu. HACC’s safety office can help direct each individual circumstance to the corresponding action plan.</p>	Sept. 1, 2021
458.	I’m taking classes this fall. How do I order my course materials?	<p>The list of required and optional course materials for fall 2021 is available on the bookstore website. Please note the following:</p> <ul style="list-style-type: none"> • There will be a \$4.95 shipping fee for each order shipped via UPS. 	Sept. 1, 2021

		<ul style="list-style-type: none"> • Customers placing a web order will have the option to pick up their order at any campus bookstore during open store hours. • All bookstores are open Monday-Thursday from 8 a.m.-4:30 p.m. Textbooks and other required course materials need to be pre-ordered even if you choose in-store pickup. • All orders for textbooks and other course materials should be placed online through the fall 2021 semester. • Not all textbooks and other course materials will be available to purchase at all campus bookstore locations. • School and office supplies and HACC-imprinted merchandise (such as clothing and gift items) will be available to purchase at all campus bookstore locations. • Apple® products will be available to purchase in the Harrisburg Campus bookstore or online. • There is no bookstore on the Lebanon Campus. Customers can pick up their orders at the Learning Commons Desk on the third floor of the building. 	
459.	How will the College handle weather announcements during the fall 2021 semester?	<p>If there is a weather announcement regarding campus closures, it will only affect employees and students involved in on-campus classes and services. All other remote work, remote instruction and virtual learning courses will continue as scheduled.</p> <p>Please see the “Weather Announcement Process During COVID-19” tab on hacc.edu/Weather for more information and our communication methods for notifications.</p>	Sept. 1, 2021
460.	Since it is the first week of classes, can you please remind me what food options are available? I’m taking on-campus classes on different days throughout the week.	<p>We’re pleased to expand our on-campus class options for the fall semester.</p> <p>To learn what dining options are available, please visit hacc.edu/Dining.</p>	Sept. 1, 2021
461.	How can I get my student ID?	We know you have been waiting patiently for this time, and we are delighted to welcome you back. To be considerate of your time and ensure a smooth process, we are offering appointments for students to receive their photo ID. Please check	Sept. 1, 2021

		<p>your HAWKMail account for an email about scheduling an appointment. Timelines and updates can be found at hacc.edu/StudentID.</p>	
462.	<p>Are there any upcoming events to help me prepare for job interviews?</p>	<p>All HACC students are invited to attend “HACC Presents: How to Rock the Interview and Land the Job” on Oct. 14, 2021, from 6-7:15 p.m.</p> <p>This is a free virtual event. HACC alumni and other volunteers will conduct mock interviews and share tips with students.</p> <p>To register for the virtual event, please complete this form.</p> <p>Thank you!</p>	Sept. 1, 2021
463.	<p>Will there be any COVID-19 vaccination clinics located at HACC’s campuses?</p>	<p>HACC is honored to be included as a site for COVID-19 vaccination clinics. UPMC is managing the entire process.</p> <p>UPMC is hosting COVID-19 vaccination clinics at the Harrisburg, Lancaster and York campuses. Students and employees at the HACC Gettysburg and Lebanon campuses may find more information on clinics in their regions hosted by UPMC at Vaccine.UPMC.com.</p> <p>Clinics are available at the following dates, times and locations:</p> <ul style="list-style-type: none"> • HACC’s Harrisburg Campus Aug. 31; 11 a.m.-1 p.m. <ul style="list-style-type: none"> ○ Bruce E. Cooper Student Center HACC • Lancaster Campus <ul style="list-style-type: none"> ○ Aug. 31; 11 a.m.-1 p.m. ○ East Building Multipurpose Room • UPMC Memorial (approximately 1.6 miles from HACC’s York Campus) <ul style="list-style-type: none"> ○ Sept. 8; 4-6 p.m. ○ Outpatient Services, Entrance B, 1701 Innovation Drive, York <p>The clinics are open to the public. While on campus, all students, employees and visitors – even if they are fully vaccinated – will be required to wear masks. The College’s official guidance on mask expectations can be found at this link.</p> <p>For more information and to pre-register, please visit Vaccine.UPMC.com.</p>	Aug. 25, 2021

464.	Can you please remind us about HACC's mask guidance?	While on any HACC campus, all students, employees and visitors – even if they are fully vaccinated – will be required to wear masks. The College's official guidance on mask expectations can be found at this link .	Aug. 25, 2021
465.	Is the College still distributing CRRSAA and ARP funds to students?	Since the CRRSAA and ARP allocations began on Aug. 9, the College has disbursed funds to 19,005 students. Funds will continue to be distributed to additional students over the next few weeks.	Aug. 25, 2021
466.	How do I know if I am eligible for CRRSAA/ARP funds? If I am eligible, how will I get my money?	To learn about CRRSAA/ARP eligibility, please visit the CARES Act webpage . Generally, when funds are disbursed, they will be provided to you via the same pathway that you receive financial aid refunds. If your account is showing that CRRSAA/ARP funds have been disbursed to you, and you don't know how to access those funds, please contact the Welcome Center for assistance.	Aug. 25, 2021
467.	When will students be able to view the spring 2022 schedule online?	The spring 2022 schedule will go live on Oct. 4.	Aug. 25, 2021
468.	How do I unenroll from classes at HACC?	You may officially withdraw from the College online through myHACC or by submitting a Drop/Add/Withdrawal form to the Welcome Center . Additional details about the process to drop classes is included at this link .	Aug. 25, 2021
469.	Do I have an assigned advisor? How do I get assistance with registration?	For advising-related questions and/or advising support, students should email advising@hacc.edu or call 717-780-2498.	Aug. 25, 2021
470.	I heard that there is a new process for logging into some HACC computers this fall. What is the new login process and what computers will be impacted?	Beginning fall 2021, students will need to log in to campus computers with their HACC credentials. This new process will help ensure a secure technology environment for all students. This change impacts Learning Commons spaces, including the libraries, tutoring centers and some testing centers. This change may also impact some classroom labs. It's important to know your HACC username (the prefix for your HAWKMail email address) and password. If you're having trouble remembering your password, please follow these steps: 1. Go to my.hacc.edu/	Aug. 25, 2021

		<ol style="list-style-type: none"> 2. Click the “Click Here to LOGIN!” button 3. Click “Forgotten Password?” 4. Follow the prompts on the next page <p>For any technology assistance, please contact the User Support team 24/7 at supportcenter@hacc.edu or 717-780-2570.</p>	
471.	I heard that there will be tours of the Lebanon Campus. Can you please provide more details?	<p>You are welcome to join Dr. Ski, HACC’s president and CEO, for a tour of HACC’s newly renovated Lebanon Campus on Sept. 1 from 11 a.m. - 1 p.m.</p> <p>Please note:</p> <ul style="list-style-type: none"> • There will be several tours throughout this timeframe. • While on campus, all students, employees and visitors – even if they are fully vaccinated – will be required to wear masks. The College’s official guidance on mask expectations can be found at this link. <p>We hope to see you there!</p>	Aug. 25, 2021
472.	Where will students park at the Lebanon Campus?	<p>Student parking will be in the Fulton Bank parking lot, located at 555 Willow Street. This lot is 1 1/2 blocks from the Lebanon Campus.</p> <p>Parking is free with a HACC hang tag. Hang tags can be obtained via HACC’s Public Safety and Security Department with your vehicle registration and driver’s license.</p>	Aug. 25, 2021
473.	I heard that there are changes to the parking lots at the Midtown Trade and Technology Center. Can you provide more details?	<p>In addition to lots 1 and 2, those that are adjacent to Midtown 1, overflow parking is available in a new location (lot 3) at 316 Harris Street.</p> <p>All parking is free with a HACC parking pass. Parking passes can be obtained from HACC’s Public Safety and Security Department with your vehicle registration and driver’s license.</p> <p>HACC no longer owns the lots across the street from Midtown 1. These are private lots with no access for parking.</p> <p>There will be no classes offered at Midtown 2 this fall.</p> <p>To view the new map, please click here.</p>	Aug. 25, 2021

474.	I heard PSECU is offering a digital-first model. What does this mean for me?	<p>PSECU is proud to offer their digital-first model. Their suite of digital banking tools and services allows PSECU members to securely manage their money anytime, anywhere.</p> <p>To learn more about PSECU’s digital tools and services, please visit bit.ly/PSECUbankGreen.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Aug. 25, 2021
475.	Will there be any COVID-19 vaccination clinics located at HACC’s campuses?	<p>Yes. HACC is honored to be included as a site for COVID-19 vaccination clinics. UPMC is managing the entire process.</p> <p>UPMC is hosting COVID-19 vaccination clinics at the Harrisburg, Lancaster and York campuses. Students and employees at the HACC Gettysburg and Lebanon campuses may find more information on clinics in their regions hosted by UPMC at Vaccine.UPMC.com.</p> <p>Clinics are available at the following dates, times and locations:</p> <ul style="list-style-type: none"> • HACC Harrisburg Campus <ul style="list-style-type: none"> ○ Aug. 31; 11 a.m.-1 p.m. ○ Bruce E. Cooper Student Center • HACC Lancaster Campus <ul style="list-style-type: none"> ○ Aug. 31; 11 a.m.-1 p.m. ○ East Building Lobby • UPMC Memorial (approximately 1.6 miles from HACC’s York Campus) <ul style="list-style-type: none"> ○ Sept. 8; 4-6 p.m. ○ Outpatient Services, Entrance B, 1701 Innovation Drive, York <p>The clinics are open to the public. While on campus, all students, employees and visitors – even if they are fully vaccinated – will be required to wear masks. The</p>	Aug. 18, 2021

		College's official guidance on mask expectations can be found at https://bit.ly/3m6QyN	
		For more information and to pre-register, please visit Vaccine.UPMC.com .	
476.	I received an email saying that I was eligible for the student disbursement from the CRRSAA and ARP funds, but I haven't received anything yet. When will I receive those funds?	Disbursements of funds to students began the week of Aug. 9 and will continue for the next several weeks. As of Aug. 11, the College has processed 3,471 of the CRRSAA/ARP student allocations. More than 22,700 students are receiving funds. For more information, please visit hacc.edu/CARESact .	Aug. 18, 2021
477.	Someone said that HACC intentionally delayed the distribution of CRRSAA/ARP funds to students so that the College could gain interest on those monies. Is this true?	<i>There is absolutely no truth to this rumor.</i> The terms of the federal grant specifically state that the College must distribute emergency financial aid grants to students within 15 calendar days of drawing federal funds. As a normal business practice, the College uses its own money to disburse funds to students. The College is then reimbursed by the federal government. The delay in disbursements to students was caused by the lack of clear guidance from the federal government on student eligibility. The U.S. Department of Education issued clarifying guidance in May 2021, and the College immediately began developing a distribution plan based on that guidance. If you continue to hear this rumor, please provide the individual with this correct information.	Aug. 18, 2021
478.	How do I order my course materials for fall 2021?	The list of required and optional course materials for fall 2021 is available on the bookstore website . Please note the following: <ul style="list-style-type: none"> • There is a \$4.95 shipping fee for each order shipped via UPS. • Customers placing a web order have the option to pick up their order at any campus bookstore during open store hours. • Textbooks and other required course materials need to be pre-ordered even if you choose in-store pickup. 	Aug. 18, 2021

		<ul style="list-style-type: none"> • All orders for textbooks and other course materials should be placed online through the fall 2021 semester. • Not all textbooks and other course materials will be available to purchase at all campus bookstore locations. • School and office supplies and HACC-imprinted merchandise (such as clothing and gift items) will be available to purchase at all campus bookstore locations. • Apple® products will be available to purchase in the Harrisburg Campus bookstore or online. <p>There is no bookstore on the Lebanon Campus. Starting Aug. 30, customers can pick up their orders at the Learning Commons Desk on the third floor of the building.</p>	
479.	Will the Financial Aid Department be open on the campuses to start the fall semester?	<p>Effective immediately and continuing until at least Oct. 1, financial aid services will be delivered in a remote-only format. If you are seeking financial aid support, please use one or more of the following options:</p> <ul style="list-style-type: none"> • Email: financialaid@hacc.edu • Phone: 800-422-2222 • Hawkstop Zoom session: https://hacc.zoom.us/j/4531370780#success (Available Monday-Thursday, 8 a.m.-6:30 p.m.. and Fridays, 9 a.m.-4:30 p.m.) • Remote appointment request: Please use this link to schedule an individual financial aid Zoom appointment and get help with FAFSA completion. <p>This change is temporary. We hope to return to on-campus service in early October.</p>	Aug. 18, 2021
480.	I attend the Harrisburg Campus. I read online that the Subway closed. What food options will be available to students taking on-campus classes this fall?	<p>We look forward to welcoming you back to a HACC campus this fall. The Subway on HACC’s Harrisburg Campus is closed as of June 30.</p> <p>However, HACC will continue offering a variety of food options across our five campuses. To learn more, please visit hacc.edu/Dining.</p>	Aug. 18, 2021

481.	When is HACC's fall 2021 graduation?	As of Aug. 18, the College intends to have an in-person Commencement ceremony at the Giant Center on Dec. 14. This information is tentative and subject to change.	Aug. 18, 2021
482.	Do we have to get a COVID-19 test if we have in-person classes?	No. HACC is not requiring COVID-19 testing.	Aug. 11, 2021
483.	In last week's email, it was stated that additional guidance related to wearing masks on campus was forthcoming. Can you share that information?	While on campus, all students, employees and visitors will be expected to wear masks. The College's official guidance on mask expectations can be found at this link .	Aug. 11, 2021
484.	What cleaning/mitigation efforts have been completed in the campus buildings for the return of some HACC students and employees this fall semester?	<p>While many HACC students and employees were away from our campuses, facilities employees were busy preparing for their return.</p> <ul style="list-style-type: none"> • All spaces in the buildings have been cleaned and disinfected. A multilayered cleaning approach was used to sanitize spaces: <ul style="list-style-type: none"> ○ Remove dirt ○ Sanitize with disinfecting spray ○ Use electrostatic disinfecting spray guns and MoonBeam 3TM UV-C disinfecting units as needed • Plexiglass has been installed in student-facing areas. • Classrooms are set up for six-foot distancing. • All students and employees wear masks in all HACC buildings. • Hand sanitizing and surgical mask distribution stations are conveniently placed throughout the buildings. • HVAC units have been assessed and modified for airflow and filtration. • Portable units that recirculate and purify air are located in common areas. 	Aug. 11, 2021
485.	Is there a program that could possibly help me get reduced-cost internet service?	<p>In an email sent earlier this summer, we informed students about a federal program that could help them save money on the cost of monthly internet service.</p> <p>The Emergency Broadband Benefit Program provides a temporary discount on monthly broadband bills for qualifying low-income households.</p> <p>To apply online, please visit GetEmergencyBroadband.org.</p>	Aug. 11, 2021

486.	Does the HACC Bookstore still sell Apple® iPad and Mac at an educational discount?	The HACC Bookstore is an Apple® Authorized Campus Store and is able to sell Apple® products at an educational price. Please visit the bookstore website for current pricing. Apple® and HawkTech are currently offering an AirPods promotion when purchasing a Mac or the latest version of the iPad Pro or iPad Air.	Aug. 11, 2021
487.	Will HawkTech be doing Apple® repairs?	HawkTech will be doing Apple® repairs by appointment only. Please email hawktechstore@hacc.edu to schedule an appointment.	Aug. 11, 2021
488.	I heard PSECU is offering a new promotion. Can you provide more information?	<p>From May 17- Aug. 31, 2021, PSECU is offering \$100 to students and parents/guardians who join and meet promotion requirements. To learn the complete rules and to join please visit bit.ly/2PYU0f3 and use promo code: SCORE100.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	Aug. 11, 2021
489.	What is the status of student disbursements from the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) and American Rescue Plan (ARP) funds?	Disbursements of funds to students will begin the week of Aug. 9, 2021, and continue for the next several weeks. Eligible students were notified via email on Aug. 3. For more information, please visit hacc.edu/CARESact .	Aug. 4, 2021
490.	Will the bookstores be offering book buyback for cash in August, and how do I return my summer rentals?	<p>The Gettysburg, Harrisburg, Lancaster and York campus bookstores will reopen on Aug. 16. Store hours will be Monday-Thursday from 8 a.m. to 4:30 p.m. Book buyback will be offered when the bookstores are open.</p> <p>Summer textbook rentals are due Aug. 17. Students can return their textbook rentals when the stores are open or drop them off at the drop-off locations. Please visit https://bookstore.hacc.edu/harrisburg/site_rental_returns.asp for maps of drop-off locations.</p>	Aug. 4, 2021

491.	How do I order course materials for the fall 2021 semester?	<p>The list of required and optional course materials for the fall 2021 semester is available on the bookstore website. Financial aid will be available to use on Aug. 9.</p> <p>Please note the following:</p> <ul style="list-style-type: none"> • There will be a \$4.95 shipping fee for each order shipped via UPS. • Customers placing a web order will have the option to pick up their order at any campus bookstore during open store hours, which start Aug. 16. • Textbooks and other required course materials need to be pre-ordered online through the fall 2021 semester even if you choose in-store pickup. • Not all textbooks and other course materials will be available to purchase at all campus bookstore locations. • School and office supplies and HACC-imprinted merchandise (such as clothing and gift items) will be available to purchase at all campus bookstore locations. • Apple® products will be available to purchase in the Harrisburg Campus bookstore or online. • There is no longer a bookstore on the Lebanon Campus. Customers can pick up their orders starting on Aug. 30 at the campus Learning Commons Desk on the third floor. 	Aug. 4, 2021
492.	Do I need to self-screen before coming to a HACC campus?	Please continue self-screening (pdf) each day. Although HACC is no longer providing wellness screening for you, it is important to evaluate how you feel.	Aug. 4, 2021
493.	What do I do if I have been in contact with someone who tested positive for COVID-19 or if I have symptoms or test positive for COVID-19?	Note that if you are feeling any symptoms of COVID-19 or have had a fever over 100.4 degrees within 48 hours prior to coming to campus, please do NOT come to campus . Please notify the College by emailing corona@hacc.edu . Please describe whether you tested positive, have symptoms or have been in contact with someone who has tested positive. Contact is defined as within 6 feet for 15 minutes or more. This process is required for vaccinated and unvaccinated individuals.	Aug. 4, 2021
494.	I plan to take on-campus classes this fall. Will there be food options available?	We're excited to offer more on-campus classes and support options for the fall 2021 semester. No matter what HACC campus you're taking classes at this fall, there will be food options available to you.	Aug. 4, 2021

		To view your options, please visit hacc.edu/Dining .	
495.	I heard PSECU is offering a few promotions. Could you please provide more information?	Parents of HACC students are eligible to become PSECU members if their student is a member. Eligible individuals could receive a \$250 bonus for joining and meeting a few requirements. Please visit bit.ly/3s2YKxw and use promo code 250OFFER when joining.	July 28, 2021
496.	I received a tax refund. There are so many ways I could spend this money. Do you have any advice?	<p>The “right” way for you to spend this money depends on you, your personal circumstances and financial goals.</p> <p>PSECU provides the blog, “8 Smart Ways to Spend Your Tax Refund,” that outlines eight recommended ways to spend your tax refund wisely. To learn more, please visit bit.ly/PSECUtaxRefund.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	July 28, 2021
497.	How do I order my course materials, and will the bookstores be open this fall?	<p>The list of required and optional course materials for fall 2021 is available on the bookstore website, bookstore.hacc.edu.</p> <p>If materials are not yet listed for a specific course, please check back frequently, as materials are being added daily. Financial aid will be available to use for the fall 2021 semester on Aug. 9, 2021.</p> <p>Please note the following:</p> <ul style="list-style-type: none"> • Starting Aug. 1, 2021, there will be a \$4.95 shipping fee for each order shipped via UPS. Customers placing a web order will have the option to pick up their order at any campus bookstore during open store hours, which start Aug. 16, 2021. • There is no longer a bookstore located on the Lebanon Campus. However, customers can pick up their orders at the Learning Commons Desk located on the third floor of the Lebanon Campus. 	July 21, 2021

		<ul style="list-style-type: none"> • All orders for textbooks and other course materials should be placed online through the fall 2021 semester. Not all textbooks and other course materials will be available to purchase at all campus bookstore locations. • School and office supplies and HACC-imprinted merchandise (such as clothing and gift items) will be available to purchase at all campus bookstore locations. • Apple® products will be available to purchase in the Harrisburg Campus bookstore or online. • Textbooks and other required course materials need to be pre-ordered even if you choose in-store pickup. 	
498.	What are some tips on how to effectively search the HACC website?	<p>HACC implemented a Google search on our website! Adding this search means we are using Google’s search capability and functionality. The results of the search are formatted similarly to what you would see on Google.</p> <p>Please try the new Google search and let us know what you think! To test the search feature, please:</p> <ul style="list-style-type: none"> • Visit hacc.edu • Type a word or phrase in the search bar and click the search icon • Review the search results listing • Email webmaster@hacc.edu with your feedback <p>Thank you!</p>	July 14, 2021
499.	I heard that PSECU is hosting a webinar on financial success. Can you please provide more information? I’d like to tune in.	<p>PSECU is hosting the, “3 Keys to Financial Success for College Students Webinar” to help you:</p> <ul style="list-style-type: none"> • Understand financial aid • Save money on campus • Learn how parents can support students <p>By July 19, please use this link to register for the webinar.</p> <p>Please note that attendance is open to all – even those who are not PSECU members.</p>	July 14, 2021

500.	<p>Per the July 10 report on the CARES Act webpage, HACC has not released \$23.3 million of funds it has partitioned to students from the Coronavirus Response and Relief Supplemental Appropriations Act and American Rescue Plan.</p> <p>During this period of economic hardship, why hasn't HACC released funds in a similar manner as it did with the CARES Act? It's been months, and as we get closer to a new school cycle, it could really aid the sustainment of independent students.</p>	<p>The College received CARES Act monies last academic year and distributed all of the funds as emergency financial aid grants directly to eligible students. The College has been awarded additional stimulus funds through the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) and the American Rescue Plan Act (ARP).</p> <p>The College recently received guidance from the U.S. Department of Education regarding eligibility of students and is in the process of developing a distribution plan. Further details about the distribution of the CRRSAA and ARP funds will be posted on hacc.edu/CARESact.</p>	July 14, 2021
501.	Do I still need to fill out a Wellness Screening form prior to coming to a HACC campus?	<p>No. You no longer need to complete the online Wellness Screening form.</p> <p>However, as recommended by the CDC, you will need to perform your own self-screening.</p> <p>If you have any symptoms, please do not come to campus.</p>	July 14, 2021
502.	I just wanted to inquire about the CARES Act. Is there an application available?	<p>The College received CARES Act monies last academic year and distributed all of the funds as emergency financial aid grants directly to eligible students.</p> <p>The College has been awarded additional federal stimulus funds through the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) and the American Rescue Plan (ARP). The College recently received guidance from the U.S. Department of Education regarding eligibility of students and is in the process of developing a distribution plan.</p>	June 30, 2021

		Additional details about the distribution of the CARES Act monies can be found at hacc.edu/CARESact . Information about the CRRSAA and ARP funds will be posted to hacc.edu/CARESact when it is available.	
503.	In Dr. Ski's June 9 email to students, he said HACC is updating systems. Is this still happening? How does it impact me?	<p>From 12:01 a.m. on June 30 through 11:59 p.m. on July 1, 2021, HACC students will not be able to:</p> <ul style="list-style-type: none"> • Access HACCWeb • Register for credit and noncredit summer or fall 2021 classes • Drop classes (<i>please note that the drop period for the first eight-week summer semester is extended to July 5, 2021.</i>) • View and browse classes • View their student account in Banner • Request academic transcripts and certificates of residency • Access financial aid • View “pay my account” and “enroll in HACC payment plan” • Access course merchant to register for noncredit classes <p>We appreciate your patience throughout this update.</p> <p>If you have any questions, please contact the Welcome Center atOneStopWC@hacc.edu and 717-780-2378, or complete the online feedback form.</p>	June 30, 2021
504.	I am considering taking an unpaid internship position. Do you have any suggestions?	<p>Kudos on your internship opportunity! For a few questions that you should consider before taking an unpaid internship, please visit http://bit.ly/PSECUinternship.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	June 30, 2021
505.	Is HACC becoming an online college to save money?	HACC is not becoming an online college. HACC will continue to offer multiple methods of instruction for students. In fact, the course options for the fall 2021 semester are online .	June 23, 2021

506.	I received an email that various functions will be unavailable next week. Could you please remind me how this impacts HACC students so I can plan accordingly?	<p>From 12:01 a.m. on June 30 through 11:59 p.m. on July 1, 2021, HACC will be upgrading its software system. During this time, students will not be able to:</p> <ul style="list-style-type: none"> • Access HACCWeb • Register for credit and noncredit summer or fall 2021 classes • Drop classes (<i>please note that the drop period for the first eight-week summer semester is extended to July 5, 2021.</i>) • View and browse classes • View their student account in Banner • Request academic transcripts and certificates of residency • Access financial aid • View “pay my account” and “enroll in HACC payment plan” • Access course merchant to register for non-credit classes <p>We appreciate your patience as we work to update our systems to best serve you.</p> <p>If you have any questions, please contact the Welcome Center at OneStopWC@hacc.edu and 717-780-2378, or complete the online feedback form.</p>	June 23, 2021
507.	Do you have any advice for how I can learn good money management habits?	<p>Many HACC students use social media platforms to learn new things, make plans and stay in touch. According to PSECU, approaching your finances in a similar way as you would a few online networks can lead to good money management habits. For more information, please visit http://bit.ly/35hQbW1.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	June 16, 2021
508.	I saw the email about the CARES Act, and I am wondering who is eligible to receive funds?	<p>Please note that the College distributed all CARES Act funds to students.</p> <p>The U.S. Department of Education released guidance for the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) on May 14, 2021. CRRSAA includes a portion of funding dedicated to students for emergency financial aid grants (similar to the 2020 CARES Act). HACC is</p>	June 9, 2021

		committed to following the terms of the grant and the guidance for its use. At this time, we are still determining the methodology that will be used to allocate the funds, which includes eligibility of students. Additional updates will be communicated via email and posted here: hacc.edu/CARESact .	
509.	I heard that Banner will be unavailable at the end of this month. How will this impact me?	<p>In an effort to update HACC’s systems to better serve you, various functions will be unavailable from 12:01 a.m. on June 30 through 11:59 p.m. on July 1, 2021. During this period, you will be unable to:</p> <ul style="list-style-type: none"> • Access HACCWeb • Register for credit and noncredit summer or fall 2021 classes • Drop classes (<i>please note that the drop period for the first six-week summer semester will be extended to July 5, 2021.</i>) • View and browse classes • View your student account in Banner • Request academic transcripts and certificates of residency • Access financial aid • View “pay my account” and “enroll in HACC payment plan” Access course merchant to register for noncredit classes <p>This update will not impact your ability to access D2L and Navigate.</p> <p>If you have any questions, please contact the Welcome Center at OneStopWC@hacc.edu and 717-780-2378, or complete the online feedback form.</p>	June 9, 2021
510.	Can I play esports for HACC during the summer?	<p>While competitive intercollegiate competition takes place in the fall and spring semesters, there are opportunities for all students registered for summer classes to participate in the National Junior College Athletic Association Esports (NJCAA) summer intramural competitions. The games being offered are:</p> <ul style="list-style-type: none"> • Call of Duty: Cold War • NBA 2K21 • Overwatch • Rainbow Six Siege • Rocket League • Valorant 	June 9, 2021

		To get involved, please contact Lisa Cleveland at lacleve@hacc.edu .	
511.	Our campus grounds are now open to the public. What does that mean?	<p>The general public may:</p> <ul style="list-style-type: none"> • Park on campus • Walk the campus grounds <p>We will also allow outside events (but not inside events) to be held on our campuses. An example of this is the Dauphin County and UPMC COVID-19 vaccination clinic on HACC’s Harrisburg Campus.</p> <p>Additionally, tenants are authorized to come back on campus.</p> <p>This information is <i>tentative and subject to change</i>.</p> <p>Please:</p> <ul style="list-style-type: none"> • Note that our <i>buildings</i> will <i>not</i> be accessible to the public. • Continue self-screening each day. Although HACC is no longer providing wellness screening for you, it is important to evaluate how you feel. If you are feeling any symptoms of COVID-19 or have had a fever over 100.4 degrees within 48 hours prior to coming to campus, please DO NOT come to campus. Please notify the College by emailing corona@hacc.edu. Describe whether you tested positive, have symptoms or have been in contact with someone who has tested positive. Contact is defined as within 6 feet for 15 minutes or more. <p>Your safety will continue to be our top priority! Although we cannot control COVID-19 and how it spreads, we will continue to do our part to help maintain student, employee and building safety by following protocols, as per governor’s orders and Centers for Disease Control and Prevention (CDC) recommendations.</p>	June 2, 2021
512.	I heard that PSECU is hosting a free webinar on shopping for a credit card. Could you please provide more	<p>With a variety of credit cards available, it is important to choose the right one. On June 8 at noon, PSECU is hosting, “Wallet Works – How to Shop for a Credit Card Webinar” to provide tips for choosing a credit card and more!</p>	June 2, 2021

	information so that I can tune in?	<p>By June 7, please use this link to register for the webinar.</p> <p>Please note that attendance is open to all – even those who are not PSECU members.</p>	
513.	How can I apply for the CARES Act? I have tried looking on HACC’s website but have not seen any links. I would like the opportunity to apply for this, I just wasn't sure how. Thank you in advance.	<p>The College received a grant through the Higher Education Emergency Relief Fund (HEERF) that was authorized by the Coronavirus Aid, Relief, and Economic Security (CARES) Act. This was signed into law March 27, 2020, and provided emergency financial aid grants to students. The College distributed all of those monies to students. Details about those distributions are available at hacc.edu/CARESact</p> <p>Additionally, the Higher Education Emergency Relief Fund II authorized by the Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (CRRSAA) was signed into law on Dec. 27, 2020. The act includes a portion of funding dedicated to students for emergency financial aid grants, similar to the 2020 CARES Act.</p> <p>The College is determining the methodology that will be used to allocate these funds. <u>We will provide additional updates via email.</u></p>	May 26, 2021
514.	Will HACC be open on Fridays during the summer?	<p>HACC is closed on Fridays during the summer. However, select enrollment-related and student services will have a presence available various Fridays throughout the summer.</p> <p>These services include (but are not limited to):</p> <ul style="list-style-type: none"> • Admissions • Advising • Career Development • CARE Center • Computer Help Desk • Financial Aid • Global Education • KEYS • Library Chat • Military and Veteran Affairs • New Student Orientation 	May 26, 2021

		<ul style="list-style-type: none"> • Public Safety Center • Registrar • Remote Proctoring • Online SmartThinking Tutoring • Student Access Services • Title IX • Welcome Center <p>This work arrangement began May 17 and will end Aug. 15, 2021.</p>	
515.	When you say that “our campuses are open to the public June 1, 2021,” what does that mean?	<p>This means that:</p> <ul style="list-style-type: none"> • The public <i>can park on campus</i>. • The public <i>can walk the campus grounds</i>. • We will <i>allow outside events</i> (but not inside events) to be held on our campuses. An example of this is the Dauphin County and UPMC COVID-19 vaccination clinic on HACC’s Harrisburg Campus. • We will <i>allow tenants</i> to come back on campus. <p>Please note that:</p> <ul style="list-style-type: none"> • Our <i>buildings</i> will <u>not</u> be accessible to the public. • Anyone who needs to <i>access a campus building</i> must complete HACC’s online Wellness Screening form prior to each campus visit through May 29. • This information is <i>tentative and subject to change</i>. <p>Please know that your safety will continue to be our top priority! Although we cannot control COVID-19 and how it spreads, we will continue to do our part to help maintain student, employee and building safety by following protocols, as per governor’s orders and Centers for Disease Control and Prevention (CDC) recommendations.</p>	May 26, 2021
516.	When are the textbooks I rented for the spring 2021 semester due to the Bookstore?	Textbooks rented for the spring 2021 semester are <u>due on May 24.</u>	May 19, 2021

		<p>Drop boxes for rental returns are located on the Gettysburg, Harrisburg, Lancaster and York campuses. Drop boxes on those campuses are accessible for returns 24 hours a day, 7 days a week.</p> <p>Please note that the Lebanon Campus will have two scheduled drop-off times in front of the building:</p> <ul style="list-style-type: none"> • May 20; noon-3 p.m. • May 24; 9 a.m.- noon <p>For information on these drop off locations, other options for returns and campus maps, please go to bookstore.hacc.edu.</p> <p>If you have any questions about rental returns, would like to purchase your rental or are unable to return your rental on campus, please email bookstore@hacc.edu.</p>	
517.	Since HACC campuses are opening to the public in June, will students who must be on campus during the summer be allowed to eat lunch outside as long as they maintain social distancing?	Yes. Students will be allowed to eat lunch outside as long as social distancing is maintained.	May 19, 2021
518.	When you say that “our campuses are open to the public June 1, 2021,” what does that mean?	<p>This means that:</p> <ul style="list-style-type: none"> • The public <i>can park on campus</i>. • The public <i>can walk the campus grounds</i>. • We will <i>allow outside events</i> (but not inside events) to be held on our campuses. An example of this is the Dauphin County and UPMC COVID-19 vaccination clinic on HACC’s Harrisburg Campus. • We will <i>allow tenants</i> to come back on campus. <p>Please note that:</p> <ul style="list-style-type: none"> • Our <i>buildings</i> will <i>not</i> be accessible to the public. 	May 19, 2021

		<ul style="list-style-type: none"> • Anyone who needs to access a campus building must complete HACC’s online Wellness Screening form prior to each campus visit through May 29. • This information is tentative and subject to change. <p>Please know that your safety will continue to be our top priority! Although we cannot control COVID-19 and how it spreads, we will continue to do our part to help maintain student, employee and building safety by following protocols, as per governor’s orders and Centers for Disease Control and Prevention (CDC) recommendations.</p>	
519.	Is HACC planning to continue the wellness-screening process?	<p>The wellness-screening process will end May 29. You will not be required to fill out the Wellness Screening Form after that time.</p> <p><u>Please note:</u></p> <ul style="list-style-type: none"> • It is important to continue self-screening each day. Although HACC is not screening you, please evaluate how you feel each day. If you are feeling any symptoms of COVID-19, please DO NOT come to campus. Notify the College by emailing corona@hacc.edu. Please describe whether you’ve tested positive, have symptoms or have been in contact with someone who has tested positive. Contact is defined as within 6 feet for 15 minutes or more. • The wellness screeners will be at the wellness-screening stations through June 4 to answer questions. • The buildings are still only available to students and employees involved in on-campus classes. <p>This information is tentative and subject to change.</p>	May 19, 2021
520.	What are the summer hours for the Library Chat?	<p>HACC Library faculty will be available (via Library Chat) during the following days and times over the summer:</p> <ul style="list-style-type: none"> • Monday-Thursday: 8 a.m.-10 p.m. • Friday: 9 a.m.-4 p.m. • Saturday: 9 a.m.-2 p.m. • Sunday: 5-10 p.m. 	May 19, 2021

		<p>Please note that the Library Chat is available 24 hours a day, 7 days a week, even when HACC Library faculty are not available.</p> <p>This information is <i>tentative and subject to change</i>.</p>	
521.	What are the summer and fall hours for the Bookstore?	<p>HACC's Bookstore <i>campus locations</i> will remain closed until Aug. 16. We will continue communicating and serving you using technology. Therefore, please email the Bookstore at bookstore@hacc.edu with any questions or concerns involving textbooks or visit bookstore.hacc.edu.</p> <p>Please note that:</p> <ul style="list-style-type: none"> • Bookstore services will be closed on Fridays through Aug. 13. • All textbooks for any HACC class on any HACC campus can be ordered from this website. • If you have purchased from the HACC Harrisburg Campus Bookstore website previously, please use that same account when you place your order. If you have not purchased from the HACC Harrisburg Campus Bookstore website previously, even if you have purchased from another HACC campus bookstore website, please create a new account when you place your initial order. • Until further notice, all bookstore.hacc.edu orders will be shipped for free. <p>Summer 2021 Students: Summer course materials are now available for online purchase. Financial Aid is now available to use for the summer 2021 semester.</p> <p>Fall 2021 Students: Fall course materials are now available for online purchase. Financial Aid will be available to use for the fall 2021 semester on Aug. 9.</p> <p>For information on selling your purchased textbooks online or buyback on campus, please visit bookstore.hacc.edu.</p>	May 19, 2021
522.	I was unable to tune in to the spring 2021 virtual Commencement ceremony. Is there a way I can still view the big event?	<p>We were proud to virtually celebrate our spring and summer 2021 graduating students on May 13. You can view the ceremony at any time on HACC's YouTube channel.</p>	May 19, 2021

		To learn about the event speakers, please visit our Commencement webpage . If you have additional questions, please contact Commencement@hacc.edu .	
523.	Managing my money throughout the coronavirus has been tough. Do you have any suggestions for me?	<p>We know that money management can be overwhelming, especially in times of a crisis. The webinar, “Money Management in Times of Crisis,” provided by PSECU, provides tips on navigating your finances in these times, including how to reduce your expenses and protect your identity and credit.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	May 19, 2021
524.	I am graduating this semester. Can you provide additional details on the virtual Commencement ceremony? Where can I view the ceremony? Will my supporters be able to use the same link?	<p>HACC’s virtual Commencement ceremony will be held on May 13 at 6 p.m. To view the ceremony, please visit HACC’s YouTube channel.</p> <p>All attendees will use the same link to tune in to the ceremony.</p> <p>We look forward to seeing you online on May 13!</p>	May 12, 2021
525.	I am graduating this semester. Unfortunately, I missed the opportunity to complete the online form by the April 1 deadline. Can I still tune in to the ceremony?	<p>Congratulations on your upcoming graduation!</p> <p>Yes! Graduating students and their supporters are encouraged to tune in to the virtual celebration - whether or not they completed the online participation form. If you have any additional questions regarding our spring 2021 virtual Commencement ceremony, please contact Commencement@hacc.edu.</p>	May 12, 2021
526.	Are all courses available for the fall 2021 semester on the “Browse Classes” page or will more continue to be added?	Course enrollment will be monitored throughout the months leading up to the fall semester, and sections will be added as classes fill. Waitlists are available. Students on a waitlist will be notified when seats become available and new sections of a course are added to the schedule. Please contact your advisor if you need to take a course in your major that is not currently on the schedule.	May 12, 2021
527.	Will remote learning continue to be an option <i>after</i> the fall 2021 semester?	HACC is exploring remote learning as an option after the fall 2021 semester.	May 12, 2021

528.	How does HACC select the winners for cash giveaways for summer and fall tuition? Is there a time frame where the winner must accept, or does the money just go into the person's account?	The HACC Foundation will award 40 \$2,000 tuition giveaways to continuing and future HACC students, which can only be used toward fall 2021 semester tuition and fees. The randomly selected winners will be contacted via email and given instructions to redeem the giveaway. Upon confirmation that all requirements have been met, the \$2,000 will be directly applied to their student accounts. Students can still register for the drawing through Aug. 15.	May 12, 2021
529.	With the opening of the campuses to the general public at the beginning of June, will students who must be on campus during the summer be allowed to eat lunch outside as long as they maintain social distancing? Many of the health careers students are on campus all day for labs and need to have a space for lunch.	Yes. Students can enjoy lunch outside while remaining socially distanced during the summer semester at all campuses.	May 12, 2021
530.	I heard there is a new temporary service that can provide me with assistance in paying for my Internet bills. Can you provide more information?	<p>As of May 12, 2021, eligible individuals can begin applying and enrolling in the Emergency Broadband Benefit (EBB) Program. This temporary program provides the following benefits to eligible households:</p> <ul style="list-style-type: none"> • Up to \$50 per month discount for broadband service • Up to \$75 per month discount for households on qualifying Tribal lands • A one-time discount of up to \$100 for a laptop, desktop computer or tablet purchased through a participating provider <p>Only one monthly service discount and one device discount are allowed per household.</p> <p>To learn more, please visit https://getemergencybroadband.org/</p>	May 12, 2021
531.	When will the students who need the CARES Act monies be determined and when will the funds be distributed? I	At this time, the College is still awaiting guidance from the U.S. Department of Education regarding student eligibility and the methodology for determining the students with greatest need for distribution of funding from the Coronavirus	May 12, 2021

	<p>need to know how you determine how much each student receives also. Mine would be for books, housing, and school related expenses. Thanks.</p>	<p>Response and Relief Supplemental Appropriations Act, 2021 (CRRSAA). We will communicate with students when further information is known.</p> <p>The Higher Education Emergency Relief Fund II authorized by the CRRSAA was signed into law on Dec. 27, 2020. The act includes a portion of funding dedicated to students for emergency financial aid grants, similar to the 2020 Coronavirus Aid, Relief, and Economic Security Act (CARES) Act. However, the act amends student eligibility and directs institutions to prioritize the students with greatest need.</p> <p>HACC received a grant through the Higher Education Emergency Relief Fund authorized by the CARES Act, signed into law March 27, 2020, that provided for emergency financial aid grants to students. HACC has distributed those monies. Details are available at hacc.edu/CARESact.</p>	
532.	<p>I heard that PSECU is offering a promotion where I can get \$100. What does this involve?</p>	<p>We're #HACCproud to offer PSECU credit union membership to the HACC community. As a student member, you can earn perks such as free checking and savings accounts, a cash rewards debit card, an easy-to-use mobile app and alerts to keep tabs on YOUR money.</p> <p>For a limited time, you can get \$100 when you open a checking account with a debit card and add online or mobile banking. For promotion rules and to get started, please visit http://bit.ly/2XH7mg8.</p>	
533.	<p>When do students need to pay tuition for summer 2021 classes?</p>	<p>Tuition for summer classes is due no later than today, May 5, 2021. If tuition payment is not received by May 5, 2021, registered students risk having their classes dropped.</p> <p>If you have not paid your summer tuition, please:</p> <ol style="list-style-type: none"> 1. Review your current schedule/bill by logging in to your myHACC account. 2. Go to "Registration/Records" and "Student Accounts/Bill Information." 3. Choose "View Student Invoice and Schedule" from the "Student Accounts/Bill Information" menu on the student tab. 4. Make a payment or sign up for the HACC payment plan by clicking the appropriate link in myHACC. 	<p>May 5, 2021</p>

		<ol style="list-style-type: none"> 5. Grant parents or authorized users access to pay tuition and fees online, if necessary, through the payment portal. Please visit our website for more information. 6. Officially withdraw from the College if you are registered but not planning on attending summer classes. 7. Contact the Welcome Center if you have any questions regarding your student schedule, bill or tuition due date. 	
534.	I am a student in health careers. Do I have to be vaccinated for COVID-19 in order to participate in clinicals?	HACC does not require students or employees to be vaccinated at this time. Some clinical sites are requiring vaccinations. Please visit hacc.edu/HealthCareersUpdate	May 5, 2021
535.	When will the CARES Act money be distributed to students? I heard that other colleges started giving out this money to their students.	<p>At this time, the College is still awaiting guidance from the U.S. Department of Education regarding student eligibility and the methodology for determining the students with greatest need for distribution of funding from the Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (CRRSAA). We will communicate with students when further information is known.</p> <p>The Higher Education Emergency Relief Fund II authorized by the CRRSAA was signed into law on Dec. 27, 2020. The act includes a portion of funding dedicated to students for emergency financial aid grants, similar to the 2020 Coronavirus Aid, Relief, and Economic Security Act (CARES) Act. However, the act amends student eligibility and directs institutions to prioritize the students with greatest need.</p> <p>HACC received a grant through the Higher Education Emergency Relief Fund authorized by the CARES Act, signed into law March 27, 2020, that provided for emergency financial aid grants to students. HACC has distributed those monies. Details are available at hacc.edu/caresact.</p>	May 5, 2021
536.	I am graduating this semester. Since we are opening the campuses earlier than expected, why can't we have an in-person Commencement ceremony? I want my	<p>First, congratulations on your upcoming graduation. Earning a HACC degree, certificate or diploma is something to be extremely proud of.</p> <p>We understand your frustrations. We also wish that we could celebrate graduating students in person. However, the safety of our HACC community</p>	May 5, 2021

	accomplishments to be recognized.	remains our top priority. Please tune in to our virtual celebration on May 13 so that we can recognize you and your remarkable achievements.	
537.	I think credit scores and reports are so confusing. Do you have any information that can help me understand this important information?	<p>Credit scores have a big impact on your life. Ensuring you understand how these reports and scores work can help you achieve your financial goals like buying a home, leasing a car or paying off debt.</p> <p>To learn more, please visit https://bit.ly/PSECUcreditReport.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	May 5, 2021
538.	I am graduating this semester and want to celebrate my accomplishments, as well as those of my fellow classmates. How can I do this if the ceremony is virtual?	<p>Even though the ceremony is virtual, we still can’t wait to celebrate you and your accomplishments.</p> <p>No matter where you’re celebrating on May 13, you can:</p> <ol style="list-style-type: none"> 1) Share YOUR Commencement images on social media 2) Tell us how you’re celebrating this remarkable achievement 3) Give shout outs to your favorite HACC employees 4) Tag HACC in your posts <p>Please contact Commencement@hacc.edu for additional Commencement-related questions.</p>	April 28, 2021
539.	When will the CARES Act money be distributed to students? I heard that other colleges started giving out this money to their students.	<p>HACC received a grant through the Higher Education Emergency Relief Fund authorized by the Coronavirus Aid, Relief, and Economic Security Act, 2020 (CARES Act), signed into law March 27, 2020, that provided for emergency financial aid grants to students.</p> <p>HACC has distributed those monies. Details are available at hacc.edu/CARESact.</p> <p>The Higher Education Emergency Relief Fund II authorized by the Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (CRRSAA), was</p>	April 28, 2021

		<p>signed into law on Dec. 27, 2020. The act includes a portion of funding dedicated to students for emergency financial aid grants, similar to the CARES Act. However, the act amends student eligibility and directs institutions to prioritize the students with the greatest needs.</p> <p>At this time, the College is still awaiting guidance from the U.S. Department of Education regarding student eligibility and the methodology for determining the students with the greatest needs. We will communicate with students when further information is known.</p>	
540.	How were students notified that they must submit an online form to be featured in the spring 2021 virtual Commencement ceremony?	<p>Students eligible to graduate in the spring and summer 2021 semesters were notified in various ways, including:</p> <ul style="list-style-type: none"> • Email blasts • myHACC alert • Navigate • Social media posts • Weekly emails from Dr. Ski <p>If you have additional questions, please contact Commencement@hacc.edu.</p>	April 21, 2021
541.	Does the College receive updates from Mazzitti & Sullivan?	<p>Yes. We receive quarterly updates from Mazzitti & Sullivan that include:</p> <ul style="list-style-type: none"> • The number of students who have used services • The number of sessions • Students' level of satisfaction <p>From Nov. 12, 2020, to Feb. 11, 2021:</p> <ul style="list-style-type: none"> • Of the 34 students who reached out to Mazzitti & Sullivan EAP Services, 46 mental health counseling appointments took place. • This is comparable to the student participation for counseling services before the College began using Mazzitti & Sullivan EAP Services. • Students report a high satisfaction level with Mazzitti & Sullivan EAP Services. Forty-three percent reported being very satisfied, and 43% reported being satisfied. 	April 21, 2021

542.	I read somewhere that social media quizzes can be used to access my personal information. Is this true?	<p>While social media challenges and quizzes can be fun, you may be providing important information while you're completing them. To learn more, please visit http://bit.ly/PSECUsocialQuiz.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	April 21, 2021
543.	Where do I report my exposure to COVID-19?	<p>If you have been exposed to COVID-19, please send an email to corona@hacc.edu.</p>	April 21, 2021
544.	Why are we not opening the College campuses more for summer 2021 classes? If we take care of ourselves and those coming on campus, it doesn't make sense to stay totally closed.	<p>HACC will have select credit and workforce development programs permitted to hold on-campus classes during the summer 2021 semester as the College prepares for an expanded number of on-campus classes in the fall 2021 semester.</p> <p>The reason we are not opening the College campuses more this summer is multifaceted. The three primary reasons are:</p> <ol style="list-style-type: none"> a. Vaccination eligibility and availability and the inoculation rate b. The unknown impact of coronavirus variants that have emerged c. Recent surges in positive cases <p>Responses to recent surges will inform the community about protocols that could be used in the fall 2021 semester if new variants emerge and corresponding surges occur. Keeping the campuses closed to the public allows the College the maximum time to prepare the spaces for the return of students and employees this fall.</p> <p>A few of the projects that will take place over the summer in preparation for the return of larger numbers of students and employees this fall include:</p> <ul style="list-style-type: none"> • Installing clear plastic shields • Rearranging furniture and designating appropriate spacing in common areas 	April 14, 2021

		<ul style="list-style-type: none"> • Identifying locations where services are provided and creating appropriate signage • Updating heating, ventilation and air conditioning systems to further mitigate air borne risk • Assessing class locations for safety reviews <p>Many factors are considered when making decisions for our students and employees to come on campus, including:</p> <ul style="list-style-type: none"> • Wellness screening • Social distancing and cleaning protocols per the Pennsylvania Department of Health and Centers for Disease Control and Prevention (CDC) guidelines • Vaccination availability <p>Please know that your safety is our top priority.</p>	
545.	Will the HACC Foundation change the scholarship timeline due to the registration date changes?	<p>Yes. In response to the fall 2021 semester registration date changes, the HACC Foundation scholarship timeline has also changed. Please visit the timeline for more information.</p> <p>For information on scholarship deadlines, please visit hacc.edu/scholarshiptimeline. Additional information on the scholarship process can be found at hacc.edu/scholarships and our Frequently Asked Questions (FAQs).</p>	April 14, 2021
546.	Is HACC participating in fall sports?	HACC is moving forward with planning and scheduling several fall sports after careful consideration of the current situation. Volleyball and cross country have been selected for fall 2021 competition because there is less close contact to other participants and competitors than sports that involve playing defense.	April 14, 2021
547.	When will other HACC sports return to play?	HACC will continue to monitor the changing climate and evaluate the risks associated with allowing other sports to return to play. As the potential risks posed by COVID-19 go down, other HACC sports will return to play.	April 14, 2021
548.	Will spectators be permitted to watch games?	No. Spectators will not be permitted to watch games played on any HACC campus. Volleyball matches will be streamed for fans to view.	April 14, 2021
549.	I am considering combining my money with my	We understand money can be a touchy subject, one that people sometimes avoid discussing with their significant others.	April 7, 2021

	significant other's. Do you have any advice?	<p>The webinar, "From Me to We," by PSECU explains how to approach the topic, what items to consider and action steps you can take to successfully combine your finances.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	
550.	Looking beyond the 2021-22 school year of masks and limited on-campus classes, what CDC-recommended procedures does HACC plan to continue after the lockdown is lifted?	<p>HACC will continue to follow the COVID-19 Guidance for Businesses provided by Governor Tom Wolf and all COVID-19 related information found at hacc.edu/Coronavirus.</p> <p>The College is also working with a consultant to assess and enhance the collegewide heating ventilation and air conditioning (HVAC) systems for increased air flow, upgraded filters and additional equipment to scrub the air to ensure a safe learning environment.</p>	April 7, 2021
551.	How do I report a positive COVID-19 test result to HACC?	Please email corona@hacc.edu .	April 7, 2021
552.	Will HACC nursing faculty and students be participating in the vaccination clinics on the Harrisburg Campus as part of the students' clinical requirements?	Yes. HACC nursing faculty and HACC nursing students are participating in the vaccination clinics on the Harrisburg Campus. This is a learning experience for the students and part of their clinical experience.	March 31, 2021
553.	I am confused. I heard that I have to complete an online form to be recognized in Commencement. Can you provide more information?	<p>HACC's spring 2021 virtual Commencement ceremony will be held on May 13, 2021. Like ceremonies that occur at the Giant Center, graduates will be recognized only if they indicate that they plan to attend the virtual event.</p> <p>By 11:59 p.m. on April 1, 2021, please complete this online form to indicate if you plan to attend the virtual celebration.</p>	March 31, 2021
554.	I am graduating this semester. How can my family and	Congratulations on your upcoming graduation! Please encourage your supporters to complete this online form with their congratulatory messages by April 4.	March 31, 2021

	friends celebrate my accomplishments?		
555.	Why did the dates for registration change?	HACC is expanding our course instruction options this fall, including on-campus classes. Because we are transitioning back to our campuses, additional planning will help to ensure the safety of our students and employees. While we can never guarantee safety from COVID-19, we will continue doing our part to help prevent the spread. Please visit hacc.edu/Fall2021Options for more information.	March 31, 2021
556.	What will be the cleaning process for the classrooms for the fall 2021 semester?	<p>The facilities team has developed a multi-layered cleaning process for classrooms, specialized labs, offices, restrooms and common areas.</p> <ul style="list-style-type: none"> • Cleaning to remove germs and dirt is completed each day in all general classrooms, laboratories, restrooms and common areas. This includes, but is not limited to, dusting, vacuuming, washing and emptying trash. • Disinfecting routinely with EPA-approved disinfecting products for the high-touch areas are completed multiple times throughout the day in between classes to reduce the risk of exposure. This includes, but is not limited to, tables, chairs, door knobs, light switches and teaching spaces. • Disinfecting with the electrostatic spray guns is completed several times a week for general classrooms and labs, offices, restrooms and common areas dependent on usage. This is a specialized additive cleaning technology to further minimize risk of exposure. • Disinfecting with the Diversey UV-C Moonbeam^{TM3} is used several times a week based on demand in specialized labs, trade classrooms, offices, restrooms and common areas. This is an additive cleaning technology to further minimize risk of exposure. <p>Custodial staff continue to wear appropriate personal protective equipment, practice social distancing and follow proper prevention hygiene, such as washing hands frequently and using alcohol-based hand sanitizer when needed.</p>	March 31, 2021
557.	Will there be space for students to wait between classes in fall 2021?	Yes. For students in on-campus classes, there will be designated common areas in all classroom buildings to wait between classes during the fall 2021 semester following appropriate protocol.	March 31, 2021
558.	Will I lose class availability over the summer since there are not many classes being offered over the summer?	HACC has hundreds of course sections being offered over the summer. Please search for classes to see what is available during the summer.	March 31, 2021

		<p>If you have specific classes you are concerned about, please contact your advisor.</p> <p>For more information about summer, please click the “Summer and Fall 2021 Announcements” tab on hacc.edu/Coronavirus.</p>	
559.	Does the delay in registration push back the due date for tuition?	The tuition due date will remain May 5, 2021. Students will receive more detailed information via HAWKmail regarding payment options and how to get help paying their bill.	March 31, 2021
560.	When is the deadline to apply for HACC scholarships for the fall 2021 semester?	By March 26, 2021 , please apply for an opportunity to receive FREE money. For example, did you know the Joan Gipple Memorial Scholarship supports students enrolled in creative writing courses?	March 23, 2021
561.	I am graduating in May. I heard that I have to complete an online form to be recognized in the Commencement ceremony. Can you provide this link?	<p>By 11:59 p.m. on April 1, 2021, please complete this online form to participate in the spring 2021 virtual Commencement ceremony.</p> <p>Like ceremonies that occur at the Giant Center, you will be recognized only if you indicate that you plan to attend the virtual event.</p>	March 23, 2021
562.	I understand good money habits are important. Where can I learn tips to ensure my child also understands the importance?	<p>We’re #HACCproud that you realize good money habits are important. Sharing this knowledge with your child early on sets them up to be a financially savvy adult.</p> <p>The webinar, “Raising a Financially Literate Child,” by PSECU discusses what your child should know and provides interactive ways to teach them financial concepts.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	March 23, 2021
563.	Is there a new link to COVID-19 Wellness Screening form?	Yes. The new link is under the “Coronavirus Updates” section of myHACC. Please use this new form moving forward. If you bookmarked the previous hyperlink in your website browser, please update your bookmark.	March 23, 2021

564.	When does registration begin for summer and fall 2021 classes?	<p>Registration for summer and fall 2021 classes begins on the following dates:</p> <ul style="list-style-type: none"> • March 29: Registration begins for military and veteran students March 31: Registration begins for continuing HACC students • April 12: Registration begins for future students <p>If you need assistance registering for summer and fall 2021 classes, please attend a remote drop-in advising session. These sessions offer opportunities for students to get quick advising questions answered if they cannot meet with their assigned advisor. Students can also attend a registration lab to obtain help registering for classes after they have met with their advisor and determined the courses they need.</p> <p>Continuing students are encouraged to meet with their advisor and register early to get the best availability of classes. To learn more options for meeting with your advisor, please click this link.</p>	March 17, 2021
565.	The second CARES act was passed in December. Should we expect another payment to students like we did with the first CARES act? If the next stimulus package is passed, would we receive double stimulus payments?	<p>The Consolidated Appropriations Act was signed into law on Dec. 27, 2020, and includes pandemic-related relief similar to the Coronavirus Aid, Relief and Economic Security (CARES) Act grants that were previously distributed. HACC is still waiting to receive (a) the details being finalized by the U.S. Congress and (b) the funds. We will update students on any new information via their HawkMail accounts.</p>	March 17, 2021
566.	I am finally graduating this semester. What is the plan for celebrating graduates since we can't celebrate in person?	<p>We're #HACCproud that you're graduating! Earning a HACC degree, certificate or diploma is a huge accomplishment.</p> <p>HACC's spring 2021 Commencement ceremony will be held virtually on May 13, 2021. If you are planning to graduate and attend the Commencement ceremony this semester, please complete this online form by 11:59 p.m. on April 1, 2021.</p> <p>Please note that like ceremonies that occur at the Giant Center, you will be recognized only if you indicate that you plan to attend the virtual event.</p>	March 17, 2021

567.	I am a student looking for scholarships and found a CARES Act scholarship. Could you tell me how to apply?	HACC received CARES Act monies last academic year and distributed the emergency financial aid grants directly to eligible students. However, there were no scholarships available related to the CARES Act. For further details about the distributions of the CARES Act monies, please visit hacc.edu/CARESact .	March 17, 2021		
568.	Will HACC have a registration website to get COVID-19 vaccine? It is reported that your campus will soon open as a vaccine distribution site. I'm an at-risk 77-year old and can't find an appointment anywhere in this area. Thanks.	No, HACC will not have a COVID-19 registration website as this is not a HACC event. The Pennsylvania Department of Health (DOH) is managing the entire process. HACC is honored to have our Harrisburg Campus included as a site for COVID-19 vaccination distribution. We will be given limited notice of when these events will occur. To limit the possibility of any COVID-19 exposure for our students and employees and out of respect for DOH, on the dates of distribution, we will close the portion of the Harrisburg Campus where the vaccines will be distributed. Students and essential workers approved to be on the campus whose work or class schedules are affected by this event will be notified via email. Please visit the Pennsylvania Department of Health website for more information.	March 17, 2021		
569.	Will HACC offer a COVID-19 vaccine?	No. HACC will not be offering the COVID-19 vaccine.	March 17, 2021		
570.	I received the spring 2021 Commencement ceremony invite email. Is there a way our families and supporters can express their excitement?	By April 4, please encourage your supporters to complete this online form with their Commencement congratulatory messages. Submissions may be shared during the ceremony and/or on HACC's social media sites.	March 17, 2021		
571.	When will we find out which fall classes will be in-person, remote or virtual?	Details about which classes will be scheduled on campus and which ones will be remote or virtual will be available on the schedule search page beginning March 26, 2021.	March 10, 2021		
572.	Are there any upcoming scheduled student Zoom sessions with Dr. Ski?	Yes. The following student Zoom sessions have been scheduled: <table border="1" data-bbox="955 1360 1444 1433"> <tr> <td>Dates and Times:</td> </tr> <tr> <td>March 31, 2021, from 3-3:30 p.m.</td> </tr> </table>	Dates and Times:	March 31, 2021, from 3-3:30 p.m.	March 10, 2021
Dates and Times:					
March 31, 2021, from 3-3:30 p.m.					

		<table border="1"> <tr><td>April 21, 2021, from 3-3:30 p.m.</td></tr> <tr><td>May 19, 2021, from 3-3:30 p.m.</td></tr> <tr><td>Sept. 22, 2021, from 3-3:30 p.m.</td></tr> <tr><td>Oct. 20, 2021, from 3-3:30 p.m.</td></tr> <tr><td>Nov. 17, 2021, from 3-3:30 p.m.</td></tr> <tr><td>Dec. 15, 2021, from 3-3:30 p.m.</td></tr> </table> <p style="text-align: center;">[Zoom information is redacted for security purposes.]</p> <p>Please note the following protocols for these Zoom sessions:</p> <ul style="list-style-type: none"> • Please log in at least five minutes before the session begins. The Zoom meeting will be closed to new participants at 3:05 p.m. • Please use the chat feature to ask questions, and HACC employees and I will respond. 	April 21, 2021, from 3-3:30 p.m.	May 19, 2021, from 3-3:30 p.m.	Sept. 22, 2021, from 3-3:30 p.m.	Oct. 20, 2021, from 3-3:30 p.m.	Nov. 17, 2021, from 3-3:30 p.m.	Dec. 15, 2021, from 3-3:30 p.m.	
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Oct. 20, 2021, from 3-3:30 p.m.									
Nov. 17, 2021, from 3-3:30 p.m.									
Dec. 15, 2021, from 3-3:30 p.m.									
573.	The global pandemic has been hard. Where can I learn to build strong money management skills?	<p>We understand the financial impact of the global pandemic. Don't forget, HACC students are encouraged to apply for HACC Foundation scholarships. This is FREE money to help pay for your tuition and fees.</p> <p>The webinar, "Intro to Money Management," provided by PSECU, discusses how money works, how to responsibly manage it and how your financial decisions impact your goals.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	March 10, 2021						
574.	Are there any updates on the second stimulus package that the school received? When are students expected to have these funds distributed to them?	The Consolidated Appropriations Act was signed into law on Dec. 27, 2020, and includes pandemic-related relief similar to the Coronavirus Aid, Relief and Economic Security (CARES) Act grants that were previously distributed. HACC is still waiting to receive (a) the details being finalized by the U.S. Congress and (b) the funds. We will update students on any new information via their HawkMail accounts.	March 3, 2021						

575.	Do you have any programs that can help students with permanent housing?	<p>Resources available to students include the following:</p> <ul style="list-style-type: none"> • HACC’s Consultancy, Advocacy, Referral and Empowerment (CARE) Center provides resources, services and community referrals that include food insecurities, transportation and housing deficits, access to legal services, challenges to health equities and advocacy resources. • Keystone Education Yields Success (KEYS) Program works with students based on their county of residence to find resources to meet their immediate needs. 	March 3
576.	I heard PSECU launched a Financial Fitness Challenge. Can you provide more information? I am definitely interested!	<p>PSECU wants to help you make the most of YOUR money. The first 2,021 students to complete the PSECU Financial Fitness Challenge and meet all requirements will be awarded a \$10 Amazon e-gift card claim code. You don’t need to be a PSECU member to participate. To learn more, please visit: https://bit.ly/3p9XczM.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email</p>	March 3, 2021
577.	Does HACC offer any scholarships for international students?	<p>The HACC Foundation offers two scholarships for international students. A FAFSA is not required for these scholarships:</p> <ul style="list-style-type: none"> • DACA DREAMers Scholarship Fund • HACC Welcomes You Scholarship Fund <p>For information on scholarship deadlines, please visit HACC.edu/scholarshiptimeline.</p> <p>Additional information on the scholarship process can be found at HACC.edu/scholarships and our Frequently Asked Questions (FAQs).</p> <p>Thank you!</p>	March 3, 2021

578.	I am hearing rumors from some faculty that the Gettysburg Campus will be sold. Is that true?	This rumor is false. There have been no discussions about selling the Gettysburg Campus or the Gettysburg Campus building.	March 3, 2021
579.	Is the CARES Act still going on, and how can I apply for funds?	<p>The College received grants through the CARES Act for multiple purposes. The College has one year from the date of award to expend the grant funds. All activities related to the CARES Act will be completed and paid by June 30, 2021.</p> <p>The student portion of the CARES Act grant was fully distributed to students in June 2020. There is no ability for students to apply for additional funds.</p> <p>The institutional and strengthening institutions portions of the grant are ongoing as the College continues to allocate funds to activities and initiatives that are necessary and allowable under the terms of the grant.</p>	Feb. 24, 2021
580.	What tutoring resources are available for HACC English as a Second Language (ESL) students?	<p>HACC offers an array of free tutoring services to all enrolled students. You can access drop-in tutoring sessions or schedule an appointment with an experienced ESL tutor. HACC tutors are available Monday through Saturday to support you.</p> <p>Additionally, HACC offers a weekly English conversation group for all students to practice their conversational English skills with classmates in a fun and friendly Zoom environment. The conversation group is led by an ESL and language tutor. Any interested student can join the conversation. Please visit the HACC Tutoring Conversation Group page for full details.</p>	Feb. 24, 2021
581.	Where can I find more information on spring 2021 graduation so that I can send it to my family and friends?	The Commencement ceremony will be held virtually on HACC's YouTube channel on May 13, 2021. In March, students who are eligible to graduate in spring/summer 2021 will receive an invitation in their Hawkmail with the details. For more information, please visit hacc.edu/Commencement or email commencement@hacc.edu .	Feb. 24, 2021
582.	My high school senior is heading to college. Do you know any scholarships that are available?	The HACC Foundation is #HACCproud to offer many unique scholarships to our students. Additionally, PSECU offers scholarship opportunities to its members. Please visit psecu.com/scholarships to learn more.	Feb. 24, 2021

		<p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	
583.	Are there any COVID-related restrictions if I travel outside the state of Pennsylvania for more than 24 hours?	Please refer to the guidelines provided by the Centers for Disease Control and Prevention (CDC).	Feb. 24, 2021
584.	Are there any resources available to help students experiencing challenges with public transportation?	<p>Students who live in Gettysburg and Adams counties may benefit from a new pilot program developed by rabbittransit in partnership with @Home in Adams County.</p> <p>The Gettysburg-Hanover Connector is a new bus route that connects the communities of Gettysburg and Hanover. The program aims to help eliminate the transportation issue that many employers are facing by focusing on providing access to employment opportunities in areas currently not accessible by public transit.</p> <p>For more information, please visit rabbittransit.org.</p>	Feb. 24, 2021
585.	How can I be part of HACC’s spring/summer 2021 virtual Commencement?	Please apply to be a student speaker or audition to sing “America the Beautiful.” The deadline to apply is March 5. For more information, please email commencement@hacc.edu .	Feb. 24, 2021
586.	Can you tell me more about esports at HACC?	The College recently launched a coed esports program, with five teams participating. For more information, please see this news release .	Feb. 17, 2021
587.	Nursing students have been told that all of the Nursing programs are set up the exact same, and there will be no differences between any of the campuses. That being said, we have discovered several differences, such as how assessments are being submitted, assignments being	The course groups across all campuses meet regularly, and they are all currently using the same lesson plans, testing rubrics and schedules. However, faculty will not use exactly the same questions and will not reuse questions from prior exams because they want to make sure students are thinking as they take the tests. In addition, individual faculty may deliver the same material differently. The course outcomes are the same, but they may be developed differently depending on the instructor. You may bring your concerns to the attention of the Nursing Program director at your primary campus.	Feb. 17, 2021

	<p>explained and how the exams are handled. If it is the "same program," why are there major differences, such as exams including completely different sets of questions? Should this not all be standardized for the entire program, not just each campus?</p>		
588.	<p>Has HACC mandated that all biology courses, particularly Biology 122, are only allowed one minute per question, and that we are no longer allowed to change our answers? So, once I select an answer, I can no longer go back and double check myself, and my answer is now permanent and unable to be changed. Please advise.</p>	<p>No. HACC has not mandated how any course will be assessed, nor does the College dictate how faculty may assess student learning. If you have concerns about your biology class, please contact Michael Corradino, dean of the School of Science and Mathematics, at mccorrad@hacc.edu.</p>	Feb. 17, 2021
589.	<p>I am a full-time nursing student. This was my first semester in clinical. We were forced to pay extra lab fees, even though campuses are closed. On top of that, we also were required to buy \$90 lab bags to have lab materials at home. Where exactly are the lab fees going that we are paying for? We are not allowed to go to the labs plus have to buy extra supplies with our own money out of pocket.</p>	<p>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.</p>	Feb. 17, 2021

590.	<p>Why is nursing not considered one of your approved majors to have on campus? We are supposed to be learning how to take care of people and save their lives, yet we are supposed to be learning that from home? The information may be the same as if we were face-to-face, but it is not the same learning. Nursing is a hands-on career, and we are not getting hands-on training. On top of that, we just learned we will be fully remote in the fall, because we weren't approved to be on campus. This means half of my four- semester program will be done online for a degree where I will be responsible for people's lives.</p>	<p>Please note that <u>no decision has been made yet about fall 2021 classes.</u></p> <p>For all of our programs, we balance the safety of our students and employees with completing the learning outcomes in the courses.</p>	Feb. 17, 2021
591.	<p>What is the HACC Dental Hygiene Sealant Night? If our campuses are closed to the public, why are we having this event?</p>	<p>The HACC Dental Hygiene Sealant Night will be on Feb. 23, 2021. The event is reserved for dental hygiene students to provide free sealants for current patients only. This opportunity was not promoted publicly.</p> <p>Sealants are a protective coating applied to the biting surfaces of the teeth to prevent cavities.</p> <p>The evening is designed to help the underserved and uninsured populations within the community who are mainly under the age of 18.</p> <p>Students enrolled in the Dental Hygiene Program must see patients to complete the curriculum and be in compliance with the Commission on Dental Accreditation. Students cannot meet accreditation standards by working on other</p>	Feb. 17, 2021

		<p>students or even family members, as their patients must have specific dental health requirements.</p> <p>Students and employees in the program have gone through extensive infection control training endorsed by the Occupational Safety and Hazard Administration (OSHA).</p> <p>Anyone coming to campus (students, employees and scheduled patients) must complete the online Wellness Screening form within 24 hours of every arrival to campus. Temperatures will be taken upon arrival, and hands will be sanitized. Walk-through traffic will be limited to one way to maintain social distancing.</p> <p>Personal protective equipment (PPE) must be worn by all students and employees, and faculty will remain with students throughout their appointments to ensure safety measures are maintained.</p> <p>Patients are required to remain in their cars until they are ready to be seated in the clinic and will be required to wear face masks (covering the mouth and nose) until they are seated for their appointment. All appointment times are pre-scheduled and staggered to prevent multiple people in the reception area.</p> <p>The dental clinic will have a reduced capacity of students, employees and patients to maintain social distancing. Each station will be disinfected between patients, and the offices and reception area will be deep cleaned each evening.</p>	
592.	How do I get mental health support and counseling?	<p>If you are struggling with anxiety, depression or a sense of feeling overwhelmed, please contact our counseling partners at Mazzitti & Sullivan EAP Services. They are available 24/7 to offer confidential support over the phone, online or in person. Mazzitti & Sullivan EAP Services and its many partners have offices throughout the region. Currently-enrolled credit students are provided up to three free counseling sessions per semester.</p> <p>Please choose any of the following options to access these confidential services: Phone Options</p> <ul style="list-style-type: none"> • Call 800-543-5080 to speak to someone 24/7 or to schedule an appointment. 	Feb. 10, 2021

		<ul style="list-style-type: none"> • Call 855-264-3248 if you use TeleTYpe (TTY)/Telecommunications Device for the Deaf (TDD). <p>Online Option</p> <ul style="list-style-type: none"> • Go to mseap.com/get-started • Click on “Contact Us” and fill out the form as an “employee” • Type in “HACC Student” in the “Employer Name” field Complete the form • Click the “Contact Us” button at the bottom of the page • Expect your message to be returned by the next business day <p>Additional Online Materials</p> <ul style="list-style-type: none"> • Go to mseap.com • Click on “Member Login” • Enter “HACCSTU” in the sign-in section • Browse materials related to mental health, emotional well-being, financial wellness and more <p>HACC makes these confidential services available at no cost to students. Please use these important services if you need them. Please also visit hacc.edu/MentalHealth for more resources.</p>	
593.	I heard PSECU is seeking campus brand ambassadors for HACC. What does this mean?	<p>PSECU has developed a campus brand ambassador position, in place of a student intern, and is seeking student applicants from HACC. Individuals would be the face and voice of the PSECU brand at HACC. They would be involved in increasing brand awareness of PSECU and member acquisition by promoting its products and services through various channels. There are financial compensation opportunities with the position.</p> <p>If you are interested in this opportunity, please contact Jen Nicrone at JNicrone@psecu.com or 717-461-6750 for more information.</p>	Feb. 10, 2021
594.	During finals week of the fall 2020 semester, someone in my household tested positive for COVID-19. I contacted	Students taking an approved make-up exam should not be penalized for having to take it at a later date.	Feb. 3, 2021

	<p>my professors and told them that I would not be able to take in-person finals. I received an incomplete for the semester until I was able to come back this spring and make them up. I completed the first one but because this was carried over from the previous semester, the highest grade that I was able to receive was 80%.</p> <p>I'm taking this pandemic very seriously. I quarantined for a full 14 days and decided not to come to school, but have been punished for this decision. I know 80% is still a passing grade and these two grades will probably not affect me long term, but this situation is encouraging students to lie about positive test results and symptoms in order to maintain their grades. I'm hesitant to give my name because I do not want my instructors to be upset with me for complaining about this policy. However, this pandemic is more important than that. I feel this is an issue that needs to be discussed.</p>	<p>For any questions about your grade in the class that have not been answered by the faculty member, please contact your school dean:</p> <ul style="list-style-type: none"> • Dr. Jennifer Baar, School of Business, Technology and Industry, jnbaar@hacc.edu • Ms. Leslie Boon, School of Liberal Arts, lmboon@hacc.edu • Mr. Mike Corradino, School of Science and Math, mccorrad@hacc.edu • Ms. Dory Uhlman, School of Health Sciences, dsuhlman@hacc.edu <p>If you are not sure who your dean is, please contact Kathy Doherty, Ph.D., associate provost, at ktdohert@hacc.edu.</p>	
595.	I was curious as to whether the May 2021 nursing cohort is going to be having their	The nurse pinning in May 2021 will be a virtual event. More details will be communicated as we get closer to the date.	Feb. 3, 2021

	pinning ceremony virtually or in person?		
596.	My professor is saying that it is mandated for us to keep our cameras on during class. I am not comfortable doing so and am wondering what the requirements for that are.	<p>It is not mandated that you keep your camera on during class. Faculty may only require that cameras be on for specific learning outcomes tied to course assessments (for example, giving speeches in a communications class). If you have concerns about your professor, please contact the appropriate school dean:</p> <ul style="list-style-type: none"> • Dr. Jennifer Baar, School of Business, Technology and Industry, jnbaar@hacc.edu • Ms. Leslie Boon, School of Liberal Arts lmboon@hacc.edu • Mr. Mike Corradino, School of Science and Math mccorrad@hacc.edu • Ms. Dory Uhlman, School of Health Sciences, dsuhlman@hacc.edu <p>If you are not sure who your dean is, please contact Kathy Doherty, Ph.D., associate provost, at ktdohert@hacc.edu.</p>	Feb. 3, 2021
597.	What are the criteria to receive a computer through the technology loan program? After I submit the technology request form, will I receive a response and update on the status of my request even if I do not qualify?	<p>Information about technology loan program eligibility can be found here: libguides.hacc.edu/pcloan/about.</p> <p>Generally, students should be enrolled in six credit hours. However, students with certain critical needs are still encouraged to complete the TechLoan eligibility form.</p> <p>You will receive a response to your form submission by the following business day.</p>	Feb. 3, 2021
598.	Where can I learn more about planning for a baby? It's overwhelming! Help!	<p>We understand that planning for a baby can be stressful and overwhelming. The webinar, "Baby on a Budget," provided by PSECU, covers topics to make sure you're meeting your baby's needs and YOUR financial goals.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	Jan. 27, 2021

599.	I heard that the Pennsylvania Department of Health (DOH) will be administering COVID-19 testing on the York Campus. Can you please tell me more about this?	<p>HACC's York Campus will be included as a site for COVID-19 testing. DOH is managing the entire process in cooperation with AMI Expeditionary Healthcare. This is not a HACC event.</p> <p>The testing site will be located in the rear parking area of the Governor George M. Leader Building. Testing is open to the general public Feb. 5-9, 2021, from 9 a.m.-6 p.m.</p> <p>To limit the possibility of COVID-19 exposure to our students and employees and out of respect for DOH, we will close access to the Leader Building parking area on the dates of the testing. If you are a student or essential worker approved to be on campus and your work or class schedules are affected by this event, you will be notified via email. All students and employees will be routed through the wellness screening process at the William F. Goodling Center.</p>	Jan. 27, 2021
600.	Will more books be coming in for the spring semester? I keep checking for my required books, and they are continually out of stock.	More books will be arriving for the spring 2021 semester. Please continue to check the bookstore website for availability, as shipments are arriving daily.	Jan. 20, 2021
601.	What are the on-campus masking requirements for HACC students and employees?	<p>Anyone approved to be on a HACC campus is required to wear a mask that completely covers their nose and mouth at all times while on campus. This includes driving up to the wellness screening stations, being in classrooms and being in all indoor and outdoor common areas.</p> <p>HACC supports the Centers for Disease Control and Prevention's (CDC) updated mask recommendations.</p> <p>Wearing a mask, social distancing, sanitizing and hand washing will help to keep our HACC community as safe as possible. Although we can never assure safety from this virus, we must be vigilant and do our part.</p>	Jan. 20, 2021
602.	I heard that the U-GRO Child Care Centres were sold. How does this affect the Harrisburg and Lancaster campuses' U-GRO locations?	<p>On Jan. 1, 2021, the U-GRO Learning Centres joined the Learning Care Group family of brands.</p> <p>The HACC leasing relationships at the Harrisburg and Lancaster campuses remain intact, and the centres will continue to operate under the U-GRO brand to serve the child care mission in our communities.</p>	Jan. 20, 2021

603.	Do you have an update regarding the student mental health counseling request for proposal (RFP) process? Am I still able to get counseling services through Mazzitti & Sullivan?	<p>The RFP process for student mental health counseling services has been completed, and Mazzitti & Sullivan was awarded the contract. Students will still have the following services:</p> <ul style="list-style-type: none"> • Up to three free confidential counseling services during each semester of enrollment • Confidential 24/7 support via Mazzitti & Sullivan’s direct call line • Dozens of online resources covering topics such as mental health, financial wellness, stress reduction and time management <p>To contact Mazzitti & Sullivan, please call 800-543-5080 or visit this webpage for more details about their services.</p>	Jan. 20, 2021
604.	I heard that HACC entered into an agreement of sale for the Lebanon Campus building. Could you please provide an update?	On Dec. 24, 2020, the College entered into an agreement of sale with the City of Lebanon for the Lebanon Campus building. For additional information, please view our news release .	Jan. 20, 2021
605.	Will there be more CARES Act grants for students now that the new stimulus has been passed?	The Consolidated Appropriations Act was signed into law on Dec. 27, 2020, and does include pandemic relief similar to the Coronavirus Aid, Relief, and Economic Security (CARES) Act grants that were previously distributed. HACC is still waiting for the final details to be worked out by Congress and to receive the funds. We will update students on any new information, and the process for students will be sent to their HAWKMail accounts.	Jan. 20, 2021
606.	Is there a procedure I should follow if I have COVID-19 symptoms, am in contact with someone who tested positive or have tested positive myself?	Please send an email to corona@hacc.edu describing whether you have tested positive, have symptoms or have been in contact with someone who has tested positive. Contact is defined as within 6 feet for 15 minutes or more.	Jan. 20, 2021
607.	Will nursing students be required to get the COVID-19 vaccine since the majority of hospitals are making it optional for their employees?	We are not requiring that students get vaccinated at this time. Should it be mandated at a state or federal level, we would reconsider. Right now, it is highly recommended but not required. Students who are NOT vaccinated may need to continue to wear masks and face shields (as per facility guidelines). Some healthcare systems may make the vaccine available to students working on their sites.	Jan. 20, 2021

608.	I'm looking to attend LPN school. Are all classes being taught remotely right now? I would love to attend, but I would only attend if it's remote due to having children at home.	Right now, all theory remains remote, but the critical skills are taught on campus. Clinical for PN is 100% face-to-face to meet the hour requirements.	Jan. 20, 2021
609.	<p>I am concerned about my nursing education at HACC. I feel that I am being robbed of a thorough education by being forced to learn remotely. I am currently a nursing student who has been accepted into clinicals. My last semester I spent about an hour on campus with my professors. While I understand that the coronavirus is real and can affect anyone at any time, I do not understand why nursing classes are still mostly remote. I can understand the lecture portion being remote to help minimize transmission. However, when we were on campus we had to wear full personal protective equipment (PPE).</p> <p>Wearing PPE is a critical part of being a nurse, so why can't we continue to learn actual skills while being supervised by real nurses? Actual nurses are doing it all day long these days. While learning at home,</p>	<p>We understand your concerns and are working on a balance that ensures students are safe and that they get the skills they need to be successful nurses. That is why HACC has prioritized on-campus assessment of critical skills. Every program in the state has had to make the same difficult decisions.</p> <p>HACC is committed to our students and our community partners to provide well-educated students to area employers. Students can be assured they will have what they need, because our instructional plan has been approved by the Pennsylvania State Board of Nursing.</p> <p>When students get to clinical, many of the perceived gaps will be filled. Our graduates are communicating with us that they are as prepared as they can be. Our area employers are restructuring their orientations to fill the gaps that all new nurses will have.</p>	Jan. 20

<p>I don't have anyone to tell me if I am practicing these skills correctly. I could be teaching myself and learning to do them all wrong. I already feel as if I am disadvantaged by not getting my full education out of online classes. There is also no comradery between our class -- I don't even know my instructors or other nursing students.</p> <p>Throughout this pandemic, we are still allowed to go shopping, go out to eat, do whatever we please -- just with limitations such as wearing a mask. Why can't we return to campus and just sign a waiver stating that HACC is not liable if we contract the virus?</p> <p>I feel as if we are being set up for failure as nurses. My first semester in clinicals was remote -- these are basic skills that we are learning. How are we supposed to build on these skills when they weren't thoroughly learned to begin with? And yes, I did receive an "A" in all my classes last semester. Even though I already have medical experience as a medical</p>		
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	<p>assistant for the last four years, I am still not confident in my nursing skills that I learned last semester.</p> <p>I am just asking HACC to please reconsider these campus closings until August.</p>		
610.	<p>Can you please remind me of how the College will handle weather announcements during the COVID-19 pandemic?</p>	<p>If there is a weather announcement regarding campus closures, it will only impact employees and students who are approved to be on campus. All other remote work, remote instruction and virtual learning courses will continue as scheduled.</p> <p>We will communicate directly to the students and employees who are approved to be on a HACC campus. Therefore, we will not be distributing a collegewide e2Campus message or notifying the local media.</p> <p>Instead, we will:</p> <ul style="list-style-type: none"> • Update the HACC website • Send an email to employees who are approved to be on campus • Send an email to students who are approved to be on campus • Post an announcement to the collegewide Facebook and Twitter accounts <p>Please see the “Weather Announcement Process During COVID-19” tab on hacc.edu/Weather for more information.</p>	Jan. 20, 2021
611.	<p>What is e2Campus and what is it used for?</p>	<p>e2Campus is HACC’s free alert system that allows you to stay informed quickly when the College has immediate announcements or emergencies. You can sign up to receive a text message on your mobile device and/or an email. For more information and to sign up, please visit hacc.edu/e2Campus.</p> <p>While campuses are closed due to the coronavirus pandemic, the College will not use e2Campus for weather-related announcements. Instead, the College will follow the guidelines outlined on this webpage:</p> <p>https://hacc.edu/Students/CollegeCalendars/Weather/</p>	Jan. 20, 2021

612.	Please provide an update on the new ultraviolet-C (UVC) disinfection equipment that we now have at all of the HACC campuses?	<p>The MoonBeam3 UV-C disinfection equipment uses technology to eliminate pathogens from intricate, hard-to-clean surfaces in high-touch areas, including classrooms, offices, trade, nursing and dental hygiene laboratories and bathrooms.</p> <p>The manufacturer completed extensive testing on the efficacy of the device on key viruses, bacteria and bacterial spores. The MoonBeam3 was proven effective against COVID-19 under a range of conditions with contact time as low as four seconds. The equipment has a three-minute cycle within roughly 6 feet of primary targets. The area can be immediately occupied after usage. The MoonBeam3 is safely outfitted with sensors that stop the device cycle if entry is attempted from outside the room.</p> <p>HACC custodial teams are receiving training and will be using MoonBeam3 equipment at all campuses over the next several weeks. The teams continue to use electrostatic disinfection guns and overall high-touch point deep cleaning procedures and processes to maintain high quality cleaning of HACC campuses.</p>	Jan. 20, 2021
613.	The holiday season is tough for my family. Do you have any upcoming “Groceries on the Go” program pick-up days scheduled?	<p>Our priority remains you, our students, and we’re here to help ensure you succeed.</p> <p>Thanks to the support of the HACC Foundation, the next grocery pick up is this week. HACC students can present their student ID or current class schedule to receive a free bag of groceries valued at \$10 from participating local supermarkets.</p> <p>Grocery bags are available first come, first served while supplies last. For more information (including the date, time and list of participating supermarkets), please visit hacc.edu/groceries.</p>	Dec. 16, 2020
614.	Could you please let me know how graduating students were notified about the virtual Commencement ceremony ?	<p>Following is the timeline of when communications were sent to students about participation in the fall 2020 virtual Commencement ceremony:</p> <ul style="list-style-type: none"> • March 25, 2020: Dr. Ski informed spring 2020 graduates that they would be invited to the fall 2020 ceremony. • April 9, 2020: Spring 2020 graduates were invited to attend the fall 2020 virtual Commencement ceremony via email. 	Dec. 16, 2020

		<ul style="list-style-type: none"> • May 5, 2020: Students were reminded via a weekly coronavirus email that they can participate in the ceremony. • July 16, 2020: Students were informed the fall 2020 Commencement ceremony would be held virtually. • July 30, 2020: Students were provided additional ceremony details. • Sept. 30, 2020: An additional reminder was included in the weekly email to students. • Oct. 8, 2020: An invitation to participate in the fall 2020 virtual Commencement ceremony was sent to spring and fall students via their HAWKmail and personal emails. • Oct. 23, 2020: A reminder alert was posted on the myHACC portal. • Oct. 23, 2020: An additional reminder email inviting students to participate in Commencement was distributed. • Oct. 28, 2020: A reminder about the ceremony was included in the weekly email to students. • Dec. 2, 2020: Additional information was included in the weekly coronavirus email. • Dec. 8, 2020: An email was distributed to all fall 2020 graduates. • Dec. 8, 2020: An email was distributed to those who indicated they would be attending the virtual ceremony. <p>Multiple social media posts about the ceremony were also shared across the College’s social media platforms.</p> <p>Please email the Office of Student Affairs and Enrollment Management at Commencement@hacc.edu with any additional questions.</p>	
615.	Representing many students, some who attend HACC and some who attend other colleges in our region, I don’t understand why HACC students have to pay lab fees, especially since our labs are offered remotely. Would the College think about suspending those charges	<p>Thanks for the kudos on communication.</p> <p>Please see the response to item #82 in this document for details on our fees and what they cover.</p> <p>CARES Act funding was awarded to the College, and the guidance provided by the U.S. Department of Education stated that the funding was to be used to support the disruption caused by the pandemic. The College has incurred additional expenses with the shift to remote learning, including additional instructional supplies to support students completing lab work at home and the</p>	Dec. 16, 2020

	<p>until the pandemic is over and we are back on campus? Someone told me CARES Act money may be available. If you are unwilling to forgive or reduce the amount, please explain specifically what I am paying for. Also, HACC does a great job in communicating with students - much better than other colleges, my friends tell me.</p>	<p>expansion of online services such as tutoring and test proctoring. The College has been using CARES Act funds to support those expenses and avoid passing the additional costs onto our students.</p>	
616.	<p>I have never liked online classes and never voluntarily chose them. Now that I have no choice, why should I stay at HACC instead of transferring to a school with a much better track record for online learning as well as condensed semesters so I can complete sooner? Literally the only reason I was here is because it's close and in person.</p>	<p>HACC has adapted to the coronavirus pandemic through remote instruction, where classes meet via Zoom at specific times every week. Remote classes align with our typical on-campus offerings, provide the structure that some students need and allow for the real-time interaction that builds a sense of community. HACC has dedicated faculty, many of whom bring their experience in the field to the class. HACC is affordable, and HACC scholarships can help make classes even more within reach.</p>	Dec. 16, 2020
617.	<p>I am beyond impressed by how understanding and flexible my professors were this semester in light of everything happening with COVID-19. Where can I send thank-you notes?</p>	<p>Thank you for your feedback. While you can simply email the professor, you may also want to copy the appropriate school dean on your note of thanks. The list of deans follows:</p> <ul style="list-style-type: none"> • Dr. Jennifer Baar, School of Business, Technology and Industry, jnbaar@hacc.edu • Ms. Leslie Boon, School of Liberal Arts, lmboon@hacc.edu • Mr. Mike Corradino, School of Science and Math, mccorrad@hacc.edu • Ms. Dory Uhlman, School of Health Science, dsuhlman@hacc.edu 	Dec. 16, 2020

		If you are not sure who your dean is, please contact Kathy Doherty, Ph.D., associate provost, at ktdohert@hacc.edu .	
618.	I registered for a Math 202 class in fall 2020 with one professor. When classes started, the professor was changed. I ended up dropping the class because the teaching style of the professor was not the best for me. I am again registered for Math 202 in the spring, and I hope the same thing doesn't happen.	For a variety of reasons, we may need to change faculty members. Sometimes, individuals leave their position at the College, or we need to change teaching assignments. We do not want to cancel a class that students may need to graduate, so we provide another qualified individual to teach.	Dec. 16, 2020
619.	All grades should be posted on D2L right? One of my professors is saying the grades on D2L won't be exactly what will be posted as our final grades. I'm concerned by this because what happens if the final grades would be lower than what's on D2L?	<p>If you have a concern about the grades in your class, please contact your school dean:</p> <ul style="list-style-type: none"> • Dr. Jennifer Baar, School of Business, Technology and Industry, jnbaar@hacc.edu • Ms. Leslie Boon, School of Liberal Arts, lmboon@hacc.edu • Mr. Mike Corradino, School of Science and Math, mccorrad@hacc.edu • Ms. Dory Uhlman, School of Health Science, dsuhlman@hacc.edu <p>If you are not sure who your dean is, please contact Kathy Doherty, Ph.D., associate provost, at ktdohert@hacc.edu.</p>	Dec. 16, 2020
620.	In the beginning of the COVID-19 pandemic, neck gaiters could be worn but then were deemed by the Centers for Disease Control and Prevention (CDC) as not appropriate to wear in stopping droplets. In following CDC recommendations, HACC said neck gaiters cannot be	Yes, neck gaiters may be worn only if they have two layers. If not, the neck gaiters must be doubled over. Please see this link for more information.	Dec. 16, 2020

	<p>worn as a face covering while on campus.</p> <p>Since then, the CDC did a study and has changed its recommendations about the effectiveness of wearing neck gaiters when they have multiple layers. Please see this link to an article about the CDC study and neck gaiter effectiveness.</p> <p>Has HACC considered changing its position on the wearing of neck gaiters, especially for those working in the Facilities and Ground Department?</p> <p>Thank you in advance for your response.</p>		
621.	<p>When will the 2020 Annual Security Report be available? I thought it had to be published by Oct. 1?</p>	<p>HACC, Central Pennsylvania's Community College, is required by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 USC § 1092(f)) to publish an annual security report by Oct. 1 of each calendar year. Due to the coronavirus pandemic, the deadline to publish the 2020 annual security report was extended to Dec. 31, 2020. This report contains three years of campus crime statistics for incidents that occurred on a HACC campus, in unobstructed public areas immediately adjacent to or running through a campus and at certain non- campus facilities owned or controlled by the College.</p> <p>Also included in the report are policy and procedure disclosures for emergency response, the reporting of crime, investigative and disciplinary procedures for rape, sexual assault/misconduct and drug and alcohol control, among others.</p>	Dec. 16, 2020

		This report is now available on HACC’s website at www.hacc.edu/AboutHACC/PublicSafetyandSecurity/upload/HACC-ASR.pdf .	
622.	Do you have an update regarding the student counseling and employee assistance program (EAP) request for proposal (RFP) process?	The RFP process for student counseling and the employee EAP has been completed. The College is now engaged in finalizing contract details. We will share additional information in January 2021.	Dec. 16, 2020
623.	Can you please remind me of how the College will handle weather announcements during the COVID-19 pandemic? If there are delays or closures for HACC campuses, will that affect remote instruction, virtual learning classes and remote working?	<p>If there is a weather announcement regarding campus closures, it will only affect employees and students approved to be on campus. All other remote work, remote instruction and virtual learning classes will continue as scheduled.</p> <p>We will communicate directly to the students and employees who are approved to be on a HACC campus. Therefore, we will not distribute a collegewide e2Campus message. In addition, we will not notify the local media.</p> <p>Instead, we will:</p> <ul style="list-style-type: none"> • Update the HACC website • Send an email to employees who are approved to be on campus • Send an email to students who are approved to be on campus • Post an announcement to the collegewide Facebook and Twitter accounts <p>Please see the “Weather Announcement Process During COVID-19” menu on hacc.edu/Weather for more information.</p>	Dec. 9, 2020
624.	What are the on-campus masking requirements for HACC students and employees?	<p>Anyone approved to be on a HACC campus is required to wear a mask that completely covers their nose and mouth at all times while on campus. This includes driving up to the wellness screening stations, in the classroom and all indoor and outdoor common areas. HACC supports the Centers for Disease Control and Prevention’s (CDC) updated mask recommendations.</p> <p>Wearing a mask, social distancing, sanitizing and hand washing will help to keep our HACC community as safe as possible. Although we can never assure safety from this virus, we must be vigilant and do our part.</p>	Dec. 9, 2020
625.	The HACC payment plan is nearly impossible to work	HACC currently offers students a payment plan that charges three equal payments at 0% interest. The purpose of the payment plan is to assist students	Dec. 9, 2020

<p>with as a full-time student paying for their own schooling. My financial aid has never covered all of my expenses, and therefore I am forced to pay a lot of money out of pocket for each semester. Without sufficient financial aid, I would not be able to afford the only option of three set payments that the HACC payment plan requires. On top of that, you have to pay \$30 to enroll in the payment plan. Why?</p> <p>Additionally, I think that HACC needs to be more transparent with students and send out an itemized list of expenses each semester so that we know exactly where our tuition is going and why. Right now, using Zoom the way that we are and participating in classes with the way that they are does not feel worth the amount that I pay for tuition.</p> <p>My student invoice also does not tell me exactly what each class costs, and lists course fees without saying what kind of course fees they are. Why not charge each student a small amount for course fees</p>	<p>with spreading out the costs of their education or to resolve an outstanding balance. The College charges an administration fee of \$30 to cover the costs of processing the payment plan.</p> <p>HACC provides itemized tuition and fees on each student's account. Fees are charged and displayed by each course and can be accessed by navigating to my.hacc.edu > Student > Registration/Records > Student Accounts/Bill Information > View Student Invoice and Schedule.</p> <p>Course fees are based on the specific course and used by the College to help defray the overall annual costs associated with offering these classes. This includes the maintenance of equipment and supplies, implementation of safety protocols and direct costs. With remote instruction, faculty are still providing a lab experience for students and some courses have additional supplies needed. Thus, the College is still incurring the costs.</p>	
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	instead of hundreds of dollars per semester sometimes?		
626.	I heard that the Pennsylvania Department of Health will be distributing COVID-19 vaccinations on the Harrisburg and York campuses of HACC. Can you please tell me more about this?	<p>HACC is honored to be included as a site for COVID-19 vaccination distribution. The Pennsylvania Department of Health (DOH) is managing the entire process. This is not a HACC event.</p> <p>We will be given limited notice of when these events will occur.</p> <p>To limit the possibility of any COVID-19 exposure for our students and employees, and out of respect for DOH, on the dates of distribution, we will close the portion of each campus where the vaccines will be distributed. If you are a student or essential worker approved to be on a HACC campus and your work or class schedules are affected by this event, you will be notified via email.</p> <p>Please note: The vaccine is not for public access at this point in time. It is for a specific subgroup of individuals determined by DOH. Unless invited by DOH, you are not authorized to access the vaccination distribution site.</p>	Dec. 9, 2020
627.	<p>With all classes being remote, there are fewer seats available for biology courses, which means a lot of students are on the waitlist for classes they need to be able to get into the Nursing Program. Will there be a change in the allotted number of students in a class so students are not left on a waitlist?</p> <p>My issue is there not being enough evening courses to accommodate students who work during the day (biology courses to be specific).</p>	<p>We have limited class size to promote effective instruction in a remote environment. Biology classes with a lab are limited to 24 students. We are monitoring enrollments and adding new sections as we are able. We do have seats available in evening sections and recently opened a Saturday class based on feedback from our advisors. As we add sections, we email students on waitlists to alert them to the new availability.</p> <p>We recommend that you continue to use the waitlist function and monitor the course schedule regularly to look for new sections.</p>	Dec. 9, 2020
628.	I love the holiday season. However, preparing for the	We know the holidays are a time of giving. We also know buying gifts and preparing can get pricey. The webinar, " Holiday Shopping: Part 1 ," provided by	Dec. 9, 2020

	season can get pricey. Do you have any suggestions?	<p>PSECU, offers details on how you can plan ahead and do your research. It also provides tips and tricks that can help you save on holiday shopping. You can also access part two of the webinar series using the same link.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	
629.	How do I return my fall textbook rentals?	<p>If you rented textbooks for the fall 2020 semester, they are due by Jan. 8, 2021. To return your books, please:</p> <ul style="list-style-type: none"> • Visit a HACC campus on Dec. 14, 2020, from 9 a.m. to noon or Jan. 8, 2021, from noon to 3 p.m. The designated area for textbook drop-off, campus maps and protocol for visiting campuses during the pandemic are available at www.bookstore.hacc.edu. Please choose the campus that you plan to visit. • If neither of these days or times work for you, Gettysburg, Harrisburg, Lancaster and York campuses’ drop boxes can be accessed 24/7. • Email bookstore@hacc.edu to arrange to return your rentals via FedEx if a drop-off does not work for you. <p>If your rentals are not returned by Jan. 8, 2021, you will be charged the replacement and processing fees that were printed on your sales receipt at the time of purchase.</p> <p>If you have any questions or wish to purchase your rental, please email bookstore@hacc.edu.</p> <p>To sell a non-rental textbook, please visit www.bookstore.hacc.edu</p>	Dec. 9, 2020
630.	I am a nursing student. I earned my LPN certificate in a tech school. I will tell you that I learned so very much from our lab time in that	<p>The College understands your frustration with the process. Please understand that we take nursing education very seriously. Most of the skills that had been taught on campus were taught in the first courses in the program, NURS 140 and NURS 141, and they would have been covered in the LPN program.</p>	Dec. 2, 2020

	<p>program! I have learned minimal skills in this program and cannot believe the amount of money I am paying for this! If we were able to gather in small groups to "check off/test out" on critical clinical skills, there should be a way to gather in small groups to have at least two days in the lab to practice skills! We have zero opportunities to practice any skills before we go to a facility and have to do it with a real patient. I detest this way of learning and think it is inappropriate to expect student nurses to perform skills at clinical that we have not been able to perform even one time in a lab to practice. Why can't we meet in the lab in the same small groups where we have an opportunity to ask questions as we practice new skills?!</p>	<p>Students transitioning from LPN to RN have their skills validated, but these skills are not re-taught. Additional skills covered in later classes can be taught remotely and should have been part of the LPN clinical experience. LPNs who transition into our program are expected to validate the skills they learned, performed and tested in their LPN program.</p> <p>In the following courses, these skills are being validated:</p> <ul style="list-style-type: none"> • NURS150: Wound Packing (NOT critical), concepts covered remotely (an LPN should already possess this skill) • NURS151: Nasogastric (NG) tube insertion and removal, also documented remotely (an LPN should already possess this skill) and Intravenous Piggyback (IVPB) meds (learning concepts remotely, students come to lab for formative validation; an LPN should already possess this skill) • NURS250: Intravenous (IV) Push through a central line (all concepts learned and practiced at bedside in NURS151 with peripheral lines, now being applied to a central line); Central Venous Catheter (CVC) dressings are being taught and documented remotely (most institutions require them to go through training when hired), so it is not necessary to do face-to-face; and the concept of sterility can be done remotely. <p>NURS251: Endotracheal tube (ET)/Trach Suctioning: validated on site, and performed on real patients.</p> <p>While this is not our previous normal, this is the new normal. All of our partner hiring institutions have changed their onboarding and mentorship to assure you will be on target once you are hired.</p>	
631.	<p>I am graduating in December and only my name will be shown due to a mistake; however, I have several family members who have completed the form to show their support and congratulatory messages. Will these still be shown? If so,</p>	<p>Congratulations on your upcoming graduation! #HACCproud</p> <p>The messages submitted by families, friends and supporters will be displayed throughout the ceremony. When supporters submitted the online form, they were asked to provide the full names of their graduating students. Therefore, if provided, the graduating students' names will be displayed with the appropriate congratulatory messages.</p>	Dec. 2, 2020

	how will I know if it is just my name being shown at the end in a list with everyone else's?	Please contact Commencement@hacc.edu if you have additional Commencement questions.	
632.	Could you please share more information about the virtual Commencement ceremony in December?	<p>HACC's first-ever virtual Commencement ceremony will be held on Dec. 15. To virtually celebrate, please:</p> <ol style="list-style-type: none"> 1. Tune in to the virtual ceremony at 6 p.m. 2. Share YOUR excitement on social media and tag HACC in your post 3. Use #HACCproud and #HACCgraduate in your post <p>Please continue to check our Commencement website for updated information.</p>	Dec. 2, 2020
633.	Is all instruction for the spring 2021 semester guaranteed to stay online the entire semester? Will this change at all during the spring semester, and will students have a choice whether they want to go back to campus?	<p>Instruction will remain remote for the entire spring 2021 semester, with the exception of required hands-on labs. Please read more about the details on our website: www.hacc.edu/Resources/fall-2020-announcement.cfm</p>	Dec. 2, 2020
634.	Can I play esports at HACC?	<p>New HACC Esports gaming teams are gearing up for the spring 2021 semester. HACC will participate in the National Junior College Athletic Association Esports (NJCAA) on an intercollegiate level in three games during spring 2021. Top games currently are Rocket League, Super Smash Brothers, League of Legends, Overwatch and CS: GO. Additional esports tournaments will be offered for students who are not interested in participating in the intercollegiate level. For more information, please contact Lisa Cleveland at lacleve@hacc.edu.</p>	Dec. 2, 2020
635.	How do I get support for mental health and counseling?	<p>If you are struggling with anxiety, depression or a sense of feeling overwhelmed, please contact our counseling partners at Mazzitti & Sullivan EAP Services. They are available 24/7 to offer support over the phone, online or in person. Mazzitti & Sullivan EAP Services and its many partners have offices throughout the region. Currently-enrolled credit students are provided with up to three free counseling sessions per semester.</p>	Dec. 2, 2020

		<p>Please choose any of the following options to access these services:</p> <p><i>Phone Options:</i></p> <ul style="list-style-type: none"> • Call 800-543-5080 to speak to someone 24/7 or to schedule an appointment • Call 855-264-3248 if you use TeleTYpe (TTY)/Telecommunications Device for the Deaf (TDD) <p><i>Online Option:</i></p> <ul style="list-style-type: none"> • Go to mseap.com/get-started • Click on “Contact Us” and fill out the form as an “employee” • Type in “HACC Student” in the “Employer Name” field • Complete the form • Click the “Contact Us” button at the bottom of the page • Expect your message to be returned by the next business day <p><i>Additional Online Materials:</i></p> <ul style="list-style-type: none"> • Go to mseap.com • Click on “Member Login” • Enter “HACCSTU” in the sign-in section • Browse materials related to mental health, emotional well-being, financial wellness and more <p>HACC makes these services available at no cost to students.</p> <p>Please use these important services if you need them. Please also visit our webpage</p> <p>at www.hacc.edu/mentalhealth for more resources.</p>	
636.	I know HACC had a student newspaper called the Fourth Estate. Is there anything available for HACC students	We now have an online media platform, The HawkEye . New issues are available every Wednesday at 6 a.m.	Nov. 18, 2020

	to participate in that's like a newspaper or media site? Where would I find more information?		
637.	I have a professor who is consistently late to class and/or canceling class. I waited 20 minutes in the Zoom waiting room for my class, and the professor never let us into the Zoom meeting, sent us an email stating there would be no class or that the class would start late. This is an ongoing issue that is starting to concern me as I feel I am not being given the best education with this class.	<p>If you have a concern about an instructor, please contact one of the school deans:</p> <ul style="list-style-type: none"> • Dr. Jennifer Baar, School of Business, Technology and Industry, jnbaar@hacc.edu • Ms. Leslie Boon, School of Liberal Arts, lmboon@hacc.edu • Mr. Mike Corradino, School of Science and Math, mccorrad@hacc.edu • Ms. Dory Uhlman, School of Health Science, dsuhlman@hacc.edu <p>You may also contact Dr. Kathy Doherty, associate provost of academic affairs, at ktdohert@hacc.edu, who will help to resolve your concerns.</p>	Nov. 18, 2020
638.	Please consider closing down school. Cases are increasing, and clinical instructors are testing positive for COVID-19. I do not feel safe.	<p>We continue to work with our clinical sites to help students complete their programs. Without clinical experiences, students will not be able to meet the necessary requirements for graduation.</p> <p>Student safety is the priority of the College. We require the use of appropriate personal protective equipment (PPE), which includes layers of protection. Students in these programs are preparing to work in the same environment in which they are training.</p>	Nov. 18, 2020
639.	Are instructors required to use D2L to communicate about our work and assignments? An instructor always sends stuff via email, making it difficult to keep up with what is going on in the class.	Instructors are required to post grades and the syllabus in D2L, but they may use D2L or email to communicate with students. Instructors are expected to explain how they will communicate with students at the beginning of the course.	Nov. 18, 2020

640.	I am looking to purchase a home. Do you have any tips to ensure that I'm being secure in my financial transactions?	<p>This week, Nov. 15-21, is International Fraud Awareness Week. We are proud that you are being cautious with your financial and personal data. If you're buying a home, you should be aware of mortgage wire scams.</p> <p>For more information, please view this article, "Mortgage Wire Scams: What They Are and How to Protect Yourself," by PSECU.</p>	Nov. 18, 2020
641.	I am an international student, and I am looking for a scholarship at HACC. I saw the scholarships at HACC always require you to fill out a Free Application for Federal Student Aid (FAFSA). Does HACC offer scholarships for international students?	<p>We require a FAFSA from most students to apply for HACC scholarships. The exceptions are for DACA and F1 Visa students for these scholarship opportunities:</p> <ul style="list-style-type: none"> • DACA DREAMers Scholarship Fund • HACC Welcomes You Scholarship Fund <p>If you meet the criteria, you are welcome to apply for the scholarships without a FAFSA.</p> <p>Please note that these scholarships may change in the future as a result of the global pandemic. Please review the scholarships during our next application cycle, which will open in February 2021.</p> <p>For additional questions on the FAFSA process, please contact Financial Aid.</p> <p>Thank you!</p>	Nov. 18, 2020
642.	It was snowing at my house yesterday. Can you please remind me of how the College will handle weather announcements during the COVID-19 pandemic? If there are delays or closures for HACC campuses, will that affect remote instruction, virtual learning classes and remote working?	<p>If there is a weather announcement regarding campus closures, it will only affect employees and students approved to be on campus. All other remote work, remote instruction and virtual learning classes will continue as scheduled.</p> <p>We will communicate directly to the students and employees who are approved to be on a HACC campus. Therefore, we will not distribute a collegewide e2Campus message. In addition, we will not notify the local media.</p> <p>Instead, we will:</p> <ul style="list-style-type: none"> • Update the HACC website • Send an email to employees who are approved to be on campus • Send an email to students who are approved to be on campus 	Nov. 18, 2020

		<ul style="list-style-type: none"> • Post an announcement to the collegewide Facebook and Twitter accounts <p>Please see the “Weather Announcement Process During COVID-19” menu on hacc.edu/Weather for more information.</p>	
643.	What are the on-campus masking requirements for HACC students and employees?	<p><u>Anyone</u> approved to be on a HACC campus is <u>required</u> to wear a mask that completely covers their nose and mouth at all times while on campus. This includes driving up to the wellness screening stations, in the classroom and in all common areas (indoor and outdoor).</p> <p>HACC supports the Centers for Disease Control and Prevention’s (CDC) updated mask recommendations.</p> <p>Wearing a mask, social distancing, sanitizing and hand washing will help to keep our HACC community as safe as possible. Although we can never assure safety from this virus, we must be vigilant and do our part.</p> <p>COVID-19 caution fatigue is very real, as many are tired of this new reality. However, we cannot be in COVID-19 denial.</p> <p>The COVID-19 cases in Pennsylvania are spiking, and we do not want that to impact our ability to hold our approved on-campus labs.</p> <p>Therefore, anyone refusing to wear a mask properly while on campus will have their authorization to be on campus revoked.</p> <p>You remain our top priority, and we want to do what we can to help keep you healthy.</p>	Nov. 18, 2020
644.	I am graduating in December and would like to order my cap and gown. When can we expect to be able to get them? Graduation is only about 40 days away, and I want them before Dec 15.	Student graduation regalia (cap, gown and tassel) is available and can be ordered from https://bookstore.hacc.edu . After selecting your campus from the homepage, please click Shop and then choose Graduation. Shipping is free for all online orders.	Nov. 11, 2020
645.	If a teacher is not answering questions about specific	If your instructor is not answering questions, please email Dr. Kathy Doherty, associate provost of Academic Affairs, at ktdohert@hacc.edu . She will review	Nov. 11, 2020

	assignments and we can't complete them, what should we do? They won't answer for a week or more.	your concern and help you resolve it. Faculty should be responding to emails within two business days.	
646.	I recently heard that my finances and future employment may be intertwined. Is this true?	<p>We make it our mission to help you land YOUR dream job. The webinar, "Finances and Future Employment," provided by PSECU, reviews how the two are intertwined. The webinar also discusses how your credit may impact your ability to get a job.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	Nov. 11, 2020
647.	I'm graduating this December. While I understand we can't come together at the Giant Center to celebrate, is there a way my family or friends can support me virtually?	<p>We're #HACCproud of our graduates!</p> <p>By Nov. 15, please encourage your family, friends and supporters to complete this online form providing their congratulatory message and best wishes. Their submission may even be shared during the ceremony and/or on HACC's social media sites.</p>	Nov. 11, 2020
648.	How do I find my academic advisor?	<p>To find your academic advisor, please:</p> <ul style="list-style-type: none"> • Log in to YOUR myHACC portal. Look at the top right corner under "Academic Standing Information." • Hover over the box and click. Here you will find the name, email address and telephone number of your academic advisor. <p>You may also view this video for additional instructions.</p>	Nov. 4, 2020
649.	Will all the science classes be totally virtual?	All biology classes will be offered completely remotely. The following science classes will have select on-campus lab experiences: CHEM 101, CHEM 102, CHEM 203, CHEM 204, PHYS 202 and PHYS 212.	Nov. 4, 2020
650.	I feel that it should not be necessary for students to have to turn on their webcam at	Unless it is required for an assignment or an exam, students are not required to have their webcams turned on.	Nov. 4, 2020

	<p>home. Some instructors ask us to turn it on for basically no reason. I understand they want to know if we are actually there, but there's really no need for it when they can call on us, and we can answer through the microphone.</p>		
<p>651.</p>	<p>I support the College's focus on inclusion and diversity. I truly believe that when everyone is included and feels a sense of belonging, we ALL benefit. I also appreciate your recent email about Black students and employees. Some people believe that your email means that non-Black students and employees should not receive the same treatment and empathy as Black students and employees. Could you please clarify what you mean?</p>	<p>HACC's greatest strength is the care we demonstrate for our students and employees. For example, whether our students or employees are single parents, possess learning disabilities, are transgendered or hail from other countries, we make them a top priority.</p> <p>All of HACC's students and employees are important to us all of the time. However, at this time, our Black students and employees and other students and employees of color are experiencing systemic racially-based and ethnically-based trauma. White students and employees are not. The primary point of my message was to remind members of the HACC community that we should demonstrate kindness to one another – even if we do not understand the struggles that someone else is facing.</p> <p>Any non-Black student and employee who is experiencing trauma – now or later – will be provided the same opportunities, treatment and empathy as Black students and employees and other students and employees of color. This has been the case since I was hired as HACC's president in 2011.</p> <p>For example:</p> <ul style="list-style-type: none"> • Students who are homeless have been cared for by HACC employees and offered flexibility with their course work. • Students who did not have easy access to technology when we first went remote were cared for by HACC employees and offered flexibility with their course work. • Students who have experienced death in their families have been cared for by HACC employees and offered flexibility with their course work. 	<p>Nov. 4, 2020</p>

		<ul style="list-style-type: none"> • Students who have suffered from heightened anxiety as a result of the pandemic have been cared for by HACC employees and offered flexibility with their course work. • Students who have tested positive for COVID-19 have been cared for by HACC employees and offered flexibility with their course work. <p>All of this was done because these students needed and deserved our help. This type of flexibility did not occur as a result of the pandemic – we have demonstrated this for as long as I have been president at HACC. However, we have been reminding all students of our flexibility <i>more often</i> due to the challenging times in which we live.</p> <p>Reminding a group of people of something that has always existed does <i>not</i> mean that we are excluding others. In addition, reminding a group of people of something that has always existed does <i>not</i> mean that we are taking something from another group of people.</p> <p>Thank you for seeking clarification.</p>	
652.	I am graduating this semester. Do you have any updates on the virtual Commencement ceremony?	<p>HACC's virtual Commencement ceremony will be held Dec. 15, 2020, at 6 p.m.</p> <p>Students eligible to graduate in the fall 2020 semester should complete the online participation form by Nov. 1. Please note that, like ceremonies that occur at the Giant Center, you will be celebrated only if you indicate that you plan to attend the virtual event.</p> <p>If you're eligible to graduate in the fall 2020 semester, please consider applying to be a student speaker. To apply to be the fall 2020 student speaker please complete this form by Nov. 1.</p> <p>If you need additional information or have questions about the virtual event, please visit our website or contact Commencement@hacc.edu.</p>	Oct. 28, 2020
653.	I'm graduating this December. While I understand we can't come together at the Giant Center to celebrate, but is there a way	<p>We're #HACCproud of our graduates!</p> <p>By Nov. 15, please encourage your family, friends and supporters to complete this online form with their congratulatory message and best wishes. Their</p>	Oct. 28, 2020

	my family or friends can support me virtually?	submission may even be shared during the ceremony and/or on HACC's social media sites.	
654.	What is e2Campus and what is it used for?	<p>e2Campus is HACC's free alert system that allows you to stay informed quickly when the College has immediate announcements or emergencies. You can sign up to receive alerts via text messaging and/or email . For more information and to sign up, please visit www.hacc.edu/e2Campus.</p> <p>While campuses are closed due to the coronavirus pandemic, the College will not use e2Campus for weather-related announcements. Instead, the College will follow these guidelines: https://hacc.edu/Students/CollegeCalendars/Weather/.</p>	Oct. 28, 2020
655.	I am having a lot of problems with Examity, including waiting a long time for the proctor when I have a scheduled appointment, taking a long time to verify my photo ID and having to remove equipment, like a printer, off my desk. This is causing me more stress and affecting my performance on the test! What can be done?	<p>If you have technical problems with Examity, including long wait times, please use the 24/7/365 live "Chat with an Expert" button on your Examity dashboard. Once you connect with a proctor, you may also use the chat feature. You can also call or email Examity to request support.</p> <p>Additionally, you may send an email to Elisa Cohen, HACC's assistant director of testing, at escohen@hacc.edu.</p> <p>We understand the stress of testing and want to work towards making it a more efficient process that maintains the integrity of the testing conditions for all students.</p>	Oct. 28, 2020
656.	Where can I learn more ways to support my child's financial growth?	<p>The webinar, "Supporting Your Student's Financial Growth While in College," provided by PSECU discusses how you can support your child's financial growth while they attend college.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	Oct. 28, 2020
657.	I am a nursing student. Will we still attend clinicals even though the coronavirus cases are rising in Pennsylvania?	Yes. Nursing students will continue to attend clinicals, using the required personal protective equipment (PPE) for protection, to meet the course outcomes as long as clinical partners open spaces for our students.	Oct. 28, 2020

658.	Is it true that the College is going to post a request for proposal (RFP) for counseling services for students?	<p>The College is continually reviewing processes, procedures and partnerships to ensure that we are best serving our students.</p> <p>In November 2020, HACC's contracted service plan for student counseling (in place for one year) will expire with Mazzitti & Sullivan, our comprehensive clinical mental health counseling service provider. As part of our normal practices to ensure quality services to our students, the College will issue an RFP. This RFP is a standard business practice, meant to assess the best available options for you. You are our top priority!</p> <p>Mazzitti & Sullivan has been encouraged to respond to the RFP. If they are chosen from the RFP process, nothing will change. You will be updated on the status of the RFP process in December.</p> <p>Although our contract with Mazzitti & Sullivan is through November 2020, they have agreed to extend the contract through Jan. 11, 2021, to ensure you will have access to counseling services through fall and winter 2020.</p> <p>The selected provider from the RFP will be in place by the spring 2021 semester. If you have any questions or concerns, please do not hesitate to speak with your advisor or counselor. You may also submit questions via hacc.edu/Feedback.</p>	Oct. 28, 2020
659.	When can students see courses and register for spring 2021?	<p>Winter and spring 2021 registration begins soon for all continuing and future HACC students:</p> <ul style="list-style-type: none"> • Priority registration for military and veterans begins Oct. 26. • Continuing student registration begins Oct. 28. • New student registration begins Nov. 9. <p>Continuing students can get remote registration and advising support by attending drop-in registration and advising hours or by calling 717-780-2498 to schedule an advising appointment.</p> <p>Before registering for classes, continuing students are encouraged to check in with their advisors to ensure their academic plans are keeping them on track to graduate.</p>	Oct. 21, 2020

		<p>Continuing students who do not need an advising code can start to register for classes immediately on their registration date.</p> <p>Continuing students who need an advising code to register should reach out to their assigned advisors to get their advising codes.</p> <p>If continuing students want to learn how to self-register, they can sign up for a registration lab.</p> <p>New students will be contacted by HACC employees to guide them through the advising and registration process. New students who aren't sure where to start can email orientation@hacc.edu for help with their next steps.</p>	
660.	If I drop my classes, will I get an "F" grade?	<p>We recommend that you ask for help if you are experiencing difficulties and thinking about withdrawing from classes. Please contact successcoach@hacc.edu for help.</p> <p>Students who need to drop a course can do so through their myHACC portal. You can withdraw at any time from the date of registration through the last day of the drop/withdrawal period and before the end of the tuition refund period. The dropped courses will not appear on student's transcript.</p> <p>A "W" grade is awarded to students who drop courses after the tuition refund period has ended and through the last day of the drop/withdrawal period. The "W" grade will appear on student's transcript.</p>	Oct. 21, 2020
661.	Who can I contact if I need technical support with a device or software?	<p>The Learning Commons is excited to announce the expansion of our chat services to include user and technical support for students. The chat will assist with quick troubleshooting and provide technical advice for students who may be experiencing difficulties with their devices, e-mail, Google Drive, Office365, Zoom, D2L/Brightspace and other items that User Support would ordinarily help with.</p> <p>Chat is staffed by a real, live person Monday-Friday from 7 a.m. to 6 p.m., Eastern Time.</p>	Oct. 21, 2020
662.	I know HACC has made the decision to make most classes remote for the spring 2021	Some classes will have hands-on labs. Faculty have developed appropriate experiences for remote lab work for other classes	Oct. 21, 2020

	semester. Is there any way to consider doing labs in person so we can get the hands-on experience that we should be getting?		
663.	I'm currently in quarantine for about 12 days due to my wife getting a positive COVID-19 test result. My professor said I should reach out to the COVID-19 response team at HACC. Assuming this is correct, is there any information that I need to provide, since specific documentation of my wife's status would be a violation of HIPAA rules?	<p>You will need to quarantine for 14 days and then you will be permitted back to campus if you are symptom-free.</p> <p>Additionally, should you develop any of the symptoms associated with COVID-19, please:</p> <ul style="list-style-type: none"> • Refrain from coming to campus or return home if already on campus • Contact your instructor to make alternate arrangements • Check with your primary healthcare provider • Notify the College by emailing corona@hacc.edu • Self-isolate to meet PA Department of Health and CDC Requirements 	Oct. 21, 2020
664.	My professor told me that it is my choice whether or not I come to my on-campus lab today even though I have come into contact with someone suspected or confirmed of having COVID-19. The HACC wellness screening form asks if I have come into contact with anyone suspected of or confirmed or having COVID-19. What should I do?	<p>You should quarantine for 14 days, and you may return to campus if you are still symptom-free at that time.</p> <p>Additionally, should you develop any of the symptoms associated with COVID-19, please:</p> <ul style="list-style-type: none"> • Refrain from coming to campus or return home if already on campus • Contact your instructor to make alternate arrangements • Check with your primary healthcare provider • Notify the College by emailing corona@hacc.edu • Self-isolate to meet PA Department of Health and CDC Requirements 	Oct. 21, 2020
665.	When will the estimation of fees be updated for the Nursing Program? Will a breakdown be provided explaining what we are being	<p>Nursing fees include the following:</p> <ul style="list-style-type: none"> • Clinical fee: Our current student-to-instructor ratio is about seven students to one instructor. To offset the cost of having small clinical group sizes, the clinical fees help underwrite the cost of additional 	Oct. 21, 2020

	charged for? For example, there is an insurance fee, but what exactly is being insured if the program is not liable for any harm?	<p>faculty needed to run programs. This cost to the College increased this year, as clinical sites are only allowing a 4:1 ratio, but the clinical fees for students have not been increased. Faculty are still needed to evaluate skill validations (video or face-to-face), even when clinical experiences are held remotely.</p> <ul style="list-style-type: none"> • Assessment Technologies Institute (ATI): Students pay to use the ATI products each semester. This has not changed with remote instruction. • Insurance: Student liability insurance is paid by semester. This provides liability insurance at the low cost of \$25 each semester. HACC has chosen this option over requiring students to pay the liability insurance upfront. Many programs across Pennsylvania require students to pay the entire amount upfront. HACC felt this was not a good option, as students sometimes switch career paths, and the money is not refundable. To get the reduced rate, students must pay the fees each semester that they are registered and taking any nursing course. • Course Fee: This fee offsets the cost of lab supplies. As a result of COVID-19, extra supplies were added to the student lab bags and NO extra cost was incurred by the student. Face shields, extra personal protective equipment (PPE) and the supplies that would normally have been in the lab have been added to the lab bags. 	
666.	Some teachers are not showing up for classes when they are scheduled. We're paying the same cost for classes with staff who are not supportive.	<p>If you have a concern about an instructor, please contact one of the school deans:</p> <ul style="list-style-type: none"> • Jennifer Baar, School of Business, Technology and Industry, jnbaar@hacc.edu • Leslie Boon, School of Liberal Arts, lmboon@hacc.edu • Mike Corradino, School of Science and Math, mccorrad@hacc.edu • Dory Uhlman, School of Health Science, dsuhlman@hacc.edu 	Oct. 21, 2020
667.	How will the College handle weather announcements during the COVID-19 pandemic? If there are delays or closures for HACC campuses, will that affect remote working, remote	<p>If there is a weather announcement regarding campus closures, it will <i>only</i> affect employees and students approved to be on campus. All other remote work, remote instruction and virtual learning courses will continue as scheduled.</p>	Oct. 21, 2020

	instruction and virtual learning courses?	<p>We will communicate directly to the students and employees who are approved to be on a HACC campus. Therefore, we will not be distributing a collegewide e2Campus message. In addition, we will not notify the local media.</p> <p>Instead, we will:</p> <ul style="list-style-type: none"> • Update the HACC website • Send an email to employees who are approved to be on campus • Send an email to students who are approved to be on campus • Post an announcement to the collegewide Facebook and Twitter accounts <p>Please see the “Weather Announcement Process During COVID-19” tab on hacc.edu/Weather for more information.</p>	
668.	On the days when we have inclement weather and students are unable to travel to campus, what type of instruction will they receive from home?	Students will receive information from faculty about the plan for the day if their on- campus class is canceled due to inclement weather. Students may be asked to participate in a Zoom class meeting or may be provided with an at-home lab assignment. Students may need to make arrangements to come to campus on a different date to make up the class that was canceled.	Oct. 21, 2020
669.	When will the list of spring 2021 approved hands-on courses be added to hacc.edu/Coronavirus ?	The list of approved hands-on courses are on the website hacc.edu/Coronavirus .	Oct. 21, 2020
670.	What is the status of the PSECU ATMs on HACC’s Harrisburg, Lancaster and York campuses?	<p>Within the next two weeks, the three on-campus ATMs will be closed and will remain closed until the campuses reopen in May 2021. This timeline is tentative and subject to change.</p> <p>Signage reflecting this will be placed on the ATMs, and customers will be directed to the nearest usable ATMs located off campus. Customers may also visit psecu.com and use the Find an ATM locator or use the PSECU mobile app.</p> <p>Please contact Jennifer Nicrone, PSECU community manager, with any questions at jnicrone@psecu.com or 717-461-6750.</p>	Oct. 21, 2020
671.	I wasn’t able to attend Dr. Ski’s Zoom session with	Yes. The Zoom session was recorded and can be found here .	Oct. 21, 2020

	students on Oct. 20. Was it recorded?		
672.	Are there any upcoming Zoom sessions with Dr. Ski for students to attend?	<p>Yes. The following Zoom sessions have been scheduled for students:</p> <ul style="list-style-type: none"> • Oct. 20 at 3 p.m. • Nov. 17 at 3 p.m. • Dec. 15 at 3 p.m. <p>[Zoom information is redacted for security purposes.]</p> <p>Please note the following protocols for these Zoom sessions:</p> <ul style="list-style-type: none"> • 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. 	Oct. 14, 2020
673.	Will HACC’s Athletics Department run their spring sports since the campuses will remain closed through the middle of May 2021?	The safety of our students and employees is paramount. As our campuses are closed, we will not have any team sports in spring 2021. We will not resume sports until it is determined that we can safely re-open the campuses.	Oct. 14, 2020
674.	How do I learn more about Microsoft software available to HACC students?	Please visit our online Learning Commons website to learn more about the free Microsoft software available to HACC students.	Oct. 14, 2020
675.	How do you know if you will get a refund on your financial aid?	Information on financial aid and the refund process can be found at www.hacc.edu/Paying/CanIGetAid/ReceivingYourAid/Receiving-Aid-Funds.cfm . Students can also see financial aid messages and information in their myHACC portal under the Financial Aid tab.	Oct. 14, 2020
676.	The pandemic has caused financial strain for my family. Where can I learn more about making good purchasing decisions?	HACC understands the financial impact of the pandemic. The webinar, “ How To Make Good Purchasing Decisions ,” by PSECU provides tips on how to become financially savvy by learning to make good purchasing decisions.	Oct. 14, 2020

		<p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	
677.	Can students schedule an appointment in advance with a tutor to prepare for an upcoming exam?	<p>Students can access instant drop-in appointments through a software called TutorTrac.</p> <p>We are excited to announce that TutorTrac will also allow students to schedule appointments up to 30 days in advance, which can be a great way to build in planning time for big papers, exams or projects. To learn more, please see https://libguides.hacc.edu/learningcommons/tutoring/schedules.</p>	Oct. 14, 2020
678.	Can students use Chromebook devices to take HACC's online proctored exams using Examity?	Yes. The College uses Examity, a test proctoring software, that has been updated to support Chromebook devices.	Oct. 14, 2020
679.	Why are printing requests taking so long? I've been waiting since Sept. 29, 2020, for a print request to be mailed. I even contacted the bookstore, and they said they'd reprint and send it right out, but tracking still says it hasn't arrived at a UPS facility. This is affecting my learning. I'm on campus one day a week – why not open a few computers so I can print my own material? By the time material is posted on D2L, printed and mailed, it's pushing the due dates and, in this case, over a week past the due date.	<p>The HACC bookstore prints and mails/ships all print requests daily. However, as the calendar approaches the presidential election and the upcoming holidays, UPS and the U.S. Postal Service are advising of longer delivery times.</p> <p>HACC campuses remain closed until May 14, 2021. Therefore, the library and computer labs on all campuses are closed.</p>	Oct. 14, 2020

680.	It has been about month since the semester started. When will students get their financial disbursements?	<p>HACC will issue you a refund for the remainder of the funds. This applies to students who have financial aid in excess of tuition, fees and bookstore charges. You will receive your financial aid refund during the following time periods:</p> <ul style="list-style-type: none"> • Approximately one week after HACC applies your financial aid • After your class begins (if you are taking a late-start class) <p>To view a schedule of refunds, please visit www.hacc.edu/Paying/Refunds/Refund-Information.cfm.</p>	Oct. 7, 2020
681.	I was just wondering if there was a calendar for each semester. This calendar could include breaks and other things.	<p>The College calendar that includes the academic calendar can be found at www.hacc.edu/Students/CollegeCalendars/2020-2021-academic-calendar.cfm.</p> <p>In addition, we recommend that students check their HAWKMail account often for other important dates and communications.</p>	Oct. 7, 2020
682.	I know HACC has already made the decision to make classes remote for next semester. Is there any way to consider doing labs in person so we get the hands-on experience we need?	<p>HACC will offer select labs on campus, as faculty have determined those competencies must be demonstrated in a hands-on environment. All other labs will be conducted remotely, and students will still be accomplishing the course learning outcomes. When the spring 2021 schedule is posted, students will be able to see which classes are remote, which ones are online and which ones will have hands-on labs.</p>	Oct. 7, 2020
683.	Some of my faculty have moved due dates from weekends to weekdays. This change makes work due three days earlier. Can we still have the extra days?	<p>Many faculty were giving students a window of several days to one week to complete assignments but had assignments due on weekends. Their intent was to give students who work during the week extra time to finish assignments. However, students complained that their class was scheduled during the week but due dates for assignments were on weekends. Students pointed out that if they were on campus, then the work would have been due on the day of the class and not the weekend. Students who worked weekends wanted to make sure due dates were on days that classes were scheduled. Therefore, faculty moved the due dates for assignments and quizzes to align with the class schedule. This means that instead of getting a week to submit work, students may now just have a few days, but due dates correspond with class schedules.</p>	Oct. 7, 2020
684.	Will there be another disbursement of CARES Act funds for the fall semester?	<p>There will not be another disbursement of emergency financial aid grants to students in the fall semester. All of the CARES Act student grant funds have been disbursed. Further details about the disbursements are available at hacc.edu/CARESact.</p>	Sept. 30, 2020

685.	<p>How do I clear up this information and remove it so I can register for classes?</p> <ul style="list-style-type: none"> ● Your Student Status prevents registration. ● You require re-admission prior to registration. ● Your academic status Academic Suspension does not allow registration. ● You have holds which prevent registration. ● Bad debt 	<p>Students with registration holds should reach out to the Welcome Center to get support in clearing the holds and determining how to register for classes. Students can reach the Welcome Center by phone at 717-780-2378 or via email at OneStopWC@hacc.edu.</p>	Sept. 30, 2020
686.	<p>One of my remote courses this semester is intended to be a weekday class, but the professor is making graded assignments and major exams available ONLY on weekends. My classmates and I signed up for classes on days that worked with our schedules, and we are now having to try to rearrange our schedules to fit in these weekend-only exams, tests and quizzes. This would not be possible in an in-person setting and is incredibly inconvenient. The issue has been brought up multiple times, and the professor is not offering any flexibility. Is there something that can be done about this?</p>	<p>The school deans will work with the faculty to move deadlines to the days on which the classes are scheduled to meet to avoid the weekend due dates. Please contact one of the school deans below, who will address your concern:</p> <ul style="list-style-type: none"> ● Dr. Jennifer Baar, jnbaar@hacc.edu ● Ms. Leslie Boon, lmboon@hacc.edu ● Mr. Michael Corradino mccorrad@hacc.edu ● Ms. Dory Uhlman, dsuhlman@hacc.edu 	Sept. 30, 2020

687.	I think my identity has been stolen. Where can I learn how to protect myself in the future?	<p>The webinar, “ID Theft – What To Do After a Compromise,” provided by PSECU addresses how identity theft happens, the consequences associated with having your information compromised and what to do after a compromise.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	Sept. 30, 2020
688.	I am feeling overwhelmed trying to juggle my classes and homework around the needs of my family. What resources does the College offer to help me cope with the stress?	<p>Please know that HACC cares about you and wants you to be well.</p> <p>If you are struggling with anxiety, depression or a sense of feeling overwhelmed, please contact our counseling partners at Mazzitti & Sullivan EAP Services. They are available 24/7 to offer support over the phone, online or in person. Mazzitti & Sullivan EAP Services and its many partners have offices throughout the region.</p> <p>Currently enrolled credit students are provided with up to three free counseling sessions per semester.</p> <p>Please choose any of the following options to access these services:</p> <p>Phone Options</p> <ul style="list-style-type: none"> ● Call 800-543-5080 to speak to someone 24/7 or to schedule an appointment. ● Call 855-264-3248 if you use TeleTYpe (TTY)/Telecommunications Device for the Deaf (TDD). <p>Online Option</p> <ul style="list-style-type: none"> ● Go to mseap.com/get-started ● Click on “Contact Us” and fill out the form as an “employee” ● Type in “HACC Student” in the “Employer Name” field ● Complete the form ● Click the “Contact Us” button at the bottom of the page ● Expect your message to be returned by the next business day 	Sept. 30, 2020

		<p>Additional Online Materials</p> <ul style="list-style-type: none"> ● Go to mseap.com ● Click on “Member Login” ● Enter “HACCSTU” in the sign-in section ● Browse materials related to mental health, emotional well-being, financial wellness and more <p>HACC makes these services available at no cost to students. Please use these important services if you need them.</p>	
689.	Do you have any updates about the fall 2020 virtual Commencement ceremony?	The fall 2020 virtual Commencement ceremony will be held on Dec. 15 at 6 p.m. to celebrate the accomplishments of our spring and fall 2020 graduates. A link to the ceremony will be shared on HACC’s Commencement website . Graduating students will receive additional information in the upcoming weeks. Please continue to visit our website for more information.	Sept. 30, 2020
690.	How has the HACC Foundation supported students during these difficult times?	The HACC Foundation has provided much-needed support to our students. Please watch this brief video to learn more about how students have benefited from the HACC Foundation.	Sept. 23, 2020
691.	Will there be sports this spring 2021 semester since HACC campuses are closed?	There will be no practice or competition for any of HACC’s athletic teams in spring 2021. However, there will be opportunities for e-sport participation and online wellness programs.	Sept. 23, 2020
692.	Will HACC remain in the National Junior College Athletic Association (NJCAA)?	Yes, HACC’s athletic teams will maintain membership in the NJCAA and will recruit student-athletes when the campuses reopen.	Sept. 23, 2020
693.	Will there be alternate times for the Zoom sessions with Dr. Ski for HACC students? I am interested in attending, but I have class during that time.	<p>There are no alternative dates scheduled for the Zoom sessions with Dr. Ski. However, we plan to record the sessions for students who are unable to attend.</p> <p>Unfortunately, due to technical difficulties, the Zoom session on Sept. 15 was not recorded.</p> <p>The dates and times of the upcoming Zoom meetings are:</p> <ul style="list-style-type: none"> ● Oct. 20 at 3 p.m. ● Nov. 17 at 3 p.m. 	Sept. 23, 2020

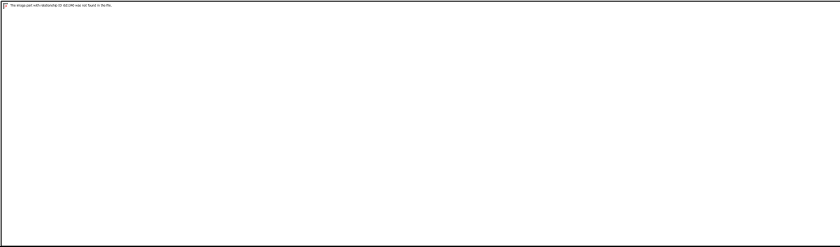
		<ul style="list-style-type: none"> • Dec. 15 at 3 p.m. <p>The Zoom instructions follow:</p> <p>[Zoom information is redacted for security purposes.]</p> <p>Please note the following protocols for these Zoom sessions:</p> <ul style="list-style-type: none"> • Please log in at least five minutes before 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 Dr. Ski will respond. 	
694.	When will refund disbursements be received for this semester? How can I check to see if I will be receiving a disbursement?	<p>Information about refund dates can be found here: hacc.edu/Paying/RefundInformation/Refund-Information.cfm.</p> <p>To receive a refund, you must have financial aid or other payments in excess of your outstanding balance. To view what your anticipated refund might be, please log into myHACC and view your student invoice and bill on the Financial Aid tab. At the bottom of the page, you can view what your anticipated refund might be.</p>	Sept. 16, 2020
695.	What is the CARE Center?	<p>The Consultation, Advocacy, Referrals and Empowerment (CARE) Center officially launches today, Sept. 16, 2020. It functions as a single stop to address non-academic student needs, including child care, food and housing, mental health, transportation and more. Dedicated staff in the CARE Center connect students to resources and services available at the College or within the community. This service is free to all HACC students.</p> <p>More information about the CARE Center is available at hacc.edu/CAREcenter.</p>	Sept. 16, 2020
696.	What are additional reasons that HACC decided to continue with remote and virtual instruction and services for the spring 2021 semester?	<p>We recently learned the following:</p> <ul style="list-style-type: none"> • There is a rise of COVID-19 cases among individuals aged 20-29. • The vast majority of people transmitting the virus are completely asymptomatic. For example, if a college has two positive cases, they actually probably have 20 positive cases. 	Sept. 16, 2020

		<p>We do not want to follow the models of other institutions of higher education, where an outbreak occurs on campus, students transition to remote learning and the administration then tells students to go home.</p> <p>Following is media coverage related to other colleges and universities:</p> <ul style="list-style-type: none"> • https://www.pennlive.com/news/2020/08/bloomsburg-university-moving-to-remote-learning-in-wake-of-90-coronavirus-cases.html • https://www.pennlive.com/news/2020/09/lock-haven-university-will-suspend-in-person-classes-for-two-weeks-due-to-covid-19-infections.html • https://www.pennlive.com/news/2020/09/temple-university-suspends-nearly-all-in-person-classes-for-the-fall.html • https://local21news.com/news/local/gettysburg-college-sends-most-of-its-students-home-pauses-classes-for-one-week 	
697.	Will the College implement pass/fail grading for students this fall?	<p>We have decided to not implement pass/fail grades for the fall 2020 semester. Our reasons are:</p> <ul style="list-style-type: none"> • It would only apply to some students, since those in health careers programs cannot participate. • Pass/fail grades may create unanticipated issues for some students with financial aid eligibility or international students. • We do not have a pass/fail grade option at HACC, so we would need to build this grading system in the College’s student information system. • Building and testing a system that we have never used before will take resources away from the following projects: <ul style="list-style-type: none"> ○ Enhancing the student registration system ○ Enhancing the admissions system ○ Implementing a one-to-one device program for students in select programs 	Sept. 16, 2020
698.	I am a nursing student, and I was expecting to complete my clinicals on campus because that is the best way for me to	As long as sites are available, nursing students will participate in clinicals this semester. In addition, students will practice and demonstrate skills in on-campus labs.	Sept. 16, 2020

	learn. Is the Nursing Program one of the programs that is allowed to be on campus?		
699.	Nursing students are being told that if we have to quarantine due to COVID- 19 symptoms or exposure, we will miss our clinicals (if scheduled during that time) and may be at risk for failing our class if we miss two clinical nights. Why isn't there a backup plan for missed clinicals?	Nursing faculty will work with students to make up work that is missed because of exposure or required quarantine. No one will fail because of missing time. The time will be made up.	Sept. 16, 2020
700.	Why are the Anatomy and Physiology labs not included in the on-campus classes? These labs are is just as important as other labs that are being included.	The biology faculty determined that the labs can be completed successfully through remote instruction.	Sept. 16, 2020
701.	Are student workers allowed to return to work in their campus offices?	All employees, including student workers, will work or continue to work remotely while HACC campuses remain closed through May 14, 2021.	Sept. 16, 2020
702.	I am interested in learning more about important finance topics. Do you know where I can learn more?	PSECU provides an Online Learning Center , where you can learn more about budgeting, investing, homeownership, retirement and more. 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 to schedule an appointment. Please do not include personal information (such as your bank account number and social security number) in your email message.	Sept. 16, 2020
703.	What events are planned to celebrate and recognize Hispanic Heritage Month during September?	Please see the events listed below: Museum of Latin American Art (MOLAA) Mural Exhibit Celebrate Hispanic Heritage Month with a live virtual field trip to the Museum of Latin	Sept. 16, 2020

		<p>American Art (MOLAA) in California. A museum docent will guide you through a visual tour of the mural exhibition “OaxaCalifornia: Through the Experience of the Artistic Duo Tlacolulokos.”</p> <ul style="list-style-type: none"> • Sept. 22 at noon • Space is limited and pre- registration is required. Please pre-register at forms.gle/4zQsNK6rh46UNcyi9 <p>Examining Latinidad at the Crossroads of Race, Culture, and COVID- 19.</p> <p>Join us on Sept. 23 from noon-1:30 p.m. as Dr. Michael Benitez, a leading scholar-practitioner and bold national voice on diversity, discusses “Examining Latinidad at the Crossroads of Race, Culture, and COVID-19.” He will offer new insights to the Latinx experience.</p> <p>Please use this link to join the session: [Zoom information is redacted for security purposes.]</p> <p>For more student involvement event information, please view the HACC Events Calendar.</p>	
704.	Why do students still pay fees if they do not have access to campus resources?	<p>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.</p> <p>Course fees are used to support College operations in five distinct areas:</p> <ol style="list-style-type: none"> 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 	Sept. 9, 2020

		<p>safety protocols. With remote instruction, faculty are still providing lab experiences for students and thus incurring costs.</p> <ol style="list-style-type: none"> 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. <p>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.</p> <p>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.</p>	
705.	<p>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</p>	<p>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.</p>	Sept. 9, 2020

	Zoom setup has worked perfectly with better security than Proctorio.		
706.	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 .	Sept. 9, 2020
707.	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.	Sept. 9, 2020
708.	How can I support other students to do well with remote instruction and virtual learning this semester and perhaps win a free HACC Yeah®! T-shirt?	We are so #HACCproud of you for continuing your education during this pandemic. We know it is not easy, but a little support and inspiration can make the path easier. We would like to share some of your inspirational stories and tips with current and future students and offer you a chance to win a HACC Yeah®! T-shirt! By Sept. 30, please visit hacc.edu/HACCtogether and submit a testimonial, video and/or photo about how you are overcoming challenges, connecting with other students and learning cool new things in your classes.	Sept. 4, 2020
709.	Has HACC developed expectations for students participating in remote learning classes?	Yes. HACC has developed expectations for students in remote learning . The expectations are available on your myHACC portal: 	Sept. 4, 2020
710.	I have art supplies that are still in the Rose Lehrman Arts	Please email your school dean, Leslie Boon, at lmboon@hacc.edu . Dean Boon will assist with the process to retrieve your supplies.	Sept. 4, 2020

	Center. I have one class for this semester that has some on-campus meetings, but it is in a different building. Is there any way I can retrieve my art supplies if I don't have classes in the Rose Lehrman Arts Center?		
711.	Where can I learn more information on identity theft?	<p>According to PSECU, identity theft is defined as when a person's personal information is taken and used by someone else for fraudulent purposes.</p> <p>PSECU provides the webinar, "Have We Met? Protecting Yourself from Identity Theft," discussing how you can protect yourself from identity theft.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	Sept. 4, 2020
712.	Will the library be open to students? Will students be able to come to campus to print papers for class if a printer isn't available at home?	<p>The campuses remain closed through the fall semester except for hands-on labs. All student library resources can be found here. Students can also use the chat features located on the Library webpage.</p> <p>For the fall semester, the HACC bookstore will print your materials and mail them to your home at no cost. Please complete and submit this online form: https://www.cognitofirms.com/HACC2/StudentPrintRequest</p> <p>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</p>	Sept. 4, 2020
713.	Is HACC's Registrar's Office open?	<p>Yes. The Registrar's Office is open, and staff are working remotely. To contact the Registrar's Office by email or phone, please use the following information:</p> <ul style="list-style-type: none"> • Email: record@hacc.edu • Phone: 800-ABC-HACC or 800-222-4222 	Aug. 26, 2020

714.	How will students know if on-campus labs are canceled if the building has been closed?	The College will use the e2Campus notification system to alert students if the building in which their class is located is closed. Please make sure you are signed up for alerts and that your contact information is current: www.hacc.edu/AboutHACC/PublicSafetyandSecurity/E2Campus-Sign-up	Aug. 26, 2020
715.	I heard that there is a “Groceries on the Go” program to assist HACC students facing food insecurities. May I please have more information?	On Aug. 27, 2020, the College is providing HACC students the opportunity to receive one FREE bag of groceries. For more information, please visit hacc.edu/Groceries .	Aug. 26, 2020
716.	Will we have classes on Labor Day (Sept. 7)?	There are no classes on Labor Day. Please see the 2020-21 Academic Calendar for important dates.	Aug. 26, 2020
717.	How do I find out the Zoom login information for my classes?	Your instructor will email you the Zoom information for your classes. In addition, it may be posted in the Brightspace (D2L) information for your class.	Aug. 26, 2020
718.	When will HACC offer CPR courses again?	The schedule of American Heart Association classes in CPR is here: www.hacc.edu/PublicSafetyCenter/AmericanHeartAssociationTraining/CPR.cfm The website includes upcoming classes, links for registration and provisions to conduct classes in a blended format of training and certification during the COVID- 19 pandemic. Classes are held at the Senator John J. Shumaker Public Safety Center on HACC’s Harrisburg Campus. Once you find the skills session that best suits your schedule, you can register online with a credit card.	Aug. 26, 2020
719.	In the past, HACC often shared upcoming student events at the start of the semester. Is there a way we can learn about online events this year? There also used to be fairs/club rushes at the beginning of the semester. Will there be any online fair options?	There are several events and activities for new students planned for fall 2020. More information will be provided at the Virtual Student Involvement Fair on Sept. 16, 2020.	Aug. 26, 2020

720.	<p>How are the ventilation issues being addressed at the Harrisburg Campus in regards to lecture and lab rooms, especially in Clyde E. Blocker Hall which has terrible ventilation? Are high-efficiency filters being used, and is outside air being filtered in through the current system? Currently, the rooms do not have adequate ventilation, and none of the windows in Clyde E. Blocker Hall would open since they are bolted shut. I would appreciate some feedback as to the administration's role in making sure all lecture and lab rooms at the Harrisburg Campus, especially in Clyde E. Blocker Hall, are being addressed. Thank you.</p>	<p>HACC's Facilities Department uses Environmental Protection Agency (EPA)-approved antimicrobial treated filters. The treatment applied to the panels prevents the growth of spores and bacteria from entering the airstream into occupied spaces.</p> <p>The Clyde E. Blocker Hall air handlers bring in outside air during operations. The air flow may vary but maintains a minimum of 10%, which meets the guidelines recommended by HACC's building control contractor for HVAC higher education system operations. Also, the Metasys System is monitored on a regular basis to regulate the chilled water temperature in the buildings.</p> <p>These HVAC operations are similar in all HACC buildings where fall labs are being held.</p>	Aug. 26, 2020
721.	<p>What happens if a student tests positive for COVID-19 but has already gone to class or joined a study group? Are all students and faculty considered exposed?</p>	<p>The Pennsylvania Department of Health (DOH) defines "close contact" as someone within 6 feet for more than 15 minutes without a mask.</p> <p>DOH is responsible for case investigation and contact tracing to determine if there has been close contact and will advise those individuals to quarantine. HACC does not conduct the contact tracing process.</p>	Aug. 26, 2020
722.	<p>What is involved in the wellness screening process?</p>	<p>Wellness screening stations have been established in centralized locations on each campus and are identifiable by signage. Screenings are conducted by wellness screeners.</p> <p>In the event that a screener is not available, the screening is conducted by a safety and security officer.</p>	Aug. 26, 2020

		<p>The screening procedures include the following:</p> <ol style="list-style-type: none"> 1. Employees, students and visitors arriving on campus must complete a wellness screening form no more than 24 hours prior to visiting campus. 2. Upon arrival to campus, employees, students and visitors should drive to the wellness screening station. 3. At the station, the screener will verify completion of the wellness screening form by viewing the email or print copy of the confirmation. 4. The wellness screener will take the temperature of the employee, student or visitor. If the employee, student or visitor is screened and found to have a temperature of 100.4 degrees or below, they will be issued a wristband and cleared to proceed to their designated area of the College. 	
723.	Can you please provide an update on the “Groceries on the Go” program?	The Office of Student Affairs and Enrollment Management is kicking off the first week of the fall 2020 semester with “Groceries on the Go” on Aug. 27 from 10 a.m.-6 p.m. Please see hacc.edu/Groceries for more information.	Aug. 19, 2020
724.	I graduated from my program this month (August). When will we receive our diplomas?	Diplomas will be mailed at the end of September to students graduating in August.	Aug. 19, 2020
725.	What resources are available for students who are struggling with food insecurity?	<p>The HACC Foundation, Student Government Association, Office of Student Affairs and Enrollment Management, CARE Center and Office of Inclusion and Diversity have partnered to continue the Groceries on the Go initiative launched in June 2020.</p> <p>Please visit the website for future dates and locations.</p>	Aug. 19, 2020
726.	I’m interested in buying a new car. Is there an organization or individual that can guide me when making this purchase?	<p>Buying a new car can be overwhelming. PSECU provides the webinar, “7 Steps for Buying a New Car,” that reviews the important steps of buying a new car, including understanding preapproval and being prepared when you visit the dealership.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	Aug. 19, 2020

727.	Are students required to complete an online wellness screening form before coming to campus for the approved hands-on components of our course(s)? If so, how will that work?	<p>Yes. Those approved to come on campus are required to complete HACC's Wellness Screening Form within 24 hours prior to each campus visit. Once the online form has been submitted, you will receive an email confirmation.</p> <p>Upon arrival to campus, please proceed to the wellness station identified for your course and show your email confirmation (printed or electronic) to the wellness screener. The wellness screener will verify your questionnaire answers, take your temperature and provide you instructions on proceeding to your class.</p>	Aug. 19, 2020
728.	I plan on taking an online math course. Will the exams still be proctored and will the testing centers be limited to other campus locations only?	Math exams will be proctored remotely. You will not go to a HACC campus or test center. Your instructor will have more details once classes begin.	Aug. 19, 2020
729.	Where do I find out what books I need for my classes?	<p>Students can generate their schedule/bill through myHACC if they are unsure under which campus location their course reference number (CRN) is listed. Students may need to generate orders from multiple campus locations. Campus locations are abbreviated, and there is a key included on the page. Please note that virtual CRNs can be found on all five bookstore locations.</p> <p>Students can purchase their fall course materials now. All textbooks will be shipped to students, and all bookstore locations will offer free shipping. Students must order books online at www.bookstore.hacc.edu</p> <p>Payment may be made via financial aid, credit card, check or HACC bookstore gift card. In addition to textbooks, you can order your course materials, school supplies, HACC clothing and electronics.</p> <p>Fall financial aid is now available for students to use at the bookstore. If you are taking remote courses from multiple locations, those courses can be found under the campus locations and listed on that bookstore's website.</p>	Aug. 19, 2020
730.	Even though HACC is offering to print material, I saw that the campus will not print copyrighted material. Similar to going to the library to read print material, what if I need to have the printed article in front of me to focus and read it?	<p>Articles from our library databases may be printed by completing the online form. These articles are covered by the fair use clause of the Copyright Law, which allows educational classroom use for a current semester or class.</p> <p>The bookstore handles printing requests for the College. However, the bookstore cannot print complete books.</p>	Aug. 19, 2020

		HACC also has several online library guides to help with copyright questions. These can be found on the HACC Library webpage . Students can also use the library's online chat feature to ask questions.	
731.	My class is listed as "Remote MWF 9:30-10:45," but it also is listed as a Lancaster Campus class. Does that mean I have to come to campus for class?	<p>If the building is listed as "Remote," then your class will only be held on Zoom during the times scheduled.</p> <p>If a hands-on lab is part of the class, the actual day and time of the on-campus portion are listed on the schedule with a real building and room number (for example, Lancaster Main 313 for a chemistry class).</p>	Aug. 19, 2020
732.	I heard that HACC's dental clinic will be open for the fall semester. Why will it be open if the campuses are closed through Dec. 31, 2020? What safety measures will be taken?	<p>The dental clinic will be open for dental hygiene and expanded function dental auxiliary services on a limited basis and by appointment only. There will be no walk-in appointments.</p> <p>Students enrolled in the Dental Hygiene Program must see patients to complete the curriculum and be in compliance with the Commission on Dental Accreditation. Students cannot meet accreditation standards by working on other students or even family members, because their patients must have specific dental health requirements.</p> <p>Students and employees in the program have gone through extensive infection control training endorsed by the Occupational Safety and Hazard Administration (OSHA).</p> <p>Anyone who visits a campus (students, employees and scheduled patients) must complete the Wellness Screening Form within 24 hours of every arrival to campus.</p> <p>Temperatures will be taken upon arrival, and hands will be sanitized. Walk-through traffic will be limited to one-way to maintain social distancing.</p> <p>Personal protective equipment must be worn by all students and employees, and faculty will remain with students throughout their appointments to ensure safety measures are maintained.</p> <p>Patients are required to remain in their cars until they are ready to be seated in the clinic and will be required to wear face masks (covering the mouth and nose) until they are seated for their appointment. All appointment times are pre-scheduled and staggered to prevent multiple people in the reception area.</p>	Aug. 19, 2020

		The dental clinic will have a reduced capacity of students, employees and patients to maintain social distancing. Each station will be disinfected between patients, and the offices and reception area will be deep cleaned each evening.	
733.	I am inquiring how to get an official copy of the associate degree from HACC that I earned in May 2000.	To get an official transcript, please contact the Office of the Registrar at record@hacc.edu or request an official transcript at https://www.hacc.edu/Students/TransferringfromHACC/Transcript-Request.cfm .	Aug. 12, 2020
734.	Are there any upcoming Zoom sessions with Dr. Ski for students to attend?	<p>Yes. The following Zoom sessions have been scheduled for students:</p> <ul style="list-style-type: none"> • Sept. 15 at 3 p.m. • Oct. 20 at 3 p.m. • Nov. 17 at 3 p.m. • Dec. 15 at 3 p.m. <p>[Zoom information is redacted for security purposes.]</p> <p>Please note the following protocols for these Zoom sessions:</p> <ul style="list-style-type: none"> • 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. 	Aug. 12, 2020
735.	We can save time while doing online classes during this pandemic. However, we cannot save money because we use the internet and have to print so many notes and handouts. I would prefer to come to a HACC library and print my material.	<p>HACC campuses remain closed. However, the HACC bookstore has a process to print your materials and mail them to your home at no cost.</p> <p>Please complete and submit this online form:</p> <p>https://www.cognitofrms.com/HACC2/StudentPrintRequest</p> <p>If you have any questions about the online form or your order after the online form has been submitted, please email the bookstore at bookstore@hacc.edu.</p>	Aug. 5, 2020
736.	When can I start buying books online so I have them before the start of class if they are being shipped?	You can purchase your fall course materials now. All textbooks will be shipped to students for fall classes. Students must order books from the online bookstore at www.bookstore.hacc.edu . All campus bookstore locations will offer free shipping. Payment may be made via financial aid, credit card, check or HACC bookstore gift card.	Aug. 5, 2020

		In addition to textbooks, you can also order your course materials, school supplies, HACC clothing and gift items and electronics from the bookstore. All ordering instructions are on the bookstore website. Fall financial aid is now available for students to use at the bookstore.	
737.	From my understanding, this institution has made the decision to freeze the annual increase of charges which is very honorable. However, as I was reviewing my bill for this upcoming semester and the tuition and fees breakdown that is on the website, I was surprised by my discovery that HACC is still charging its students for services that they are no longer offering. How is this not fraudulent? If everything has gone remote/virtual for this upcoming semester, why am I being charged a fee for activities, technology, campus revitalization and capital outlay? I would appreciate a response from this institution in regard to the lack of transparency or better yet, the misinformation.	<p>The HACC technology fee supports the College’s overall network and technology infrastructure. This infrastructure includes hardware, software and services required to connect cloud services, wired and wireless networks and telephones. In addition, 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 led to 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) that are all required to support the delivery of remote instruction.</p> <p>The student activity fees support remote and virtual programming. Some examples from the spring and summer semesters are music bingo and trivia with prizes, escape room challenges with prizes, Zoom student hang-outs, Zoom lunch and learning with guest speakers and caricature artists. Additionally, these activity fees also sponsor our remote programs such as the free Rita’s this Thursday for Student Appreciation Day and the Groceries on the Go initiative.</p> <p>Although the College is currently operating remotely, it still maintains all the systems and routine maintenance functions necessary to operate properly until we return to our campuses. The work for many people at the College had to shift to developing and preparing for this new reality.</p>	Aug. 5, 2020
738.	I’m writing a paper for my final project pertaining to HACC and the Coronavirus Aid, Relief, and Economic Security (CARES) Act. I was researching how the money HACC received was distributed. I read through the HACC website that about \$9 million was awarded to our College, and about \$4.5 million was directly distributed to the students. How was the other \$4.5 million spent?	<p>HACC has been allocated approximately \$9 million. Of that money, half had to be used for emergency financial aid grants paid directly to students. This portion has been completed. The other half is meant to support the direct costs to the College related to COVID-19 and support the expenses necessary to expand remote learning operations to meet the increased demand.</p> <p>Based on the CARES Act guidelines provided by the U.S. Department of Education, the institutional funds are not to be used for direct payroll provisions as a result of employee lost benefits or wages. HACC continues to evaluate how to deploy the institutional portion of the CARES Act funds in ways that meet these guidelines.</p>	Aug. 5, 2020

739.	I am interested in learning more about budgeting. Can you provide any tips?	<p>We understand finances are an important issue to everyone. Creating and using a budget are key to managing your finances. The webinar, “Building a Better Budget,” provided by PSECU, reviews ways for you to create a budget, reexamine your existing budget and determine your financial priorities.</p> <p>For a boost to your budget, please visit https://bit.ly/PSECUget50 and learn how you can get a \$50 bonus deposited into your PSECU account in just a few easy steps.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	Aug. 5, 2020
740.	With the campuses closed, how can I return my summer textbook rentals?	<p>The summer 2020 textbook rental due date is Aug. 18. There are three drop-off dates scheduled at all five campuses to return your textbook rentals.</p> <ul style="list-style-type: none"> • Aug. 10; 9 a.m.-noon • Aug. 13; 5 p.m.-7 p.m. • Aug. 18; noon-5 p.m. <p>Please visit the bookstore website for location of drop offs and maps at www.bookstore.hacc.edu.</p> <p>If you are unable to get to campus, please email the bookstore at bookstore@hacc.edu to make arrangements to have your rentals mailed back. Please include “Rental Return” in the email subject line.</p>	Aug. 5, 2020
741.	Is Brightspace where our coursework will be made available? Are Zoom recordings already synced to our myHACC? Also, will our Zoom meetings be held on the same day and time that our in-person classes would have been held?	<p>You will have access to Brightspace and Zoom through myHACC. Your instructor will email you the appropriate Zoom link for that class, and class will be held via Zoom instead of on campus for all remote instruction classes.</p>	Aug. 5, 2020
742.	I understand that biology classes are held remotely, but does that mean labs for other classes (like chemistry) will be held on	<p>Several labs for the following chemistry classes will be held on campus: CHEM 101, 102 and 203. There will be five on-campus labs each for CHEM 101 and 102 and six on-campus labs for CHEM 203.</p>	Aug. 5, 2020

	<p>campus? My schedule is set up so that my general biology II lecture and my inorganic chemistry lab are within 15 minutes of each other. However, it takes me about half an hour to get to campus. Should I email one of my professors to allow me to leave biology early or arrive at the chemistry lab late? What should students do to resolve scheduling conflicts such as this?</p>	<p>To coordinate your on-campus lab with your remote learning classes, you will have options to sign up for the on-campus portion. If you have any questions about schedules, please work with your instructor on the details. Science faculty have pledged to make this work for students.</p>	
743.	<p>Are fall classes going to start as normal for the students who were already scheduled to take virtual learning classes?</p>	<p>The fall semester for virtual learning and remote instruction classes will begin on Aug. 24, 2020, as scheduled.</p>	<p>Aug. 5, 2020</p>
744.	<p>I see that biology classes are eligible for in-person labs. I just wanted clarification that the lecture for BIO 121 will be held online but the lab will still be completed in person.</p>	<p>All biology classes this fall, including the labs, will take place remotely.</p>	<p>Aug. 5, 2020</p>
745.	<p>What is the CDCA Clinical Exam?</p>	<p>The Commission on Dental Competency Assessments (CDCA) is an agency that administers a patient treatment clinical examination to dental hygiene graduates. This exam is a requirement in order to be eligible for licensure through the Pennsylvania State Board of Dentistry.</p> <p>Each year, the CDCA uses the HACC Dental Clinic to administer the exam. It was initially scheduled for May 2020 but was rescheduled to this month because of COVID-19.</p> <p>All students, employees, scheduled patients and CDCA staff must complete the online Wellness Screening form within 24 hours prior to every arrival to campus. Temperatures will be taken upon arrival, and hands will be sanitized. Walk-through traffic will be limited to one-way to maintain social distancing.</p> <p>Extensive infection control protocols will be followed. Graduates and employees have gone through extensive infection control training endorsed by the federal Occupational</p>	<p>Aug. 5, 2020</p>

		<p>Safety and Hazard Administration. CDCA staff are licensed dentists and dental hygienists who have also gone through infection control training.</p> <p>Anyone on campus for the exam must follow the HACC Dental Clinic's infection control protocols and wear required personal protective equipment. The director of dental hygiene will be present to ensure all safety measures are maintained.</p> <p>HACC's campuses remain closed until Dec. 31, 2020. However, this event was approved because the examination is crucial for our graduates to receive their dental hygiene licensure.</p>	
746.	I saw that the fall 2020 Commencement ceremony will be held virtually on Dec. 15. How will that work?	We understand that Commencement is a celebratory day for our graduates. Details about the fall virtual Commencement ceremony are still being determined. Please continue to view our Commencement website for more information.	July 30, 2020
747.	Will Introduction to Respiratory Therapy be offered on camp	No. Introduction to Respiratory Therapy (RESP 100) will be offered as a fully remote class with no on-campus requirements.	July 28, 2020
748.	If we take Microbiology in the fall, do we have to go to campus?	Microbiology labs will be held remotely this fall. There will be no on-campus labs.	July 28, 2020
749.	As all HACC campuses are closed through Dec. 31, 2020, are students able to take remote courses from other campuses if it is not offered virtually or at our local campus?	Yes. Students are able to select and enroll in remote instruction courses from all available options. Remote classes are listed as "Remote Instruction" with no building information.	July 28, 2020
750.	I see on my invoice that I am paying lab fees. Since we're doing all our classes virtually, why do we still need to pay these?	These fees help pay for lab expenses, and labs will still be held either remotely or on a campus. Since students will be required to spend the lab time, the fees will not be waived.	July 28, 2020
751.	I received an email that Organic Chemistry 1 will have select lab experiences on campus this fall 2020. How can campuses be closed and yet students are required to attend campus for specific courses?	<p>Organic Chemistry requires some hands-on components for course learning outcomes; therefore, six labs will be held on campus. Since this course is accepted at transfer institutions and meets our statewide Transfer and Articulation Agreement, HACC must confirm that students have the lab skills to continue to the next level.</p> <p>To keep students safe, HACC is following the federal Centers for Disease Control and Prevention and the Pennsylvania Department of Health recommendations for those</p>	July 28

	Why does this lab require on-campus learning while previous lab courses I have taken the last two semesters were entirely remote learning? Do I have to put myself and those I live with in danger in order to complete the course this coming fall?	<p>coming to campus. Anyone coming to campus must complete the online wellness screening form within 24 hours of every arrival. Temperatures will be taken upon arrival, and hands will be sanitized.</p> <p>In addition, walk-through traffic will be limited to one way in order to maintain social distancing, and everyone coming to campus must wear a face mask.</p>	
752.	Will Physics 201 be offered remotely this fall?	Yes. Physics 201 will be fully remote for the fall 2020 semester.	July 28, 2020
753.	I heard that there is a “Groceries on the Go” program to assist HACC students facing food insecurities. May I please have more information?	<p>On July 30, 2020, from 10 a.m.-6 p.m., the College is providing HACC students the opportunity to receive one FREE bag of groceries from any of the supermarkets below:</p> <p>Gettysburg: Kennie’s Market 217 W. Middle St. Gettysburg, PA 17325 <i>Pick-up location: Customer service desk</i></p> <p>Harrisburg: Weis Markets 3885 Union Deposit Road Harrisburg, PA 17109 <i>Pick-up location: Customer service desk</i></p> <p>Lancaster: Grocery Outlet 2108 Spring Valley Road Lancaster, PA 17601 <i>Pick-up location: Register #4</i></p> <p>Lebanon: Weis Markets 800 S. 12th St. Lebanon, PA 17042 <i>Pick-up location: Customer service desk</i></p>	<p>July 28, 2020 July 30, 2020</p>

		<p>York: Grocery Outlet 1500 N. George St., Suite 13 York, PA 17404 <i>Pick-up location: Register #5</i></p> <p>Students are asked to please show their HACC ID or summer or fall 2020 class schedule when picking up the free bag of groceries.</p>	
754.	Will these twice-a-week emails to HACC students continue?	Beginning the week of Aug. 3, we will be sending these emails on Wednesdays only, unless there are urgent updates to share.	July 28, 2020
755.	Are there any upcoming Zoom sessions with Dr. Ski for students to attend?	<p>Yes. The following Zoom sessions have been scheduled for students:</p> <p>[Zoom information is redacted for security purposes.]</p> <p>Please note the following protocols for these Zoom sessions:</p> <ul style="list-style-type: none"> • 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. 	July 23, 2020
756.	How does Governor Wolf's decision to penalize Lebanon County by withholding CARES Act funding impact HACC?	HACC's allocation of the CARES Act is part of the Higher Education Emergency Relief Fund that is directly allocated from the U.S. Department of Education. This money is separate and distinct from the CARES Act monies that Governor Wolf has withdrawn from Lebanon County. Therefore, this does not impact HACC.	July 23, 2020
757.	I'm concerned about my finances, but I need a vehicle. Where can I get helpful tips for this big purchase?	<p>Deciding to buy or lease a car is a big decision. The webinar, "Auto Buying vs. Leasing," by PSECU reviews the similarities and differences between buying and leasing a car and how to determine your best option.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	July 21, 2020

758.	Will international students be forced to leave HACC if their courses are only online or remote?	No. The Trump administration has rescinded the rules issued last week requiring that international students take in-person classes at the nation's universities and community colleges. If you have additional questions, please contact the International Student Services Department at iadmissn@hacc.edu .	July 16, 2020
759.	I am graduating in August. When will my degree be mailed to me?	Diplomas will be mailed to August graduates in late September.	July 16, 2020
760.	I will be taking Organic Chemistry 1 in the fall. Will this class be offered via remote instruction?	Select lab experiences for organic chemistry will be held on campus. Your instructor will email details one week before classes begin.	July 16, 2020
761.	How will biology classes be handled in the fall? Will these classes include both online and on-campus aspects?	All biology classes, including anatomy and physiology, will be held remotely in the fall. There will be no on-campus requirements. However, there will be expectations that students attend labs at scheduled times through Zoom.	July 16, 2020
762.	With all campuses being closed through Dec. 31, 2020, can students take remote instruction courses from other campuses if the courses are not offered at our local campus or through virtual learning?	<p>Yes! As most classes will be held online for the fall 2020 semester, students are able to select and enroll in remote instruction courses from all available options, regardless of the listed campus. To ensure you are viewing all available options, please do NOT select a campus when searching for classes.</p> <p>Please see the example below:</p> <div data-bbox="680 868 1549 1263" style="border: 1px solid black; height: 243px; width: 414px; margin: 10px 0;"></div> <p>Please remember that in remote instruction courses, students are required to log in at the scheduled class time. Virtual learning courses allow students to complete their work on various dates and times, as long as due dates are met.</p>	July 16, 2020

763.	When is the fall Commencement ceremony? Has it been decided if it will be virtual?	The fall Commencement program is planned for Dec. 15, and it will be a virtual event.	July 16, 2020
764.	I recently returned from visiting one of the 18 states that the Pennsylvania Department of Health has listed as a location with high COVID-19 cases. Am I allowed to attend the hands-on lab component of my course on campus?	If you have traveled to one of these 18 states , you must quarantine for 14 consecutive days upon return and prior to accessing a HACC campus. Please be sure to notify your instructor of your need to quarantine due to your recent travel. Your instructor will work with you to develop a plan for completion of missed coursework due to the quarantine.	July 16, 2020
765.	I am a first-time HACC student. I was unable to get a student ID due to COVID-19. I would like to obtain one in order to take advantage of programs that require a student ID. Can I schedule an appointment with the security office to get a student ID? I live in York, but would be willing to travel to the Harrisburg Campus, if required. I am also happy to comply with guidelines around wearing a mask and social distancing while on campus.	<p>Student IDs and parking passes are not being issued while the campuses are closed. The College will begin to issue student IDs again when the campuses reopen after Dec. 31, 2020.</p> <p>If a student needs verification of their enrollment at HACC, these options are available:</p> <ul style="list-style-type: none"> • An unofficial transcript • A copy of their College schedule • An enrollment verification letter <p>Students can obtain their unofficial transcripts, a copy of their schedule and the enrollment verification letter through the myHACC portal. For additional support with enrollment verification, students can contact the College Welcome Centers via email at OneStopWC@hacc.edu or call 800-ABC-HACC</p>	July 14, 2020

766.	When will CARES Act funds be disbursed? I still have not received any funds. All my BankMobile information is up to date and accurate.	Details about when and how HACC will distribute Coronavirus Aid, Relief, and Economic Security (CARES) Act monies are available at hacc.edu/caresact .	July 9, 2020
767.	I am concerned with my F1 visa since I got an email from Immigration and Customs Enforcement (ICE) that says as an international student I cannot take just online classes or I will lose my visa and have to return to my country. They informed me that I have to attend on campus so as not to lose my visa. I need help, please.	<p>The College is also concerned with the status of our international students. We are still researching guidelines, reaching out to international students and seeking advice from officials to be able to provide students with accurate advice. We hope to have more details next week. Students are encouraged to direct specific questions to iadmissn@hacc.edu.</p> <p>International students are valued members of our teaching and learning community for the cultural and intellectual contributions they make to the educational processes at HACC. We at HACC celebrate the diversity they bring to our classrooms and beyond.</p>	July 9, 2020
768.	With the campuses closed for the fall 2020 semester, will we still have athletics?	<p>HACC has made the decision to suspend all athletic programs for the fall 2020 semester as a result of the pandemic.</p> <p>Protecting your health and safety continues to be our top priority. This decision was made based on careful consideration of the current situation and the potential risks posed by COVID-19. As you noted, HACC campuses will be closed through Dec. 31, 2020. Therefore, we are not able to offer the facilities for athletic practices and events.</p> <p>We know this decision may be disappointing for students who were looking forward to playing at HACC during the fall 2020 semester. We will continue to promote activities that students can access remotely to remain connected and engaged during the fall 2020 semester.</p>	July 9, 2020
769.	When do I have to wear a mask on campus?	For the best mitigation to prevent the spread of COVID-19, anyone on a HACC campus must wear masks at all times. Please see this webpage for additional information .	July 9, 2020
770.	When do I have to wear gloves on campus?	Gloves are not necessary for day-to-day activities. Masks and rigorous, frequent handwashing are the best defenses. Please see this webpage for additional	July 9, 2020

		information , and/or ask your instructor if gloves are needed for specific activities.	
771.	I ordered a book from the bookstore that ended up not being required. It is unopened. How do I return it for a refund?	<p>Please email bookstore@hacc.edu and provide the following:</p> <ul style="list-style-type: none"> • Web order number • Name • H number • Address • Phone number • Reason for return request <p>The bookstore will email a prepaid FedEx label to return the book. You will receive a refund when the book arrives in the bookstore.</p>	July 9, 2020
772.	Are advisors in the office during the summer? I am trying to make an appointment to make sure that I am on the right track for the Nursing Program and talk about my TEAS score. I have emailed two advisors and have not received an answer in over a week.	Students can schedule remote drop-in and scheduled appointments at hacc.edu/Students/AdvisingCounseling/index.cfm .	July 9, 2020
773.	I'm a current nursing student, and I missed the Zoom session held last week. Where can I get that information?	<p>The Nursing Department held an information session to update students on the plans for fall 2020. Current students in programs who are returning this fall were given an opportunity to hear the plan and ask questions. Please watch the recorded presentation here.</p> <p>We recognize the burden that uncertainty places on all of you. Please be patient as we await finalized information from our clinical facility partners regarding restrictions. Our tentative goal is to have clinical schedules in place by the week of July 13. Please understand that these plans are fluid. Therefore, this time period is tentative and subject to change.</p> <p>For new students who were accepted into the nursing clinical section to start this fall, your orientation day Zoom session will provide more specific information.</p>	July 7, 2020

		Details on that orientation will be included in the admission packet sent to your HAWKmail account.	
774.	I am graduating this fall. Has a decision been made about the December Commencement ceremony?	We understand the importance of celebrating the remarkable achievements of our graduates. Due to the uncertainty associated with the global pandemic, HACC is determining next steps to ensure our graduates are celebrated while abiding by state guidelines. Please continue to check HACC’s website for more information.	July 7, 2020
775.	What if a student has a medical condition that prevents them from wearing a mask on campus? Will they still be allowed on campus?	If a student has a medical condition that prevents them from wearing a mask, they will not be permitted to come on campus. Instead, we will ask them to work with their instructor to see if they should postpone course completion or work on an alternate assignment.	July 7, 2020
776.	Where can I learn more on how to make the most of my personal emergency funds?	<p>It may be easy to find information on the importance of building a personal emergency fund. However, there are few available resources that describe what to do when it comes time to use it. The webinar, “Effectively Using Your Emergency Fund,” provided by PSECU provides five tips to effectively use your emergency funds in times of trouble.</p> <p>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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email message.</p>	July 7, 2020
777.	I heard that the U.S. Department of Homeland Security (DHS) has banned international students from attending colleges in the United States where the programs are entirely online.	HACC’s programs are being offered this fall 2020 in a hybrid model, which is an exception to the DHS ban. As noted in Inside Higher Ed : International students may remain enrolled at HACC as long as “the program is not entirely online [and] that the student is not taking an entirely online course load for the fall 2020 semester.”	July 7, 2020
778.	I’m scheduled to take Anatomy and Physiology in the fall. Will it be on campus, or will it be remote?	Anatomy and Physiology (BIOL 121 and 122) will be offered remotely this fall 2020 semester. We are working to update the location of the building to be listed in the class schedule as “remote.”	July 7, 2020

779.	When will the Online Learning Commons website be released and how can I access it?	The Online Learning Commons website launched on July 1, 2020, and can be accessed at http://hacc.edu/learningcommons . This website provides students with access to library, testing, tutoring and user support resources.	July 7, 2020
780.	My child will soon be attending college. Where can I get more information about scholarships?	<p>We care about you, your child and your finances. The HACC Foundation offers FREE money to HACC students. The next scholarship cycle begins on Aug. 3 for the spring 2021 semester.</p> <p>For more tips on finding scholarships for your child, please view the webinar, “Scholarship Search Secrets (for parents/guardians),” provided by PSECU.</p> <p>PSECU’s Financial Education Center at HACC is available for virtual office hours by phone or Zoom. Please contact Jennifer Nicrone, PSECU</p>	June 25, 2020
781.	I have questions about placement testing. Who can I ask?	<p>Please join us for an interactive one-hour Zoom session about studying at HACC: Date: July 2, 2020 Time: 2 p.m. Zoom Link: [Zoom information is redacted for security purposes.]</p> <p>We will walk through placement testing and registration processes to continue YOUR educational journey.</p> <p>A variety of HACC experts will be available to answer questions and help you through the process.</p>	June 25, 2020
782.	I am currently signed up for a SOC201 class for the fall 2020 semester. This class is scheduled for every Thursday from 6-9:30 p.m. at the Lancaster Campus. Since all campuses will be closed through Dec. 31, will the in-person class be changed to virtual or will it be deleted because it was scheduled to	Classes that are currently scheduled for a specific day on a campus will be held via remote instruction during the scheduled time over Zoom. We are working to update the schedule to include that the class will be held remotely via Zoom.	June 25, 2020

	be held at the Lancaster Campus?		
783.	With HACC announcing that it extended online classes and services through the fall 2020 semester, will any programs at the Senator John J. Shumaker Public Safety Center (PSC) be offered?	<p>PSC will continue to offer select public safety programs that were approved to be taught on the Harrisburg Campus and at some off-site locations for the summer and fall 2020 semesters.</p> <p>For more information about PSC’s program schedule, please visit hacc.edu/1stResponders.</p>	June 18, 2020
784.	I want to help other students be successful with remote instruction. How can HACC use my experiences to help others be successful with remote instruction?	<p>We are seeking written and video testimonials from students who were hesitant, scared or worried about taking a remote instruction class, but overcame these feelings after starting the class.</p> <p>By June 29, students are encouraged to:</p> <ol style="list-style-type: none"> 1. Choose at least one of these options to share a testimonial: <ol style="list-style-type: none"> a. Create a video (using the guidelines on our webpage) b. Submit a written testimonial and image of yourself (using the guidelines on our webpage) 2. Share the following information in the video and/or written testimonial: What were your feelings when you learned that your class was going to be remote instruction? What was your experience like? What do you think of remote instruction now? What would you say to others who may be hesitant or confused about remote instruction? What tips would you share? 3. Complete the #HACCtogether online form <p>Thank you!</p>	June 18, 2020
785.	There are several groups scheduled to use space on the Harrisburg Campus starting Aug. 17, 2020. Will they be unable to utilize it until we are all back to campus? And what about events such as walks/runs and car shows?	<p>HACC campuses remain closed and all internal and external campus events are canceled through Dec. 31, 2020.</p> <p>However, the College remains open with remote and online classes and services for the summer and fall 2020 semesters.</p>	June 18, 2020

		<p>Only approved credit and Workforce Development programs with required handson/experiential components to meet learning outcomes will be permitted oncampus.</p> <p>Masks are required for anyone on campus and must cover the mouth and nose. Social distancing is also required with at least 6 feet of distance between individuals</p>	
786.	I am a current student and enrolled for the fall. Will I still receive aid through the CARES Act?	Is there a form that I need to fill out? Students do not need to fill out any forms to receive the CARES Act emergency financial aid grants. Further details about eligibility and the process are available at hacc.edu/CARESact .	June 18, 2020
787.	How will the CARES Act be refunded to students? Is it the same account as financial aid disbursements?	Students who met the federal guidelines for CARES Act emergency financial aid grants were notified via email on June 18 that they would be receiving a grant. HACC disbursed the funds through our current financial aid refund process via BankMobile. Further details about eligibility and the process are available at hacc.edu/CARESact .	June 18, 2020
788.	How can a student apply for the CARES Act at HACC?	Details regarding how HACC disbursed the CARES Act emergency financial aid grants are available at hacc.edu/caresCARESact .	June 18, 2020
789.	If students do not sign up for BankMobile disbursements, does that mean we will not receive money from the CARES Act? How do students know if they are eligible?	<p>Can students have the funds mailed like refunds? If a student meets the eligibility criteria for CARES Act emergency financial aid grants and is not using BankMobile for their disbursements, a check will be mailed to the student's address on record in myHACC.</p> <p>Details regarding how HACC disbursed the CARES Act emergency financial aid grants are available at hacc.edu/CARESact.</p>	June 18, 2020
790.	Will the College provide food service for students and employees on campus in the fall?	HACC campuses remain closed through Dec. 31. Food services will not be available. Only essential personnel or employees and students involved in the approved programs will have access to the campuses.	June 18, 2020
791.	How can students get books from the bookstore for fall?	Students can order books online at https://bookstore.hacc.edu/harrisburg/landing/default.asp . Textbooks for fall classes will be shipped to students at no cost. Payments through financial aid, credit card, check or HACC bookstore gift card will be accepted. Students can also order course materials, school supplies, HACC spirit gear and electronics online.	June 18, 2020

792.	When will the campus gyms and pools be open for use by students, alumni and community members?	All HACC campuses remain closed through Dec. 31, 2020. Therefore, all exercise facilities on our campuses are also closed.	June 18, 2020
793.	How, and when, will we know which hands-on and observation-required classes are remote instruction or not?	<p>We are in the process of rebuilding the fall schedule right now. Deans are working with faculty to determine how many times students will need to visit campus to complete the hands-on components, and which components can be completed remotely. This process will take several weeks in light of the large number of courses that we are rescheduling. We appreciate your patience as we rebuild the schedule.</p> <p>Once it is complete, we will include the exact days and times that students will be required to visit campus for the hands-on components. It will be similar to how we currently indicate the day, time and room assignment for labs.</p>	June 18, 2020
794.	Are there any tuition giveaways to support HACC students for the fall semester?	<p>Thanks to the HACC Foundation, 40 \$2,000 tuition giveaways will be awarded to current and future HACC students for the fall 2020 semester.</p> <p>These are not scholarships. Students do not have to apply for the tuition giveaways through AcademicWorks, the online scholarship management system. Instead, students may enter the drawing for a \$2,000 tuition giveaway by completing the online form and registering for classes.</p> <p>The \$2,000 will be applied to the winners' tuition and fees for the fall semester only. The \$2,000 covers almost nine credits!</p>	June 18, 2020
795.	Are there any summer events for students?	<p>Yes! Some upcoming summer events include:</p> <ul style="list-style-type: none"> • Zoom and Learn: “Discover the path to free food assistance during these difficult times” Date: June 24 Time: Noon Link: [Zoom information is redacted for security purposes.] Co-sponsored by the Student Development and Multicultural Programs Department and HACC's KEYS Program • Five-Minute Meals with Chef Tom Long Date: Every Monday, now through July 27 (No session on July 13) Time: Noon 	June 18, 2020

		<p>Link: [Zoom information is redacted for security purposes.] Sponsored by the Student Development and Multicultural Programs Department</p> <ul style="list-style-type: none"> Music BINGO Date: Every Wednesday, now through July 15 Time: 3 p.m. Link: [Zoom information is redacted for security purposes.] This event is only open to HACC students taking summer classes and HACC students registered for fall 2020 classes. Sponsored by the Student Programming Board Trivia Date: Every Thursday, now through July 16 Time: 4:30 p.m. This event is only open to HACC students taking summer classes and HACC students registered for fall 2020 classes. Link: http://bkquiz.com/hacctriv Sponsored by the Student Programming Board 	
796.	Does HACC plan on recognizing Juneteenth as a holiday or at least some form of support? This is now recognized as a state holiday. How can we get involved?	<p>On June 19, 2019, Pennsylvania Governor Wolf declared Juneteenth as a holiday to observe the day that ended slavery in the United States. Links about this holiday follow:</p> <ul style="list-style-type: none"> What is Juneteenth? Holiday commemorates end of slavery in the U.S. Juneteenth 2020: What the holiday celebrates; events happening around central Pa. 	June 18, 2020
797.	I am disappointed with the decision to close HACC's campuses through the fall semester. That is not fair to students who want to come to campus and learn.	<p>The decision to conduct the fall 2020 semester in a mostly remote format was not one that the College took lightly. HACC convened a task force of students and employees to examine options. After weeks of careful deliberation and research, that task force determined that this mostly remote approach is the best way to ensure the safety of all in our College community while also allowing students to continue their education.</p> <p>Not everyone will be happy with this decision, but given the great uncertainty about what COVID-19 will do in the weeks and months ahead, we are confident that this decision protects our most important resources: our students and employees.</p>	June 18, 2020

798.	I am looking to move forward into my nursing career, but HACC requires me to take the TEAS test to get into the program. Since HACC is closed, when, where and how am I going to be able to take this test?	Please see this webpage with information about the TEAS test: https://www.hacc.edu/ProgramsandCourses/Programs/HealthCareers/Nurse-RN.cfm	June 16, 2020
799.	I noticed that the last line in the fall 2020 announcement to go remote states, "This is subject to change at the direction of the Cabinet or by state mandate." Does this imply that some of the approved on-campus courses may be pulled OR that we could find out at the last minute that we are going back to campus for face-to-face classes?	To ensure the safety of our students and employees, the College is committed to a mostly remote format for the fall 2020 semester. Based on what happens with COVID-19 throughout the fall, there may be a need to revert to an earlier, more restrictive phase to protect students and employees. However, we will not move additional classes on campus during the fall semester outside of those with required hands-on components.	June 16, 2020
800.	Some schools starting the fall semester early. Will HACC be going back earlier for the fall semester or will it be starting at its normal date?	Fall classes will begin on Aug. 24, 2020, as scheduled.	June 16, 2020
801.	Since campus is going to be limited for the fall semester, will there be lower tuition for students since we won't be paying for on-campus facilities or getting the support we need on campus?	The College will maintain its current tuition structure. Students will continue to receive the necessary supports, regardless if they are taking classes on campus or through virtual learning or remote instruction. Remote services – including library, tutoring, student affairs and student involvement – will continue and expand in scope. We will continue to offer labs and clinical experiences when clinical partners allow students on site.	June 16, 2020
802.	Since all the HACC campuses are closed until Dec. 31, does that mean the December	The College will review its plans for the December 2020 Commencement ceremony. More details will be shared at a later time.	June 16, 2020

	Commencement will be held virtually?		
803.	Since the classes are going to be remote now for the fall semester, can we switch classes if we already picked them for the fall?	As with any semester, students are free to drop and add courses through myHACC up until the start of classes. Students are reminded of the importance of working with an academic advisor and financial aid to ensure that their class selections help them continue toward completion and that any changes to their schedule do not impact their financial aid eligibility.	June 16, 2020
804.	I do not understand the differences between “remote instruction” and “virtual learning.” Please explain the differences.	<p>Remote instruction is the replacement for in-person instruction during the current situation. Using Zoom, faculty meet with students during scheduled class times. While we were flexible about attendance because of the sudden change in situation for the spring semester, students and faculty will be expected to attend all scheduled class meetings via Zoom in the summer and fall. If you are unable to attend scheduled class meetings, you may want to consider virtual learning classes.</p> <p>Virtual learning is a selection of online classes that typically do not have a scheduled time when students and faculty meet. Online coursework is not exclusively self-taught or self-paced, but as long as due dates are met, students’ work can be done on various days and times.</p>	June 16, 2020
805.	How were the on-campus, hands-on courses selected for the fall 2020 semester?	On-campus labs were scheduled for programs that require students to demonstrate skills in a lab environment. These skills cannot be demonstrated via online labs or simulations. We are still working with faculty on details of these lab experiences.	June 16, 2020
806.	How can I continue in the Nursing Program if all of our classes will be remote? Will we have opportunities for on-campus labs or clinical experiences?	<p>Nursing students will come to a campus to complete hands-on skills components of classes needed to meet spring 2021 graduation requirements.</p> <p>We will support clinical placements on a prioritized basis if our clinical partners permit students to participate.</p>	June 16, 2020
807.	When will we be receiving our portion of the CARES Act money that was distributed to HACC? I have deferred everything I could to make ends meet and have run out of resources. Help!	Details regarding when and how HACC will distribute Coronavirus Aid, Relief, and Economic Security (CARES) Act monies are available at hacc.edu/CARESact .	June 16, 2020

808.	Please provide information on the “HEROES Act” distributions. Who will receive funds and when?	Many colleges have distributed their money to students. The “Health and Economic Recovery Omnibus Emergency Solutions Act” or the “HEROES Act” was passed by the House of Representatives in May 2020. As written, the “HEROES Act” does not include provisions that provide money to students. The “HEROES Act” has since moved to the Senate for a vote. However, as of June 11, 2020, the Senate has not taken any action on the “HEROES Act.”	June 16, 2020
809.	When is the fall certificate of residency due? I have attempted to apply online, but the form doesn't give an option for fall 2020.	Certain school districts will pay a portion of your tuition if you live in their school district. There are 22 school districts participating in this program with HACC. These school districts are "sponsoring school districts." Any resident – of any age – in the sponsoring school districts may receive the special tuition rates. Residency certificates are issued directly by school districts, and they are due to HACC by the tuition due date for the respective term. Historically, school districts have made residency certificates for the fall semester available after July 1. Please contact the school district directly to obtain a residency certificate.	June 16, 2020
810.	Is there a way I can search all of the questions and responses that have been distributed through these emails?	A searchable index of all commonly asked questions (pdf) included in emails to students is now available on the Information for Students webpage . To search the document, please click “Find” in your web browser and type your search words.	June 11, 2020
811.	In an online course, am I expected to “teach myself?”	This document, “ Myths of Online Learning ,” will address some common misunderstandings about online classes.	June 11, 2020
812.	I heard that there is a “Groceries on the Go” program on June 11, 2020, to assist HACC students facing food insecurities. May I please have more information?	The “Groceries on the Go” program has been developed to address some of the food insecurities faced by HACC students. On June 11, 2020, in collaboration with five grocery providers, the College is providing our students the opportunity to receive one FREE bag of groceries. Please show your HACC ID or current or fall 2020 class schedule at the participating supermarkets below to pick up your free bag of groceries: <ul style="list-style-type: none"> • Gettysburg: Kennie’s Market 217 W. Middle St. 1-3 p.m. (while supplies last) 	June 9 , 2020

		<p>Please pick up your bag at the customer service desk.</p> <ul style="list-style-type: none"> • Harrisburg: Weis Markets 3885 Union Deposit Road 10 a.m.-noon (while supplies last) Please pick up your bag at the customer service desk. • Lancaster: Grocery Outlet 2108 Spring Valley Road 8-10 a.m. (while supplies last) Please pick up your bag at register number four. • Lebanon: Weis Markets 800 S. 12th St. 10 a.m.-Noon (while supplies last) Please pick up your bag at the customer service desk. • York: Grocery Outlet 1500 N. George St., Suite 13 5-7 p.m. (while supplies last) Please pick up your bag at register number five. <p>The pre-filled bags, valued at \$10 each, will be provided first-come, first-served and are limited to one bag per student or family. Please contact Matt Braswell at 717- 780-2376 or mdbraswe@hacc.edu with any questions. The “Groceries on the Go” program is sponsored by HACC’s Student Government Association.</p>	
813.	I’m taking microbiology this summer beginning on June 16. How can I find out what textbook is required and how can I purchase the textbook?	Textbooks will be shipped to students for summer classes. Students must order books from HACC’s online bookstore. All campus bookstore locations will offer free shipping. Payment may be made via financial aid, credit card, check or HACC bookstore gift card. In addition to textbooks, you can also order your class materials and school supplies from the bookstore. All ordering instructions are on the bookstore website .	June 9, 2020

814.	Why are students required to pay a chemistry fee when we are not even doing experiments on campus?	Lab fees for science courses such as chemistry are used by the College to help defray the overall annual costs associated with offering these classes. This includes the maintenance of equipment and supplies, implementation of safety protocols and direct costs. With remote instruction, faculty are still running and filming experiments in the labs to provide demonstrations for students.	June 9, 2020
815.	Where can I learn more about scholarships? The	HACC Foundation is pleased to offer many scholarships to our students. The next scholarship cycle begins Aug. 3, 2020, for the spring 2021 semester. Please continue to check your HAWKMail account for YOUR opportunity to apply for free money. Additionally, the webinar, “ Scholarship Search Secrets ,” by PSECU provides tips for students seeking other scholarships, including how to understand award letters and avoid scams. 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 to schedule an appointment. Please do not include personal information (such as your bank account number and social security number) in your email message.	June 9, 2020
816.	When are we able to be back on campus this summer as many counties will have moved to the green phase?	The College campuses will remain closed until Aug. 17, 2020. Summer classes will be held remotely or through virtual learning. Employee access to campus locations this summer still requires supervisor approval through the authorization process.	June 9, 2020
817.	Are we going to be back on campus for classes in fall?	The College’s task force is finalizing its recommendations for fall 2020 and will share those with the president’s Cabinet next week. Decisions about fall 2020 will be reported to the College community by June 15.	June 4, 2020
818.	How can I seek out a learning disability diagnosis? Does HACC offer this?	HACC offers guidance, support and resources to individuals who have previously been diagnosed with a disability or need assistance. HACC does not test for learning disabilities. However, the staff in our Student Access Services Department are able to help students navigate procedures to receive external testing and secure the required documentation.	June 2, 2020
819.	I was not able to return my textbook by May 27. Can I return my rental book without being charged?	The bookstore will email students a prepaid FedEx label to return your rental books. Please email the following information to bookstore@hacc.edu : <ul style="list-style-type: none"> • Your name • HACC ID number • Shipping address (cannot be a PO box) • Phone number 	June 2, 2020

		Please reference on the receipt that the package will be picked up from home if you are unable to take them to a FedEx drop location. Packages must be picked up by June 5, 2020.	
820.	I understand that we will follow the guidance of the Pennsylvania Department of Health and Centers for Disease Control and Prevention (CDC) when we are able to open. What will our protocol be if students or employees become infected with COVID-19 while on a HACC campus? Will we shut down buildings if a certain number of occupants are infected? How will we prevent an outbreak on campus?	The College has established a task force comprised of individuals from across the institution and all constituency groups to develop recommendations for fall 2020. The task force is taking into account recommendations for social distancing, personal protective equipment (PPE) and mitigation procedures from the Centers for Disease Control and Prevention (CDC) and government and public health officials. These considerations include possible reductions in class size. More details will be provided to the Cabinet in the coming weeks, and decisions will be shared with the College community shortly thereafter.	June 2
821.	Where can I get more information about child care during the pandemic?	The Pennsylvania Department of Human Services has created Child Care FAQs for Families in Need of Care (pdf).	June 2, 2020
822.	Could you please update us on the CARES Act?	Detailed information is available at hacc.edu/CARESact . This webpage will be updated regularly. Please bookmark and check it at your convenience.	June 2, 2020
823.	The coronavirus has had a financial impact on my family. Where can I learn more?	HACC cares about you, your family and your finances. We understand the financial impact of the global pandemic. The webinar, " Navigating the Financial Impacts of COVID-19 as a College Student or Recent Grad ," by PSECU addresses the common questions you may be facing. 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 to schedule an appointment.	May 28, 2020

		Please do not include personal information (such as your bank account number and social security number) in your email message.	
824.	Are students able to order official transcripts and have them mailed to us?	As a result of the campus closures, there have been some delays with processing mailed transcripts because employees only come to campus biweekly. For this reason, the College has recommended that students consider using eTranscripts to facilitate faster processing	May 28, 2020
825.	When is the cutoff for TEAS testing? When is the cutoff to apply to the RN and LPN programs? When will the students be notified if they got into the program or not?	<p>Deadlines for applying to our nursing programs are:</p> <ul style="list-style-type: none"> • RN: June 22 • LPN: July 2 <p>The TEAS test needs to be completed in advance of those deadlines. You may register at the ATI website, www.atitesting.com/ati_store/TEAS-Products.aspx.</p> <p>To be eligible to apply for clinicals, your TEAS (overall (composite/percentage) score must be 60 or higher for LPN and 70 or higher for RN.</p> <p>Clinical applications for fall 2020 and the admission criteria are available at these links:</p> <ul style="list-style-type: none"> • RN - www.hacc.edu/ProgramsandCourses/Programs/HealthCareers/NurseRN.cfm • LPN - www.hacc.edu/ProgramsandCourses/Programs/HealthCareers/nurse_lpn.cfm <p>If you have questions about the TEAS test or the needed technology, please contact Elisa Cohen at escohen@hacc.edu.</p> <p>If you have questions about the program, please contact your nursing advisor</p>	May 28, 2020
826.	I am an international student who will graduate in fall 2020. I'm taking nine credits in online courses this summer and will have seven credits remaining for the fall	If your last seven credits are available online, you will be able to complete your degree online. Please contact your advisor to discuss how you can complete your degree, certificate or diploma at HACC.	May 28, 2020

	semester. Can I take these classes online from home? I go back home in June, and I don't know if I will be able to return to the United States during the pandemic.		
827.	When will spring diplomas be mailed to students?	Diplomas will be mailed to graduates in mid-to-late June, which is when spring graduates typically receive their diplomas.	May 28, 2020
828.	If I want to add a course from a different HACC campus during this summer, am I able to do so since the courses will be remote because of COVID-19?	Yes, you may take a summer course that is listed at any campus because all classes will be held remotely. In fact, you can search for classes by not selecting any campus and just selecting the course in the search box.	May 26, 2020
829.	Will the College be closed on May 25?	Yes. According to the academic calendar , the College will be closed on May 25 for Memorial Day.	May 21, 2020
830.	Will students receive funds from the CARES Act? The act requires colleges to provide emergency aid to students enrolled in spring 2020 face-to-face classes. Do I have to sign up for the CARES Act?	HACC has been allotted approximately \$4.5 million through the Coronavirus Aid, Relief, and Economic Security (CARES) Act to be used as emergency financial aid grants paid directly to students. The monies are to provide cash grants to students for expenses related to disruptions to their education due to the COVID-19 outbreak, including course materials and technology, food, housing, health care and child care. The College has a task force working to develop a process that ensures the critical needs of students are met. The final plan will be shared with the College community when it is complete.	May 21, 2020
831.	How is HACC assisting students who are required to contact their school districts for Certificate of Residence forms, but the districts are closed, and calls are not returned?	HACC receives residency certificates from school districts and processes them accordingly, but each school district determines the specific process that residents need to follow to obtain the residency certificate. School districts may or may not be monitoring phones while most employees work remotely. We advise that you visit the school district website and obtain an email address associated with the school district administration office that you can contact for further details.	May 19, 2020
832.	How do students return rental textbooks before the due date?	There are two additional dates available for students to drop off of rented textbooks: <ul style="list-style-type: none"> • May 21 from 3-7 p.m. • May 27 from 10 a.m.-2 p.m. 	May 19, 2020

		<p>Please visit the bookstore website for drop-off locations and maps. If students are unable to get to campus, please email the bookstore at bookstore@hacc.edu to make arrangements to mail them back. Please include “Rental Return” in the email subject line.</p> <p>If you have textbooks you would like to sell back, please visit the bookstore website, choose any campus, click “textbooks” and then click on “sell textbooks online.”</p>	
833.	<p>With the research and studies referenced in this article, I fear going back to campus in the fall due to the long-term impacts for people who contract the virus and recover. As a person in a high-risk category, contracting the virus and recovering could still have a negative impact on my health and longevity. I hope the task force deciding on the fall semester considers this information in their decision.</p>	<p>The safety of our students and employees remains our top priority. The College’s COVID-19 task force continues to work through a range of options for what our classes and services may look like for the fall 2020 semester. The health of our employees and students is the touchstone for every conversation, as is the need for flexibility to adapt to the evolving circumstances of COVID-19. The task force will continue to refine its planning in the coming weeks and the College plans to make announcements about the fall 2020 semester by mid-June.</p>	May 19, 2020
834.	<p>Will students receive funds from the CARES Act? The act requires colleges to provide emergency aid to students enrolled in spring 2020 face-to-face classes. Do I have to sign up for the CARES Act?</p>	<p>HACC has been allotted approximately \$4.5 million through the Coronavirus Aid, Relief, and Economic Security (CARES) Act to be used as emergency financial aid grants paid directly to students. The monies are to provide cash grants to students for expenses related to disruptions to their education due to the COVID-19 outbreak, including course materials and technology, food, housing, health care and child care. The College has a task force working to develop a process that ensures the critical needs of students are met. The final plan will be shared with the College community when it is complete.</p>	May 19, 2020
835.	<p>Will HACC be closed on July 3 for Independence Day?</p>	<p>Since Independence Day is Saturday, July 4, the College will be open on Friday, July 3.</p>	May 19, 2020
836.	<p>Are there any opportunities for me to win money for my summer and/or fall 2020 tuition and fees?</p>	<p>Yes! We want to hear from YOU! We invite you to send us your videos telling us how the pandemic has impacted you. If you submit your video by May 25, you will be entered to win \$500 towards your tuition – courtesy of the HACC Foundation. The funds would be available for summer and/or fall 2020 tuition</p>	May 19, 2020

		and fees. To enter to win, please complete and submit this online form. You may also be eligible to win \$1,000 toward your summer tuition and fees when you register for summer classes . Good luck!	
837.	Where can I get an overview of financial aid?	<p>Our goal is to eliminate barriers that stop individuals from getting their college education. We're #HACCproud that tuition for a full-time student at HACC is approximately 25% less than the average full-time tuition at nearby four-year institutions.</p> <p>The video, "What is Financial Aid?," by PSECU gives an overview of financial aid and the funds included. 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 to schedule an appointment.</p> <p>Please do not include personal information (such as your bank account number and social security number) in your email.</p>	May 14, 2020
838.	How will I find out if I'm exempt from placement testing? How can I schedule a placement test if I need to take one?	<p>Students in the following categories do not need to take a placement test and are eligible to enroll in college-level math and English classes.</p> <p>Math Exemption Criteria*</p> <ul style="list-style-type: none"> • High School Algebra II grade of B or better • High School GPA of 3.0 or greater** • SAT > 530 • ACT > 21 • GED > 175 <p><i>*Scores active for five years; eligible for MATH 100, 103, 104, 111, 113, 114 and 202</i></p> <p><i>** High school GPA is valid from half-way through senior year or from the final transcript</i></p> <p>English Exemption Criteria*</p> <ul style="list-style-type: none"> • High School GPA of 3.0 or greater** • SAT Evidence-Based Reading & Writing (ERW) or Critical Reading > 480 • PSAT > 450 • ACT Reading > 18 and ACT English > 21 	May 14, 2020

		<ul style="list-style-type: none"> • Transfer in at least 12 credits of college coursework <p><i>*Scores active for 10 years; eligible for ENGL 101</i></p> <p><i>** High school GPA is valid from half-way through senior year or from the final transcript</i></p> <p>Students who do not meet the exemption criteria in math will take the placement test using a link sent to their HAWKmail account for the ALEKS placement test. The admissions team will identify new students in this situation and notify them via email.</p> <p>Students who do not meet the exemption criteria in English are automatically eligible to enroll in English 003 (reading) AND English 051 (writing) OR English 057 (integrated reading and writing). Students who do not meet the exemptions also have the option to request a Zoom proctored placement test to test out of developmental English. Students in this situation can exercise this option to request testing by completing the form at this link and placement testing staff will follow up.</p> <p>Placement test exemptions have also been communicated to advisors and other frontline staff to share with new, transfer and continuing students who may need placement tests.</p>	
839.	Where can I buy a “HACC Yeah” T-shirt?	HACC Yeah T-shirts can be ordered online from the HACC bookstore.	May 14, 2020
840.	I understand that some students received a document full of tips to help during final exams. Could you please share it with all students?	<p>To help you get through these difficult and stressful times, Dr. Angela Campbell has created a HACC Finals Week Tips Flyer and a HACC Finals Week Tips Video that provide tips on how to reduce test anxiety and stress.</p> <p>These tips have also been added to the student portal within D2L</p>	May 14, 2020
841.	Since TEAS deadlines were extended for the fall Nursing Program, will GPA requirements be extended as well to allow spring classes to be counted toward the requirement rather than mid-term GPA?	Yes. GPA requirements will be extended to count spring classes.	May 14, 2020

842.	Are current HACC students able to retake the math placement test?	Yes. Current students may retake the math placement test	May 14, 2020
843.	When will placement testing be available again?	Math testing can be completed online now. You may access the test via this link: https://secure.aleks.com/shiblogon/sso?sso_account=0dc1c73&enroll_class_code=D6AMG-NT4R9 Please note: If clicking on the hyperlink above does not work, please copy and paste the entire website address into a web browser	May 14, 2020
844.	How do I return my rented textbooks?	Textbooks rented for the spring 2020 semester are due May 28, 2020. Please note that this is an extension from the original due date. Campus drop-off dates have been scheduled to make it easy to return your books: <ul style="list-style-type: none"> • May 18 from 8 a.m.- noon • May 21 from 3-7 p.m. • May 27 from 10 a.m.- 2 p.m. For information on these drop-off locations, including maps, please go to bookstore.hacc.edu . If none of these dates or times work with your schedule, please email bookstore@hacc.edu to make other arrangements to return your rentals. Please include “Rental Return” in the email subject line. If you have any questions regarding your textbook rentals or wish to purchase your rental, please email bookstore@hacc.edu . If we do not hear from you and your rentals are not returned by May 28, you will be charged the replacement and processing fees that were printed on your sales receipt at the time of purchase.	
845.	I have payment overdue and I cannot register for my classes. How do I pay?	Students with account balances can access payment online at: www.hacc.edu/Paying/HowDoIPayMyBill/index.cfm	May 12, 2020
846.	If I'm taking a biology class that includes lectures and lab,	Biology classes with lab components will be held remotely this summer. There are expectations that students complete the lab, and instructors will be working	May 12, 2020

	<p>what are the expectations for the online lab component? My class can be considered a lecture class now but I'm expected to pay as if I'm receiving all the goods provided with an in-class experience. Or, is the cost not being looked at because students from other schools are competing to take these classes because their school campus is closed?</p>	<p>with students during the scheduled lab times. The cost of the class takes into account the costs of offering the lab classes, which include additional instructional time.</p>	
847.	<p>When will the Study Abroad Program return?</p>	<p>At this time, no date has been established to resume the Study Abroad Program.</p>	<p>May 12, 2020</p>
848.	<p>Is the Study Abroad Program being eliminated?</p>	<p>The Study Abroad Program is being suspended as a result of the COVID-19 pandemic. During academic year 2019-20, several trips abroad were canceled. No trips will be scheduled for 2020-21.</p>	<p>May 12, 2020</p>
849.	<p>What types of student celebrations are occurring virtually? How can we find out more information about them?</p>	<p>The Dental Hygiene Pinning Ceremony will be held virtually through Zoom on May 15 at 6 p.m. Students will be notified by email with a Zoom link</p>	<p>May 12, 2020</p>
850.	<p>Will any fees be refunded to students? If not, why not?</p>	<p>Spring course fees will not be refunded to students even though we are holding lab and clinicals virtually. Fees cover the costs of instruction for these classes. Since we are still delivering the classes through remote instruction, the cost of these classes remain.</p>	<p>May 12, 2020</p>
851.	<p>I do not understand the differences between "remote" instruction and "virtual" learning. Please explain the differences.</p>	<p>Remote instruction is the replacement for in-person instruction during the current situation. Using Zoom, faculty meet with students during scheduled class times. While we were flexible about attendance because of the sudden change in situation for the spring semester, students and faculty will be expected to attend all scheduled class meetings via Zoom in the summer. If you are unable to attend scheduled class meetings, you may want to consider Virtual Learning classes. Virtual Learning is a selection of online classes that typically do not have a scheduled time when students and faculty meet. Online coursework is not</p>	<p>May 12, 2020</p>

		exclusively self-taught or self-paced, but as long as due dates are met, students' work can be done on various days and times.	
852.	How will graduating nursing students receive their pins? How will they be honored?	The Nursing Program is postponing the May celebrations until August. If we are permitted back on the campus at that time, Harrisburg and Lancaster campuses will combine their May and August ceremonies, and Gettysburg will hold their pinning ceremony at HACC's Gettysburg Campus. Students receive pins differently, depending on how they ordered them. Students who ordered their pins online will receive direct shipment. Students who ordered through the bookstore will need to contact the bookstore if they want their pins in advance of the proposed August ceremony. If we are not permitted back on campus at that time, we will mail the pins to the students.	May 12, 2020
853.	During the Zoom session on May 7, Dr. Ski mentioned that some workforce programs may be held on campus as early as this month. Are other programs being considered to return to campus in May? If not, why not?	We are not planning to bring additional programs to campus in May while we are still in the red phase of the governor's stay-at-home order. The public safety programs received an exception to complete training of essential employees in fire, police and emergency services.	May 12, 2020
854.	Will we reopen campuses if our counties decide to reopen?	Campuses will remain closed until Aug. 17. For the summer semester, all classes will be held remotely or through Virtual Learning regardless if the status of our counties change. A task force is charged with developing a plan for returning to campus in the fall. The task force is looking at various phases between full oncampus, Virtual Learning and remote operations. At this point, we are likely to continue to offer at least some classes remotely in the fall. HACC will continue to follow the governor's recommendations for reopening. We are developing safety precautions for students and employees for the time when we can gradually reintroduce people on campuses. The safety of our students and employees remains a top priority.	May 12, 2020
855.	I believe I read in an email update that our normal printing allowance can be submitted and received via mail. How can I request printed documents? I am a current ADN nursing student	Until the HACC campuses reopen, the bookstore will print your materials and mail them to your home at no cost to you. Depending on the size of the print job, please choose one of the following options, fill out the form and click submit when completed: 100 or more pages: https://www.cognitofrms.com/HACC2/studentprintrequest100ormorepages	May 7 , 2020

	and really need permanent copies of some class material before the end of this semester.	1-99 pages: https://www.cognitofrms.com/HACC2/studentprintrequestupto100pages If you have any questions, please email the bookstore at bookstore@hacc.edu .	
856.	I have been reading about the CARES Act from the government and the soon-to-be implemented HACC CARE Centers. What is the difference?	In March 2020, the U.S government passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act to provide assistance to citizens and organizations in nearly every industry. As part of that legislation, there was money specifically allocated to institutions of higher education to address the disruption caused by the pandemic. The allocation was based on a formula using the number of Pell Grant students at the institution. This allocation was divided into two categories consisting of emergency financial aid to students and emergency financial assistance for the institution. Of the allocation, HACC is required to distribute at least half of the monies to eligible students as emergency financial aid grants to address challenges, such as food and housing insecurities, health care and child care needs. The other half of the allocation is dedicated to assisting HACC with the transition to fully remote classes as a result of the pandemic. HACC is currently developing the processes necessary to distribute the emergency financial aid to our students. More information about this will be provided as the plan is finalized. By contrast, HACC is creating CARE (Consultation, Advocacy, Referrals and Empowerment) Centers at its campuses to support students. These centers are part of the Office of Student Affairs and Enrollment Management and will provide students with an array of resources to support their basic needs, enabling them to stay better focused on their education. The College is currently hiring a director and will hire additional staff, if necessary, for the centers. We anticipate the centers will open in the fall semester.	May 7, 2020
857.	I am struggling with remote learning. What will happen if I get a D or F in my classes?	While a D grade is passing and will satisfy some graduation requirements, D and F grades will negatively impact a student's GPA and satisfactory academic progress (SAP). Additional information about financial aid and SAP is available on HACC's website.	May 7, 2020
858.	Why should I upgrade to the new Zoom version 5.0 client? What happens if I do not upgrade?	Over the past few weeks, Zoom has been aggressively updating its application and security settings to provide its users with the necessary tools to secure meetings and prevent Zoombombing. As such, Zoom has released a new update,	May 7, 2020

		<p>version 5.0. This new client update will bolster encryption and provide greater security features.</p> <p>If you are using Zoom on your personally-owned devices (laptop, tablet or phone), please visit https://zoom.us/download to download the Zoom 5.0 update for your device.</p> <p>To join any Zoom meetings after May 30, 2020, you are required by Zoom to install version 5.0. Please make every effort to update Zoom on your devices accordingly.</p>	
859.	Due to the coronavirus, the Dental Program moved up two didactic courses to the summer. The summer financial aid may not be enough to cover the new course requirements and books. What should we do?	Our health careers programs have been working to adjust the delivery of their program requirements to a remote format for the summer. As a result, we will switch the lab and the didactic portions, postponing lab or clinical courses for fall where necessary. Some programs are developing content this summer to put online, which will have long-term benefits and make more resources readily available for students. In the short term, this changes the original sequence of classes for students. As program course sequences are changed, students may need to adjust their schedules for general education courses as well. As a result, students are strongly encouraged to talk with their advisors to develop updated educational plans and talk with financial aid specialists for any financial aid questions.	May 7, 2020
860.	How will students take placement tests if campuses are closed?	<p>Students in the following categories do not need to take a placement test. They will be eligible for enrolling in college-level math and English classes.</p> <p>Math Exemption Criteria*</p> <ul style="list-style-type: none"> • High School Algebra II grade of B or better • High School GPA of 3.0 or greater • SAT > 530 • ACT > 21 • GED > 175 <p>*Scores active for five years; eligible for MATH 100, 103, 104, 111, 113, 114 and 202</p> <p>English Exemption Criteria*</p> <ul style="list-style-type: none"> • High School GPA of 3.0 or greater 	May 7, 2020

		<ul style="list-style-type: none"> • SAT Evidence-Based Reading & Writing (ERW) or Critical Reading > 480 • PSAT > 450 • ACT Reading > 18 and ACT English > 21 • Transfer in at least 12 credits of college coursework <p>*Scores active for 10 years; eligible for ENGL 101</p> <p>Students who do not meet the exemption criteria in math will take the placement test using a link sent to their HAWKmail account for the ALEKS placement test.</p> <p>Students who do not meet the exemption criteria in English are eligible automatically to enroll in English 003 (reading) AND English 051 (writing), OR English 057 (integrated reading and writing). Students may also schedule a Zoom-proctored placement test with the Test Center to test out of developmental English.</p>	
861.	I'm concerned about graduation. I read somewhere that the spring 2020 Commencement ceremony is postponed until December. I understand due to the current COVID-19 situation there can't be a Commencement ceremony, but are we going to receive our diplomas? I don't understand why we can't receive our diplomas by mail.	HACC understands the feelings of disappointment associated with canceling our Commencement this May. We value that ceremony as a celebration of our students' many accomplishments. We are hopeful that our May graduates will join us in December so we can properly celebrate their success. In addition, May 2020 graduates will receive their degrees via mail. This mailing process is typically completed in June.	May 5, 2020
862.	Can you provide student tips for remote learning?	Please refer to this document: https://docs.google.com/document/d/1A3rLIVpwIAGbrkoTajbttQq47iVAogbsCwLo-pgyY8/edit	May 5, 2020
863.	Will there be pass/fail grades for summer classes? No	Students will receive letter grades for classes this summer.	May 5, 2020
864.	If the state reopens, should we expect to switch from Zoom to having in-person lectures?	No. If a course is announced as remote, it will stay remote for the summer	May 5, 2020

865.	Can we get an update on the status of the Lebanon Campus?	Dr. Ski and Tim Sandoe, vice president of finance, are in continued discussions with the mayor of Lebanon and our respective attorneys. Since these conversations have taken longer than expected, all summer construction to consolidate the full campus to the third floor has been placed on hold. The Lebanon Campus will offer summer classes remotely or online, mirroring the collegewide academic plan. As progress unfolds, we will keep the College community informed. Finally, there has been NO discussion about closing the Lebanon Campus.	April 30, 2020
866.	I am registered for summer classes, and my concern is that since the campuses are not open, what is the procedure to get the books I need?	All textbooks for summer classes will be shipped to students. Students must order books online from bookstore.hacc.edu. All bookstores offer free shipping. Payment may be made via financial aid, credit card, check or HACC bookstore gift card. In addition to textbooks, you can also order your course materials and school supplies	April 30, 2020
867.	How can I show my appreciation for our local heroes?	The Virtual Learning Student Advisory Council (VLSAC) created a padlet board – online sticky notes – to post celebratory and encouraging messages to our local heroes throughout the pandemic. Please visit the board to leave a photo, video or note of appreciation for our heroes.	April 30, 2020
868.	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 to schedule an appointment. Please do not include personal information (such as your bank account number and social security number) in your email message	April 28, 2020
869.	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 When the campuses reopen, students will be able to sell their textbooks for cash at the bookstores.	April 28, 2020

870.	Is there any way for students to print things out using our allotted paper amount?	<p>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:</p> <ul style="list-style-type: none"> • 100 or more pages: www.cognitofrms.com/HACC2/studentprintrequest100ormorepages • 1-99 pages: www.cognitofrms.com/HACC2/studentprintrequestupto100pages <p>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.</p>	April 28, 2020
871.	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?	<p>Students are our top priority. Therefore, we are pleased to announce the following:</p> <ul style="list-style-type: none"> • 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. 	April 28, 2020
872.	If a student would like counseling, is it true that they must go to a Mazzitti & Sullivan office to receive counseling?	<p>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.</p> <p>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.</p> <p>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</p>	April 28, 2020

		yourself as a HACC student. You can also visit mseap.com, click on “Contact Us,” fill out the employee form and identify yourself as a HACC student.	
873.	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?	<p>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.</p> <p>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.</p> <p>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</p>	April 28, 2020
874.	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.	April 28, 2020
875.	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?	<p>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:</p> <p><i>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.</i></p>	April 28, 2020

876.	With the campuses closed, how will students return textbooks to the bookstore for textbook buyback?	<p>Until the campus bookstore locations reopen, students can sell unwanted textbooks online. This includes all printed textbooks that were purchased. It does not include rented textbooks. Please follow the guidelines at https://bookstore.hacc.edu/harrisburg/sell_main.asp</p> <p>When the campus bookstore locations reopen, students will be able to sell their textbooks back for cash at the bookstores.</p>	April 23, 2020
877.	What resources are available to support HACC students in need?	<p>HACC students can access a wide range of services from HACC’s website, HACC’s student wellness page and the United Way 211 portal at uwp.org/211gethelp/.</p> <p>The 211 link includes resources for food and housing insecurities, financial assistance and other needs available through the United Way.</p> <p>Additionally, as the result of our partnership with Mazzitti & Sullivan, there is a robust set of mental health and wellness resources available through their website that complements their counseling services. Students can access the resources by signing in using the access code: HACCSTU.</p>	April 23
878.	Will HACC still have a final exam schedule even though classes are online or remote?	<p>Yes. The spring 2020 final exam schedule is posted on our website: hacc.edu/Students/CollegeCalendars/upload/Spring-2020-HACC-Final-ExamSchedule.pdf</p>	April 21, 2020
879.	A lot of the comments made by Zoombombers are racist. What is an example of an appropriate apology to meeting attendees if this type of Zoombombing incident occurs?	<p>An example of an appropriate apology follows:</p> <p><i>“HACC is deeply sorry for the despicable behavior displayed by today’s Zoombombers. Their behavior and words were hate-filled, offensive and counter to HACC’s core values. We reject this behavior and these words and will never tolerate them. We will put the necessary measures in place to ensure this type of situation does not occur again. Again, we are very sorry.</i></p> <p><i>Thank you.”</i></p>	April 21, 2020
880.	We’ve heard that Zoombombing has become more common and that the College has implemented some changes such as the automatic waiting room	<p>The approved text follows:</p> <p><i>“Greetings!</i></p> <p><i>You are currently in the waiting room for this meeting. HACC, Central Pennsylvania’s Community College, has implemented the use of waiting rooms to help secure against Zoombombing incidents.</i></p>	April 21, 2020

	feature and inability for attendees to rename upon login, to further secure our meetings. Is there an approved text that we can communicate to meeting attendees while they are in the Zoom waiting room?	<p><i>By joining this meeting, you are confirming that you are a current HACC student or employee and agreeing to adhere to HACC's Acceptable Use of Technology policy. This policy prohibits harassment, willful disruption or malicious acts of any kind. Violation of this policy may result in loss of technology privileges or other prosecution, where applicable. Hate-filled and offensive speech or behavior counters HACC's core values and will not be tolerated.</i></p> <p><i>Thank you."</i></p>	
881.	Where can I find more information about Pennsylvania's plan to reopen businesses?	Governor Tom Wolf announced his plan for Pennsylvania's COVID-19 recovery on April 17. Detailed information about the recovery plan can be found here. This site has resources related to food assistance, mental health help, unemployment compensation and other topics that help support Pennsylvania employees, students and citizens.	April 21, 2020
882.	I'd like to learn more about Mazzitti & Sullivan EAP Services. How can I do that?	Mazzitti & Sullivan EAP Services is offering an information session where students can ask questions and learn more about the services available. This session will be held on April 23, 2020, at noon. The Zoom link is [redacted for security purposes.].	April 21, 2020
883.	How can I get advising help while the campuses are closed?	<p>HACC continues to offer student services remotely, including advising. Students can choose drop-in advising sessions or schedule an individual advising session.</p> <p>Drop-in advising sessions are 15-minute sessions via Zoom to answer quick questions related to general academic information, class schedules, etc.</p> <p>These sessions are available Mondays from 1-6 p.m., Wednesdays from 9 a.m.-noon and 1-6 p.m. and Fridays from 9 a.m.-noon.</p> <p>To join a drop-in advising session, please click on this link: [Zoom information is redacted for security purposes.].</p> <p>Scheduled advising appointments provide students with specialized individualized advising. If you need help choosing a major, developing an academic plan, building a class schedule or have detailed questions, please call or email your campus or virtual advisor for an appointment:</p> <ul style="list-style-type: none"> • Gettysburg - 717-337-3855 or gadvisor@hacc.edu 	April 21, 2020

		<ul style="list-style-type: none"> • Harrisburg - 717-780-2498 or wadvisor@hacc.edu • Lancaster -717-358-2988 or cadvisor@hacc.edu • Lebanon - 717-270-4222, option 5 or dadvisor@hacc.edu • Virtual - 1-800-ABC-HACC, option 7 or virtual@hacc.edu • York: 1-800-ABC-HACC, option 6 or yadvisor@hacc.edu <p>Advising appointments can be scheduled Mondays through Thursdays from 8 a.m.- noon and 1-6 p.m. and Fridays from 9 a.m.-noon and 1-4:30 p.m.</p>	
884.	I have been accepted into the registered nursing (RN) program for fall 2020. I was told that we must go to orientation in June or July before choosing classes. Since HACC is closed throughout the summer, will this still happen and how?	Orientation will be held remotely for summer 2020. During this time, students will be given the specific details about the courses for which they should register. Cohorts will receive this information soon.	April 21, 2020
885.	I registered for MATH 110, which was supposed to be held in person. Will that be moved online or canceled? Will the class still last two hours?	MATH 110 will be offered remotely using Zoom and online this summer.	April 21, 2020
886.	I have to take English 002 during the summer, but HACC doesn't offer it.	Four sections of English 002 will be offered remotely this summer.	April 21, 2020
887.	<p>If I previously registered for an on-campus class with a lab for summer 2020, will I be able to take that class online? Can I just stay registered for that CRN and expect it to be remote?</p> <p>I registered for a biology lab and lecture for summer 2020.</p>	Yes, you may remain registered for that lab class, and it will be offered remotely. Faculty are working on ways to offer labs remotely through the summer to ensure you can complete your requirements.	April 21, 2020

	I understand that the lecture can be online. How will the lab work if it can't be hands on?		
888.	If the summer classes are being taught remotely, will more seats be available for each class?	We will not increase the size of classes currently being offered. Our goal is to maintain an appropriate student-teacher ratio for all classes. We will, however, monitor classes as they fill and open new sections of classes if needed.	April 21, 2020
889.	If we are doing 100% online and remote classes for the summer, are we still expected to pay for the clinical portion of our nursing program even though we won't be going to sites or doing any hands-on training?	If we are able to offer clinical courses this summer, we will offer them remotely. Clinical fees offset the cost of delivering the course, whether it is in person or by remote instruction. Therefore, we will not refund clinical fees.	April 21, 2020
890.	When will test dates be available for remote testing for the TEAS? Will it be soon enough to still apply for the fall 2020 semester?	Yes! Beginning April 21 (today), students will be able to complete the registration and payment process at the ATI website: atitesting.com/ati_store/TEASProducts.aspx . Please note that the testing fee for students has not changed. The College is absorbing the additional cost of the Proctorio component. Technical requirements include the following: Desktop or laptop computer with the ability to download Google Chrome. iPads, tablets, or phones are not to be used. Microphone: Any microphone, internal or external. Webcam: 320x240 video graphics array (VGA) resolution (minimum), internal or external	April 21, 2020
891.	Is there a possibility of fall classes being remote as well?	Yes, if we are still under stay-at-home orders, fall classes will be remote.	April 21, 2020
892.	If the stay-at-home order is lifted, is HACC going to continue offering summer classes by remote instruction or will classes be held at a campus?	All classes will continue to be offered by remote instruction or online for the entire summer.	April 21, 2020
893.	Will the registered nurse (RN) pinning ceremony for HACC's Harrisburg Campus	If we are back on campus, we may be able to hold the RN pinning ceremony in August. However, we may need to push it back.	April 21, 2020

	scheduled to occur in August still occur? Could it be pushed back to when the College is open so we can still have the pinning experience?		
894.	How will HACC handle clinicals for health science students in the fall?	We hope that clinical sites will open for HACC students in the fall, but we cannot be sure now about what will happen in August.	April 21, 2020
895.	I heard about a CARES Act program for higher education. Could you please share more information about it?	Information about the program is available online.	April 21, 2020
896.	Could you please share information about the stimulus checks expected from the federal government?	Information about the program as it relates to college students is available online.	April 21, 2020
897.	If campuses are closed until fall semester, when are spring semester rented textbooks due back?	The due date for returning spring textbook rentals has been extended to May 28, 2020. Instructions on how to return textbook rentals will be provided prior to finals week.	April 16, 2020
898.	What is the process for students to return hard copy textbooks for the spring 2020 semester?	Students can sell unwanted textbooks online. This would be for print textbooks that were purchased – not rental textbooks. Please click this link and follow the guidelines. https://bookstore.hacc.edu/harrisburg/sell_main.asp	April 16, 2020
899.	Are summer classes canceled or will they be held remotely?	Classes for the 2020 summer semester will be held remotely and online.	April 16, 2020
900.	If the governor lifts the stay-at-home order, would students be able to return to campus to complete their hands-on classes from the spring semester?	If the governor lifts the stay-at-home order, we will have more latitude in implementing a plan to complete spring courses that require hands-on activities in a way that includes physical distancing. Until then: <ol style="list-style-type: none"> 1. We are monitoring the situation closely. 2. We are concerned about our students' ability to finish their coursework and also about their well-being. 3. We must adhere to the governor's orders. 	April 16, 2020
901.	Where can I learn tips on ways to effectively manage my money while in college?	The video, "Managing Your Money in College," by PSECU provides money management tips and outlines key terms and common myths to help you make sound financial decisions for your future. In addition, PSECU's Financial	April 16, 2020

		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 to schedule an appointment. Please do not include personal information (such as your bank account number and social security number) in your email message.	
902.	What is the actual date that campuses are expected to reopen?	HACC campuses are tentatively scheduled to reopen on Aug. 17 if it is safe to do. Our priority is to keep our students, employees and visitors safe and follow orders from the state and federal governments.	April 16, 2020
903.	When will I be able to take the TEAS test?	In mid-April, Assessment Technologies Institute (ATI) will begin offering a remote proctoring option for the TEAS examination. Students may be able to register and schedule for REMOTE HACC TEAS testing sessions as soon as next week. We will announce the exact dates when they are available. Please note that the remote session dates will still be associated with a specific campus. However, you may sign up for any session that best suits your schedule. Please keep in mind the following technical requirements for this remote option: <ul style="list-style-type: none"> • Microphone: Any microphone, either internal or external • Webcam: 320x240 VGA resolution (minimum) internal or external • Desktop or laptop computer: NO iPads, tablets or phones are to be used. Computers must have the ability to download Google Chrome. A more detailed set-up guide for students and test dates will be shared soon.	April 14, 2020
904.	Are students who struggle with remote learning or who drop out of classes due to COVID-19 able to get refunds?	The College understands that many students are concerned about the move to remote instruction. However, since classes continue via this new modality, the College will not issue tuition or fee refunds. Students should continue to attend class as the best outcome to complete their spring 2020 courses. To accommodate the move to remote instruction and to give students additional time to get adjusted to the new format and make decisions about their progress, withdraw dates for full-term and late-start classes have been extended to April 30. New classes that began on March 23 retain their original withdraw dates.	April 14, 2020

		<p>The College is confident that most students can be successful with remote instruction. We encourage students who encounter difficulty to take advantage of these options:</p> <ul style="list-style-type: none"> • Speak to your instructor to determine if there are ways to improve your performance, get additional assistance or gain additional time for coursework. In some instances, circumstances may warrant an incomplete grade. • Take advantage of the many options available for tutoring, either online or via remote tutoring with a peer or professional tutor. • Reach out to your advisor to discuss your options and your progress toward completion. • If none of these options work and you elect to withdraw, please follow the normal withdraw process through myHACC. Remember that the last day to withdraw is April 30. <p>Even though the College is not issuing refunds, we continue to gather information and follow guidance provided by the federal government, the Pennsylvania Higher Education Assistance Agency and other agencies. Therefore, additional relief measures may become available at a later date.</p>	
905.	Has there been any discussion about possibly making the fall semester online since we don't know if the coronavirus will peak in the fall?	We are looking at contingencies for the fall semester. Although we hope to be back on campus, we will continue to offer remote instruction if it is not safe to return to campus.	April 14, 2020
906.	When can we expect to return to campus?	<p>Please note the following changes to HACC's planned schedule to reopen campuses:</p> <ul style="list-style-type: none"> • Even though the College is open, HACC's five campuses will remain closed until the fall unless the governor lifts the stay-at-home order. • Students may register for a variety of classes offered either online or remotely during the summer sessions. Please note that the information above is tentative and subject to change. <p>These decisions were made to ensure we continue to keep you safe.</p>	April 14, 2020

907.	I am not able to print my course materials from home. Can I print remotely?	<p>Until HACC campuses reopen, the bookstore has set up a process where the bookstore will print your materials and mail them to you at no cost.</p> <p>Depending on the size of the print job, please choose one of the following, complete the online form and click submit when completed:</p> <ul style="list-style-type: none"> ● For 100 or more pages, please click here. ● For 1-99 pages, please click here. <p>If you have any questions about completing the form or your order after it has been submitted, please email the bookstore at bookstore@hacc.edu</p>	April 14, 2020
908.	What is the difference between online classes and remote teaching?	<p>Online classes at HACC are offered by Virtual Learning. Online classes typically do not have a scheduled time where students and faculty meet together. As long as due dates are met, students' work can be done on various days and times.</p>	April 14, 2020
909.	Where is the option located on the HACCBookstore website for students to buy textbooks for summer classes?	<p>Course materials, including textbook information for summer 2020, was available on April 13. Students may begin making purchases on April 20. Financial aid for the summer semester will be available to use starting May 4. Any Financial aid orders placed before May 4 2020 will be held until May 4 for processing. Students choosing customer-pickup for online orders can do so May 18. Please visit the bookstore website at www.bookstore.hacc.edu for more information.</p>	April 14, 2020
910.	How many students or employees have been infected with COVID-19?	<p>As of April 9, we have no reports of any HACC employee having a suspected or confirmed case of COVID-19.</p> <p>We have been made aware of eight students with suspected or confirmed cases of COVID-19. The students were taking classes on the Harrisburg, Lancaster, Lebanon and York campuses and taking online courses. Each student that has provided clarification on their condition indicates becoming symptomatic after leaving campus for spring break on March 6. Although the chance of the spread to the College community is relatively low due to the timing of the symptoms and the students' last visits to a campus, this information is being shared out of an abundance of caution to the rest of the College community.</p> <p>The Centers for Disease Control and Prevention (CDC) has published guidelines on getting testing for COVID-19. If you believe that you have been in contact with someone who has tested positive for coronavirus, the CDC recommends that you self- quarantine for 14 days. If you start to exhibit any concerning</p>	April 14, 2020

		symptoms such as fever, cough, shortness of breath or flu-like symptoms, please notify your healthcare provider immediately.	
911.	How will HACC meet the two new directives ordered by the PA Office of the Governor and the Secretary of the Department of Health to ensure the safety of our on-campus essential employees?	<p>To meet the order issued Friday, April 3, 2020 by Governor Wolf to wear a mask when leaving home via methods met by Universal Masking, all HACC essential personnel will wear masks and gloves when operating inside HACC buildings and maintain safe physical distancing protocols. The Collegewide recommendation is that all persons entering HACC buildings will wear masks and gloves. HACC will provide personal protective equipment (PPE) for essential staff. At this time, due to the lack of availability of protective equipment, all other employees need to provide their own.</p> <p>To meet the order issued Sunday, April 5, 2020 by the Secretary of the PA Department of Health, Dr. Rachael Levine for continued building safety measures for owners of buildings of at least 50,000 square feet and are operating as essential. HACC custodial team will maintain and disinfect areas occupied daily and breached areas that were previously deep cleaned and fogged prior to building closure March 18. The areas that will be maintained include but are not limited to: open bathrooms, vending/lunch areas, mail room, security offices, bookstore spaces, finance areas and common spaces like the Welcome Centers. Staff will receive update training on personal protective equipment and clean and disinfect the above high-touch areas routinely in accordance with CDC guidelines.</p>	April 14, 2020
912.	Can I repeat my class in the fall if I did not do as well as I thought I would this spring?	Yes, you can repeat your class in either the summer or in the fall if it is available.	April 7, 2020
913.	What counseling services are available for students at this challenging time?	<p>HACC partners with Mazzitti & Sullivan to provide counseling services to students. Those services continue for students, even during this COVID-19 pandemic. To learn more about the counseling services offered through Mazzitti & Sullivan, as well as how to access those services, watch the informative video at this link:</p> <p>https://www.dropbox.com/s/jolcn9ntshapp7c/HACCSTU%20Webinar.mp4?dl=0.</p>	April 7, 2020
914.	Will classes be only online for the summer and fall semesters?	We have developed a summer schedule based on the current situation, and we will make adjustments as the situation warrants. Currently, we are offering online classes during all summer sessions. On-campus classes are currently	April 7, 2020

		scheduled to resume on June 15. If the Governor extends the stay-at-home mandate or we deem it unsafe to reopen campuses, we may shift the classes to remote instruction or cancel the classes that we cannot offer through remote instruction. If your classes are canceled, we will refund any payments you have made.	
915.	In light of the pandemic and campuses being shut down to students until at least May 17, how will proctored exams take place? What is the current plan in place, and is there an alternate should we need it?	Instructors have worked with their department chairs and deans to develop appropriate assessments for their classes. Please contact your instructor about the format for your exams.	April 7, 2020
916.	I was advised by a professor today that spring online evaluations will not be sent out. I would like to know why not? I think it would be prudent for the College to receive feedback regarding how professors transitioned to online courses and for those already taking online courses, it could make them feel that their opinions are not important to the administration. Will you reconsider and send out evaluations for spring courses?	We give out student evaluation forms during class time for face-to-face classes and did not have the opportunity to do so for spring courses. While we have previously provided student evaluations for online courses, the return rates have been so low as to not be valid feedback. In addition, remote teaching is not the same as online teaching because instructors are still having real-time communication with students. Instead, we plan to survey all students on their experiences with remote learning at the end of the semester so we can learn.	April 7, 2020
917.	I am a student taking an online class, and completion of proctored exams was one of the requirements for this class. This week, our instructor announced that	Faculty may use Zoom to proctor exams. Faculty have been provided information to assist with securing the privacy of sessions and protecting against "Zoom-bombing." Faculty may set up a waiting room and/or require you to enter a password to join a testing session. Once testing begins, sessions may be locked to prevent unauthorized access.	April 7, 2020

	<p>students will need to connect via Zoom and have the video turned on so the instructor can watch us taking the exam in D2L. I am concerned about this arrangement. There are many reports of Zoom's vulnerability and user data being compromised. Even devices may be hacked while using Zoom. What is HACC's current policy on conducting proctored tests for fully online classes?</p>	<p>Students taking exams via Zoom can further protect themselves by taking the following precautions:</p> <ol style="list-style-type: none"> 1. If screen-sharing, only share whatever windows are required for the exam. Never accept requests for remote access to your computer through Zoom, except if required by a verified remote proctor or during a user support call with a verified HACC technician 2. Do not click unknown links in the chat. 	
<p>918.</p>	<p>Could we please have an update on possible course refunds?</p>	<p>On March 23, the College transitioned to remote instruction and services through May 17 as a precautionary measure in response to the global pandemic and spread of the new coronavirus. While some elements of our coursework are suspended (clinicals for nursing students, for example), most of our programs and services are available remotely.</p> <p>HACC made the decision to not issue course refunds for several reasons, including:</p> <ul style="list-style-type: none"> • Refunds for students who withdraw from courses can create significant financial aid issues for the student. Students who already received financial aid disbursements may owe money back that they have already spent. • Allowing students to seek refunds discourages completion and negatively impacts students' time to graduation and their satisfactory academic progress. <p>We understand the stress that this pandemic may be causing students and that they have concerns related to school, work and family as a result. HACC is doing our best to continue providing high-quality instruction and services to our students. Although our campuses are closed, HACC is still open. For example, HACC offers free 24/7 online remote tutoring to assist students in need of more</p>	<p>April 7, 2020</p>

		<p>personalized help with their coursework. In addition, advising, financial aid and registration support services were not interrupted as we transitioned to this remote environment and continue to be provided for students.</p> <p>The aforementioned decision aligns with current policies and procedures. In addition, the current policies and procedures allow for flexibility with students who experience extenuating circumstances.</p>	
919.	Will HACC sponsor any wellness events while we work remotely?	<p>Yes. HACC has scheduled two wellness activities for students and employees during our remote operations. The events will begin the week of April 6, 2020, and run through the end of the spring semester.</p> <p>Desk Exercise Session, led by Linda Mussoline, specialist, institutional research:</p> <ul style="list-style-type: none"> • When: Mondays and Wednesdays, noon-12:30 p.m. • Where: [Zoom information is redacted for security purposes.] • Why: This session is designed to help you reduce stress and increase movement through stretching. • Please review the session handout prior to participating in the session. <p>Yoga Classes, led by Karen Sherwood, faculty and 200RYT yoga instructor:</p> <ul style="list-style-type: none"> • When: Wednesdays, 4:30-5:30 p.m. • Where: [Zoom information is redacted for security purposes.] • Why: This session is designed to facilitate mental stability and concentration. 	April 3, 2020
920.	Are there any student liaisons or student representatives with whom students can contact if they have questions or concerns about this transition to remote learning?	All HACC students are encouraged to contact their campus Student Government Association (SGA) for advocacy and support. Students can also contact Megan Kopitsky, Harrisburg Campus SGA president and HACC's SGA executive council chair, at haccsga@hacc.edu or complete the anonymous feedback form.	April 3, 2020
921.	My financial aid says my Pennsylvania Higher Education Assistance Agency (PHEAA) grant is on hold. Financial aid said it was	HACC's Financial Aid Department is continuing to process student financial aid packages. As previously noted, there were some delays with the process, particularly for the second seven-week classes that began on March 23. Students should continue to check their myHACC account or BankMobile account for	April 3, 2020

	because of my late-start class. My late-start class started a week later than it was supposed to. I'm concerned this will affect my refund check. When do you think I'll receive my refund check?	details. Students with specific questions are encouraged to call 800-ABC-HACC to speak with a Financial Aid team member.	
922.	How can I contact PSECU to have my financial education questions answered?	The PSECU 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 to schedule an appointment. Please do not include personal information (such as your bank account number and social security number) in your email message. In addition, PSECU's video, "Now What? Repaying Student Loans" provides an overview of how you can handle your loans. Please visit bit.ly/NowWhatPSECU for more information.	April 3, 2020
923.	What is the Families First Coronavirus Response Act (FFCRA)?	<p>The Families First Coronavirus Response Act (FFCRA) is a federal law that provides emergency supplemental appropriations for the fiscal year ending Sept. 30, 2020. The act includes a variety of acts related to, but not limited to, unemployment compensation, paid leave, tax credits and preparedness efforts in response to COVID-19.</p> <p>The FFCRA requires certain employers to provide employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19. This includes:</p> <ul style="list-style-type: none"> • Two weeks (up to 80 hours) of paid sick leave at the employee's regular rate of pay where the employee is unable to work because the employee is quarantined (pursuant to federal, state or local government order or advice of a healthcare provider) and/or experiencing COVID19 symptoms and seeking a medical diagnosis • Two weeks (up to 80 hours) of paid sick leave at two-thirds the employee's regular rate of pay because the employee is unable to work because of a bona fide need to care for an individual subject to quarantine (pursuant to federal, state or local government order or advice of a healthcare provider) or to care for a child (under 18 years of age) whose school or childcare provider is closed or unavailable for reasons related to COVID-19 and/or the employee is experiencing a substantially 	April 2, 2020

		<p>similar condition as specified by the secretary of health and human services, in consultation with the secretaries of the treasury and labor</p> <ul style="list-style-type: none"> Up to an additional 10 weeks of paid expanded family and medical leave at two-thirds the employee's regular rate of pay where an employee, who has been employed for at least 30 calendar days, is unable to work due to a bona fide need for leave to care for a child whose school or childcare provider is closed or unavailable for reasons related to COVID-19 <p>Family Medical Leave Act (FMLA) eligibility guidelines also apply.</p> <p>Additional information from the Department of Labor can be found here. If you have questions, please contact FMLA@hacc.edu.</p>	
924.	How many students or employees have been infected with COVID-19?	<p>As of April 1, we have no reports of any HACC employee having a suspected or confirmed case of COVID-19.</p> <p>We have been made aware of five students with suspected or confirmed cases of COVID-19. The students were taking classes on the Harrisburg, Lancaster and York campuses and taking online courses.</p> <p>The York Campus student was last on campus on March 16 and became symptomatic on or about March 22. The other students who responded to our inquiry indicated that they became symptomatic after leaving campus for spring break on March 6.</p> <p>Although the chance of the spread to the College community is relatively low due to the timing of the symptoms and the students' last visits to a campus, this information is being shared out of an abundance of caution to the rest of the College community.</p> <p>The Centers for Disease Control and Prevention (CDC) has published guidelines on getting testing for COVID-19. If you believe that you have been in contact with someone who has tested positive for coronavirus, the CDC recommends that you self-quarantine for 14 days. If you start to exhibit any concerning symptoms such as fever, cough, shortness of breath or flu-like symptoms, please notify your healthcare provider immediately</p>	April 2, 2020

925.	I want to complete CHEM203 and CHEM204. CHEM203 is being offered in both the summer and fall semesters. I would like to take CHEM203 over the summer and CHEM204 in the fall, but that is not an option. Why is this not an option available to me? What is the point of offering CHEM203 over the summer if it will not allow a student to graduate any earlier?	We typically have not had sufficient enrollments in CHEM 203 and CHEM 204 to run them more than once per academic year. As a result, we offer CHEM 203 in the fall and CHEM 204 in the spring. However, we also have guest students who take organic chemistry during the summer, so we also put it on the summer schedule. We tried running CHEM 203 and CHEM 204 off sequence last year and had to cancel for low enrollments.	April 2, 2020
926.	I read online that Zoom has a lawsuit filed against them concerning data privacy. Can you provide more information on this and what can I do to protect my privacy when using Zoom?	<p>The lawsuit references the older version of the Zoom app, specifically on an iOS (iPhone/iPad) device. The older version of the Zoom for iOS app was developed using “Facebook's tools for developers,” which allowed Facebook to collect information about the device in which it was running, specifically collecting information about the iOS device, time zone, IP address, device carrier (Verizon, AT&T, etc.), and advertiser’s ID.</p> <p>The latest version of the iOS Zoom app (released March 27) has removed the Facebook tools and no longer sends data to Facebook. Most iOS users would have the default settings set to “allow for automatic app updates” on their iPhones or iPads, so they have already received the new Zoom app. For those who have not automatically updated mobile apps, please update to the latest version of the Zoom app on your iOS device.</p>	April 2, 2020
927.	I switched my major from general studies to healthcare management in fall 2019. Several required courses have now changed. Are these changes only for new students going into the major or do they apply to me as well?	<p>Your program requirements are those that were in effect during the semester that you changed your major. In your case, your requirements are those that were in effect in fall 2019.</p> <p>However, we have updated the accounting courses, and you’ll need to use the following courses instead:</p> <ul style="list-style-type: none"> • Instead of ACCT 101, please take ACCT 150 and 151. • Instead of ACCT 200, please take ACCT 160 and 161. 	April 2, 2020
928.	The class I was going to register for in the summer	We continually monitor the schedule during registration and may add classes back in. We also invite feedback on the class schedule through our website.	April 2, 2020

	semester is no longer offered. Is there a chance, as registration continues, that classes will be added back in that were removed?		
929.	I have concerns in my classes with Zoom requirements or faculty availability. How can I get these concerns addressed?	Please submit your concerns using our online form. Please include your professor's name and the name of the course. Please include your name and contact information if you would like a HACC employee to follow up with you. Your concerns will be shared with the appropriate HACC employee.	April 2, 2020
930.	Will there be any refund or exemption for students who were forced to take Zoom classes? Or will we receive a credit allowing us to take the class over the summer?	Since classes continue with remote instruction, there will be no tuition refunds issued. Students should continue to attend class remotely and work toward successful completion of the course.	April 1, 2020
931.	How can I set up a time with my advisor to discuss what classes I should take?	I also need assistance with applying for financial aid. Most HACC employees continue to work remotely. Students who need support from advisors, financial aid or the Welcome Center should contact 800-ABCHACC and select the appropriate office to get the support they need.	April 1, 2020
932.	I have a rented book due to be returned by May 17. Will I be able to go to the bookstore and return it then?	The spring 2020 textbook rental due date has been extended to May 28.	April 1, 2020
933.	I was hoping to test out of math before the semester ended. Any plans for placement testing?	Unfortunately, we do not have a substitute for proctored placement testing yet. However, we have changed our math and English placement guidelines. For example, if you have a B or better in Algebra II or a B or 3.0 GPA from your high school in the last five years, you are eligible to register for college-level math with the submission of your high school transcript.	April 1, 2020
934.	The summer courses don't have any teachers assigned to the classes. Will they be assigned by the opening of registration on April 1?	The summer schedule had to be re-built following the extension of the spring semester. We completed the summer schedule and are now staffing the classes. Staffing should be mostly complete in the next few weeks.	April 1, 2020
935.	Will there be any benefit to students with financial aid	The U.S. Department of Education has announced two ways they are offering relief to federal student loan borrowers in response to COVID-19:	March 31, 2020

	loans as a result of the federal stimulus package?	<ul style="list-style-type: none"> All interest will be waived for at least 60 days starting March 13, 2020. This is automatic for all eligible federal student loans. This could be extended if the COVID-19 national emergency continues after the 60 days. Payments may be suspended for federal student loans under an administrative forbearance. This is also for a period of 60 days starting March 13, 2020, and could be extended based on the length of the national emergency. Borrowers MUST contact their servicer to request this forbearance – it is NOT automatic. <p>For more information, please visit https://studentaid.gov/announcementsevents/coronavirus.</p>	
936.	I was scheduled for New Student Orientation on April 16. Will I now complete this orientation online?	I will start in the summer and have already completed my placement testing. Next steps were orientation and meeting with an advisor. All new student orientations scheduled for April will be rescheduled. HACC will contact students to set new dates.	March 31, 2020
937.	I wish to drop a class but need an advising code to do so. With offices closed, how can I obtain one?	All advisors continue to work remotely. Please contact us at 800-ABC-HACC and select the option for counseling and advising to speak with an advisor or to make an appointment.	March 31, 2020
938.	I was hoping to test out of math before the semester ended. Are there any plans for placement testing?	As a result of COVID-19, HACC has put placement testing on hold. We are working with ACCUPLACER and examining options to resume testing as soon as possible. If you would like to receive a call about placement testing options when the College moves forward with a new plan, please contact a Welcome Center at 800-ABC-HACC	March 31, 2020
939.	I'm having trouble getting into MyMathLab. What should I do?	MyMathLab is up and running again. Pearson is closely monitoring it after this past weekend's issues. You should be able to get in now.	March 31, 2020
940.	Can we postpone the date for students to withdraw from classes in light of the extraordinary situation?	Yes. We have moved the withdrawal deadline to April 30 for Part of Term 1 and Part of Term L. This is only in light of the extraordinary circumstances and not a change of our policies. Other parts of term either have already passed or were close enough to the end of the semester that they did not need to be changed.	March 31, 2020
941.	How do students return textbooks at the end of the semester?	The spring 2020 textbook rental due date has been extended from May 18 to May 28. Students who did not rent a textbook and would like to sell the textbook back before the bookstores reopen on May 18 should check the HACC bookstore website bookstore.hacc.edu on or after April 1 for step-by-step	March 30, 2020

		instructions for remote buyback. Please note that the bookstore will buy back textbooks for the summer and fall semesters on campus starting on May 18. If the textbook is being used for summer or fall classes, if it has all the required supplements and if the bookstore has not met the quantity to fill, students will receive cash for those books. This price will be higher than the remote buyback price. Please note that buyback prices may change daily	
942.	What are some best practices instructors can employ to minimize cheating during exams?	<p>In an effort to curb cheating, my instructors are greatly minimizing the time (75-80 questions in 40 minutes) I have to complete quizzes and tests that require typed input (not multiple choice), which negatively impacts my performance. I hope there is another alternative. As you have identified, academic dishonesty is a concern when assessing student learning remotely. Instructors are challenged to design quizzes and exams in such a way as to minimize the opportunities (or temptations) to use unauthorized resources. Your question specifically focuses on the concern about students looking up answers while completing an exam. There are a number of ways an instructor can address this:</p> <p>A. Limit the amount of time per item. Recommended limits for multiple choice items range from 45-60 seconds. Short answer and essay questions should be longer, but the optimal length will depend on the nature of the item and the amount of detail and explanation expected in the response.</p> <p>B. Design test items to require application of concepts (versus memorization of definitions, names or dates) so that students cannot easily find an answer online or in the textbook.</p> <p>C. Design the assessment so that it is an open book or open note assignment, again generally relying on students demonstrating a higher level of comprehension of key concepts and theories.</p> <p>D. Utilize a live online exam proctoring service. This costs money and requires students to have a minimum level of technology, such as a webcam.</p> <p>E. Place more emphasis on other methods for assessing student learning, such as in-class assignments, discussion board postings, term papers and class projects.</p> <p>Please contact your instructor to discuss any concerns about testing</p>	March 30, 2020
943.	What steps are being taken when the College receives reports of COVID-19	The efforts to respond to concerns related to COVID-19 are coordinated through the Office of Human Resources (OHR) and in conjunction with College leadership. Procedures in responding to reports of potential or actual COVID-19 cases within the College community include:	March 30, 2020

	exposure, suspected cases or confirmed cases?	<p>A. OHR receives information related to suspected or confirmed case.</p> <p>B. OHR collects information specifically related to onset of symptoms, last contact with the College community and current status of the reported case.</p> <p>C. OHR determines appropriate next steps, which could include:</p> <ul style="list-style-type: none"> i. Contacting the Pennsylvania Department of Health ii. Obtaining medical documentation from affected individuals iii. Making arrangements for instruction continuity for students or work continuity for employees <p>D. OHR will provide relevant information to those with a medical or legal need to obtain such information.</p> <p>E. OHR will continue to monitor the situation.</p>	
944.	What happens to the identifiable employee or student information that is reported to the Office of Human Resources (OHR) related to COVID-19?	Any information shared with the Office of Human Resources (OHR) as a result of the COVID-19 pandemic is held in a confidential status and only disseminated to those having an operational, medical or legal need to know as allowed under the Health Insurance Portability and Accountability Act (HIPAA); Family Educational Rights and Privacy Act (FERPA); and other applicable local, state and federal laws.	March 30, 2020
945.	I have been notified by a student that they have a confirmed case of COVID19. What should I do?	Employees and students with a confirmed or suspected case of COVID-19 are strongly encouraged to disclose this information to Aimee Brough, vice president of human resources, at abbrough@hacc.edu or Della Archer, director of employee relations, at daarche2@hacc.edu . If you have been made aware that an employee or student has a confirmed or suspected case of COVID-19, please provide the individual's name and contact information to Aimee or Della.	March 30, 2020
946.	With the first week of remote classes finished, I have concerns with my classes. Instructors are using Zoom recordings that total less than the allotted class time. I struggle with online classes as it is and meeting once a week via Zoom, I feel like I am being cheated, with not only my education and learning, but financially.	Our faculty are balancing meeting with students during the scheduled class time and working with students who are unable to meet during the scheduled class time because of new work schedules or childcare responsibilities. While you may only see a one-hour video for two scheduled hours of class time, faculty are supplementing those with additional conversations with students, including calls and emails. If we were still meeting twice a week on campus, we would continue as planned. In this new modality, faculty are working to be as flexible as possible for students who are struggling outside of class.	March 30, 2020

947.	What happens with students who are in labs? Since we cannot go to our labs and cannot dissect things in our homes, what will happen to the lab fees we paid? Will we need to complete the lab parts of our courses once the campus opens back up?	Many faculty members have created videos to assist with lab demonstrations. Some hands-on classes, though, will need to be completed once we return to campus. For details, please ask your professor.	March 30, 2020
948.	I was already enrolled in an online math course with exams proctored on campus. How will the proctored exam be handled now that campuses are closed?	Math faculty have worked out alternatives to live proctored exams. Your professor will have information on how tests will be handled.	March 30 , 2020
949.	Why aren't we giving students refunds if they don't want to stay in their courses in the new remote learning environment?	<p>The decision not to give refunds is influenced by many factors:</p> <ul style="list-style-type: none"> • First, refunds for students who withdraw from courses can create significant financial aid issues for the student. Students who already received financial aid disbursements may owe money back that they have already spent. • Additionally, allowing students to seek refunds discourages completion and impacts students' time to graduation and their satisfactory academic progress. This may make them ineligible for financial aid in the future. <p>The best solution is for students to stay enrolled in their classes, work with their faculty and use the resources that the College provides to ensure their success. Please remember that we are already past the half-way point of the semester.</p> <p>HACC offers free 24/7 online remote tutoring to assist students in need of more personalized help with their coursework. To learn more about remote tutoring, please visit www.hacc.edu/Students/Tutoring/index.cfm.</p>	March 27, 2020
950.	What do we do if we need financial aid for the next semester but can't go to campus?	Financial Aid employees from all campuses are working remotely. Please call 800- ABC-HACC, pick your campus affiliation and then select the numeric option for Financial Aid. Hours may vary by campus, but staff are available to help students prepare their financial aid ahead of summer and fall registration.	March 27, 2020

951.	In light of all the changes that happened suddenly this spring, can we switch to a pass/fail grading system?	<p>At this time, no. For several reasons, we are not implementing pass/fail grades this spring:</p> <ul style="list-style-type: none"> • We have not heard back from all of our transfer schools if they would accept pass/fail grades. • Changes to pass/fail may create unanticipated issues for some students (for example, financial aid and international students), and we would not have time to educate students sufficiently to help them make informed decisions. • We do not have a pass/fail grade option at HACC, so we would need to build this grading system in Banner. • Building and testing a system that we have never used before will take resources away from crisis management now. • Some health sciences programs have already heard that they cannot do pass/fail grades. 	March 27, 2020
952.	Are the student trips to New York City (Lancaster Campus) and Washington, D.C., (Harrisburg Campus) canceled?	The student trips scheduled for New York City on May 16 and Washington, D.C., on April 18 are canceled. HACC will work to issue refunds to students who paid for tickets.	March 27, 2020
953.	Are the various support resources that have come out via email compiled somewhere on myHACC?	Yes. Students can find support resources in the “Updates on YOUR Community College” channel on the Home area of the “Student” tab.	March 27, 2020
954.	As a welding student, it is my understanding that we must do remote learning and also come to campus when it is open to make up the time welding. How will this affect GI bill students? Will the school be double charging for this extra time?	Students who need to come to campus to complete their hands-on learning will not be charged for the time since it is part of the class for which they have already paid. Therefore, it will not impact any benefits the students receive.	March 27, 2020
955.	What's going on with refunds?	In the last email update, it stated we will not be receiving refunds from grants or loans. Students who receive financial aid and get refunds as part of their financial aid package will still receive their refunds. However, the refunds may	March 26, 2020

		be delayed a few days as a result of College employees moving to remote work. HACC is not granting tuition refunds for students who elect not to continue with remote instruction.	
956.	Are the second six-week and eight-week summer classes canceled?	No. We plan to hold summer classes in the second six-week and eight-week parts of the term.	March 26, 2020
957.	One of my courses this semester was supposed to be hands-on. I'd also like to finish it hands-on. Would I be able to drop the course and continue where I left off in the fall without having to pay again?	If you are currently enrolled in a class that has a required hands-on component, you will continue with the theory portion and demonstrations where possible. The hands-on portion will continue once we are back on campus. You will not need to wait until fall to complete a spring class. If you drop the course, you will need to start over in the fall. You would have to reregister and repay. We recommend staying in the course to finish.	March 26, 2020
958.	How will students be able to register for classes next week if they can't meet with their advisor?	Counselors and professional advisors are working remotely and are available to support students with their academic planning and registration needs. Students who need support should contact the College at 800-ABC-HACC and then select their campus affiliation using the number option for the counseling and advising office. It is important to note that these counselors and advisors are temporarily serving as the primary point of contact for student advising questions during this time so that faculty advisors can focus on the transition to remote instruction.	March 26, 2020
959.	How will students return textbooks at the end of the semester?	Please check the HACC bookstore website on April 1 and stay tuned for further information about returning spring textbook rentals, extended textbook rental due dates and textbook buyback opportunities.	March 26, 2020
960.	What happens with the May Commencement ceremony? Do we still have one or will it just be handing out diplomas virtually?	The College has decided that we will not hold our Commencement (graduation) ceremony in May as the result of safety concerns over the spread of COVID-19. We understand that this ceremony is an important part of each student's college experience. We will invite all spring 2020 graduates to participate in the December 2020 Commencement ceremony so we can honor you appropriately. However, it is also important to note that students who have met the requirements to graduate this semester will still receive their degrees via the U.S. Postal Service in late June.	March 25, 2020
961.	Will I get a refund for the amount that I paid for in-person face-to-face class and not online? I always thought	At HACC, each instructor creates their own course, builds out content, constructs quizzes, assignments and exams and works individually with students in the course. Therefore, our online courses cost the same as our on-campus courses. In addition, most of our online courses still have scheduled assignments	March 25, 2020

	online classes were a lot cheaper due to the reason that the instructors weren't really teaching and it was more "learn at your own pace."	and due dates. They are not "learn at your own pace" courses. In the current situation, your on-campus class was not just switched to an online class. Instead, your class is being taught remotely. Your instructors are using Zoom to deliver classes via video during your scheduled class time, and they are using some of our online class tools to supplement the courses. The faculty are working to transition students to this new mode of teaching and learning in a way that will be least disruptive to the process. Please address your concerns about the changes to your faculty member, who is best positioned to answer your questions.	
962.	I realize the TEAS test was discussed before the school closed with a tentative re-open date of May 17. What are students supposed to do about taking the TEAS for the fall semester?	The Nursing Department is working on a remote testing option for TEAS. We will inform students once details are available.	March 25, 2020
963.	How will transcripts work for people who are applying to transfer?	HACC is currently unable to process requests for pick up or mail delivery of transcripts. Students are encouraged to order their official transcript online through the National Student Clearinghouse for electronic delivery. To access the National Student Clearinghouse, please click the following link and choose the option for electronic transcripts (E-transcripts): www.hacc.edu/Students/TransferringfromHACC/Transcript-Request.cfm?cssearch=877903_1 .	March 25, 2020
964.	Will I be getting a refund since classes have moved to remote instruction and I signed up for on-campus classes?	I am concerned I will do poorly in this new format. HACC is continuing all coursework with remote instruction so that students are able to finish the semester. Therefore, the College will not be issuing refunds. Students are encouraged to continue their courses remotely and seek help from their instructors or tutoring if needed. HACC offers remote tutoring sessions to assist students in need of more personalized help with their coursework. To learn more about remote tutoring, please visit www.hacc.edu/Students/Tutoring/index.cfm?csSearch=877927_1 .	March 25, 2020
965.	Has the 2020 Annual President's Collegewide Symposium been canceled?	The Annual President's Collegewide Symposium scheduled for May 1 is canceled.	March 25, 2020
966.	How should Federal Work Study (FSW) student workers	FSW student workers should code their time as regular hours. They are not eligible for emergency leave.	March 25, 2020

	code their timesheets on days they don't work?		
967.	Should students in clinicals still go to clinicals?	Faculty are following the recommendations from clinical sites, and students will not be attending clinicals until further notice. The Nursing Program has received approval from the State Board of Nursing to move clinical experiences to simulation. Faculty have communicated the changes to current students.	March 24, 2020
968.	How do I submit a timesheet if I don't have access to the internet?	Employees or student workers who are unable to submit their timesheets online should contact their supervisor immediately to let them know. Your supervisor will work with you to identify alternative solutions.	March 24, 2020
969.	Are students going to have to pay more out of pocket and/or take loans out in order to cover the remote learning? Or is financial aid still able to cover these expenses?	Students will not incur additional costs as the result of the move to remote instruction. Financial aid will cover expenses. Tuition and course fees are the same for on campus and online.	March 24, 2020
970.	Has the financial aid refund process changed to just mailed paper checks?	No. The College will continue to use direct deposit to students' BankMobile accounts or to other accounts they have arranged for previously. Students who requested checks in the past will get their refund check delivered via the US Postal Service	March 24, 2020
971.	I am aware that the financial aid disbursement process has been discussed, and it has also been stated that the refunds will be mailed to students. How long should I wait to receive the refund check in the mail before contacting someone in Financial Aid? It is imperative that I be proactive and verify that a refund will be sent.	<p>The disbursement of financial aid refunds is underway. There have been some delays due to staff working remotely, but we anticipate that those delays will be short-lived. Once financial aid is applied to a student's account, there is typically one week before the refund is issued. Depending on how students have previously elected to have funds disbursed, they should continue to check their BankMobile accounts or watch for checks via the U.S. Postal Service.</p> <p>Please know that we are aware of how important these funds are to students, and we are working hard to get them disbursed as soon as possible.</p>	March 24, 2020
972.	If a student employed in a healthcare facility is locked down and forced to stay at work, how does that affect their academic standing if	Please alert your instructor as soon as possible. Many instructors are working on ways to deliver class content outside of class time, which may allow you to continue in the class. If you are able to complete the work, you should keep going. However, if you are unable to complete class work by the end of the	March 24, 2020

	they will be unable to be available for Zoom virtual classes or take exams?	semester, you may be eligible for an incomplete to finish the work during the summer.	
973.	Since the campuses are closed and classes are being held remotely, how do I learn how to use Zoom? Does my professor have to email me a link? Also, if I usually test in the Student Access Services office, how will that work if my classes are held remotely along with exams? Will I still be able to get my extended time?	<p>Your instructor will email you a link for the Zoom meeting during class time. There are also additional resources available to support students with Zoom (for live class sessions). Please click here for student tutorials.</p> <p>Please work with your instructor and Student Access Services to ensure you have appropriate accommodations in the new remote format. You will still be given extended time for testing.</p>	March 24, 2020
974.	What do I do if my user account is locked, and I cannot log in to the myHACC portal?	If your user account is locked due to a few failed login attempts, please wait 10 minutes and it will unlock automatically. If you continue to have issues, please contact the Support Center at 717-780-2570.	March 24, 2020
975.	What steps can I follow if my internet connection seems slow?	<p>Below are a few steps you can take to improve your internet connection speed:</p> <ol style="list-style-type: none"> 1. Run a speed test to determine your internet connection capabilities. 2. Turn off other devices in your home that are consuming your internet connection such as streaming television (Netflix, Hulu and Apple TV) and Internet radio. 3. Disconnect wireless devices such as Amazon Echo and Google Home. 4. Contact your internet service provider to increase your internet connection capabilities. <p>Additionally, for those students who require internet access, Comcast has recently expanded their Internet Essentials offerings to make it free for 60 days for those who qualify. You can learn more at https://internetessentials.com/. Note that HACC has no formal affiliation with Comcast and does not endorse Comcast.</p>	March 24, 2020

976.	I have not yet heard from one of my professors. What should I do?	Please email your school dean with your course and instructor information. They will then help your professor connect with you. The school deans are as follows: Business, Technology, and Industry: Jennie Baar, jnbaar@hacc.edu Health Sciences: Dory Uhlman, dsuhlman@hacc.edu Liberal Arts: Leslie Boon, lmboon@hacc.edu Science and Math: Mike Corradino, mccorrad@hacc.edu	March 24, 2020
977.	Has HACC's online calendar been updated to take into account the coronavirus cancellations and the extension of the spring 2020 semester?	Yes. The academic calendar has been updated. You can view the calendar at hacc.edu/Students/CollegeCalendars/2019-20-Academic-Calendar.cfm .	March 24, 2020
978.	Are we allowed in the building for certain classes?	No. All classes are currently being taught remotely	March 24, 2020
979.	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.	March 23, 2020
980.	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.	March 23, 2020
981.	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-TutoringSMARTHINKING.cfm	March 23, 2020
982.	Will my Education 291 Practicum get pushed now because of this whole situation? I am scheduled to	We are still working on details for the summer schedule. We will have answers by the start of summer/fall 2020 registration.	March 20, 2020

	take it this summer. Will it get pushed to the fall or get pushed to the second seven-week summer schedule?		
983.	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: <ul style="list-style-type: none"> • Anatomy • Microbiology • Physiology 	March 20, 2020
984.	If HACCC 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.	March 20, 2020
985.	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.	March 20, 2020
986.	How will Zoom work for the students whose classes are	Your instructor will send you a Zoom link for the class time, and all you have to do is click the link	March 20, 2020

	being transitioned to the online format?		
987.	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.	March 20, 2020
988.	Will clinical courses resume the week of March 23?	Clinical instructors will work with their students on the details for their courses.	March 20, 2020
989.	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	March 20, 2020
990.	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?	<p>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:</p> <ul style="list-style-type: none"> • 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) <p>Please review the press release on myHACC for more information</p>	March 20
991.	I am concerned how students like myself are to focus and do well during this time. We	Students are reminded that the College is partnering with Mazzitti & Sullivan for 24/7 counseling services. Students should feel empowered to reach out for	March 20, 2020

	are worried about our bills, our health, our families' health and the homeschooling of our children.	<p>support at this difficult time. Please contact Mazzitti & Sullivan:</p> <p>Phone Option</p> <ul style="list-style-type: none"> • 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 <p>Online Option</p> <ul style="list-style-type: none"> • Go to 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 	
992.	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	March 20, 2020
993.	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.	March 20, 2020
994.	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.	March 20, 2020
995.	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.	March 20, 2020
996.	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.	March 20, 2020

997.	I am a currently enrolled HACC student, but I am not receiving Dr. Ski's emails in my HAWKmail. Why not?	<p>If you have not been receiving Dr. Ski's regular email updates, please do the following:</p> <ul style="list-style-type: none"> • Check your spam filter and junk mail folders in your inbox. • Email the following statement to 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 and HACC_Central_Pennsylvania_s_Comm@mail.vresp.com). My name is: _____ My email address is: _____ Thank you! <p>We will continue to post these emails at hacc.edu/Coronavirus.</p> <p>Thank you for your patience and understanding.</p>	March 20, 2020
998.	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.	March 20, 2020
999.	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 for test cancellations and refunds if the testing center closes. We have not received any notice that previous test scores are expiring.	March 20, 2020
1000.	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.	March 20, 2020
1001.	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.	March 20, 2020

1002.	Can I still register for Part of Term 3 (second seven-week) classes?	Students can still register for second seven-week classes until 11:59 p.m. on March 22. If you would like to add a second seven-week class, please email enroll@hacc.edu for more information on how to do so. Please include the course reference number (CRN), course name, subject and campus location within your email.	March 19, 2020
1003.	How will proctored testing be handled during remote instruction?	All on-campus proctored testing has been suspended while campuses are closed. During this time, faculty will be identifying assessment methods that work with remote delivery. This may include the use of Examity for proctored testing. Examity provides frequently asked questions for test takers, which are available here. For students in need of appropriate technology devices, you can learn more about requesting loaned devices here. We will continue to distribute technology to support students as long as supplies and access allow.	March 19, 2020
1004.	This is my last semester at HACC. I am planning on graduating this May. All of my classes are online, but will I be able to graduate and walk on time if everything is being pushed back?	You will be able to complete your online classes this semester and graduate. We have not yet made a decision about the spring Commencement ceremony	March 19, 2020
1005.	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?	Refund checks for students enrolled in full term and late-start classes will continue to be processed on time. Students who are starting classes in the second seven-week part of term will see a delay in their refund checks that correlates with the one-week delay in the start of their classes.	March 19 , 2020
1006.	What will happen to any books or equipment that were checked out of the library right before the campuses closed?	I understand not handing materials back will cause issues with registering for classes. You may keep books or equipment that were checked out until we are back on campus. You will not have a financial hold put on your account in light of these circumstances.	March 19, 2020
1007.	Will the summer semester get prolonged? When will	We are looking at the option of extending the spring term to allow additional time for hands-on learning in classes that require it (such as clinicals and welding).	March 19, 2020

	healthcare programs catch up on clinical time?		
1008.	I am VERY concerned you have NOT canceled classes for the remainder of the semester. You REALLY should consider having classes be done remotely for the rest of the semester.	We are concerned for the health and safety of our students. Therefore, all classes are being taught remotely until it is safe to re-open our campuses.	March 19, 2020
1009.	Will I be able to take my TEAS, CDA and GED tests on campus?	You will need to reschedule any on-campus tests after the campuses reopen.	March 19, 2020
1010.	Are my BIO 121 and COMM 100 going to be canceled?	If so, what should I do? We are going to continue to offer all scheduled classes remotely. Your instructor will send a Zoom link for the first class session by the end of this week.	March 19, 2020
1011.	Please clarify what the extended spring break means for virtual learning students, nursing students and students in clinicals?	ALL students have spring break extended, including Virtual Learning and clinical students. Classes begin on March 23. On-campus classes will be held remotely. Details of nursing clinical assignments will be explained by your instructors.	March 19, 2020
1012.	May I come to the campus library to print my PowerPoint slides?	No. Students may not come to any HACC campus while the campuses are closed.	March 19, 2020
1013.	Is the Student Government Association (SGA) community service project in Harrisburg, scheduled for March 23 at 10 a.m., canceled?	Yes. This Harrisburg SGA community service project is canceled.	March 19, 2020
1014.	How will textbooks be made available for classes beginning March 23?	All textbooks will be shipped to students for classes beginning March 23. Students must order books from the online bookstore at bookstore.hacc.edu All online campus bookstore locations will offer free shipping. Payment may be made via financial aid, credit card or direct bill. All ordering instructions will appear on the bookstore website.	March 19, 2020

1015.	What happens with College in the High School (CHS) classes?	HACC employees are sending communications to their contacts at the various high schools to assess the status of our College in the High School (CHS) classes.	March 19, 2020
1016.	How will the changes in the spring 2020 semester impact the registration timelines?	Registration timelines for the summer and fall 2020 semesters remain the same: <ul style="list-style-type: none"> • Priority registration for HACC military and veteran students begins March 30, 2020. • Priority registration for continuing HACC students begins April 1, 2020. • New student registration begins April 13, 2020. 	March 19, 2020
1017.	How will the changes in the spring 2020 semester schedule impact the summer 2020 schedule?	Due to the fact that we may have to extend the hands-on skills components of a number of spring 2020 classes and because we do not know how long the COVID- 19 emergency will continue, we are planning to cancel the first six-week and 12- week summer classes for all classes outside of the School of Health Sciences. Health science classes that require the full 12 weeks to meet clinical experience requirements will continue as scheduled. For all other classes, we will rebuild the summer schedule to move classes into the eight-week and second six-week semesters. We also plan to move more classes online. Deans will work with faculty on reassigning classes in the new summer schedule	March 19, 2020
1018.	Can students check materials out of the library? If not, how do we support students that need a textbook?	Students who need textbooks for classes can work with the HACC bookstore to rent or purchase the required texts.	March 19, 2020
1019.	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.	March 18, 2020
1020.	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.	March 18, 2020
1021.	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.	March 18, 2020
1022.	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	March 18, 2020

		<p>U.S. Department of Education provides HACC the capability to continue to pay FWS workers during a disaster. Therefore, we will be doing so.</p> <p>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.</p> <p>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.</p>	
1023.	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.	March 18, 2020
1024.	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.	March 18, 2020
1025.	When working remotely what can I do if my computer seems slow or appears to be nonresponsive?	<p>When working remotely, users are relying on their home internet connection, which is limited by their internet service provider.</p> <p>Please take these steps if your connection appears to be slow or nonresponsive:</p> <ul style="list-style-type: none"> • 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. 	March 18, 2020
1026.	How can students find more information about requesting technology loan through the College?	<p>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.</p> <p>We are currently in the process of reaching out to students. Students are</p>	March 18, 2020

		<p>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.</p> <p>We will continue to distribute technology to students for as long as supplies allow.</p>	
1027.	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.	March 18, 2020
1028.	How does the current situation impact the fall 2020 Nursing Program application deadlines?	<p>Here are the updated nursing application deadlines:</p> <p>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</p> <p>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</p>	March 18, 2020
1029.	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 .	March 18, 2020

1030.	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.	March 18, 2020
1031.	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.	March 18, 2020
1032.	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.	March 18, 2020
1033.	Am I guaranteed to receive UC benefits?	An employee's eligibility to receive UC benefits is determined by the Pennsylvania Department of Labor and Industry (L&I). The determination for eligibility is based on an employee's financial eligibility, benefit eligibility and maintaining eligibility on a week-to-week basis. Additional information regarding UC eligibility can be found here. L&I will contact the HACC Office of Human Resources (OHR) to verify the employment status of an individual who has applied for UC benefits. A representative from the OHR team will provide L&I with factual information related to the individual's employment status.	March 17, 2020
1034.	Under what circumstances could I be eligible for unemployment compensation?	An employee may be eligible for unemployment compensation (UC) benefits if: Their employer temporarily closes or goes out of business. The employer reduces your work hours due to COVID-19. The employee has been instructed not to work because the employer feels the employee may get or spread COVID-19. The employee has been told to quarantine or self-isolate and is unable to work remotely	March 17, 2020
1035.	Can student workers come to campus to work until the campuses close on March 19?	Yes. Student workers may come to campus to work until the campuses close on March 19.	March 17, 2020
1036.	Is HACC considered an "essential business" in relation to Governor Wolf's	HACC is not considered an "essential business" in relation to Governor Wolf's COVID-19 PA requirements.	March 17, 2020

	COVID-19 Pennsylvania requirements?		
1037.	I am an employee who normally picks up my payroll check at a campus. How will I receive my paycheck?	The College will mail all checks to employees who typically pick up their check from a campus. Employees are strongly encouraged to use direct deposit.	March 17, 2020
1038.	When can I take my TEAS test?	TEAS testing will be rescheduled once the campuses reopen.	March 17, 2020
1039.	I am a welding student in my last semester. They are hands-on classes and cannot be done on a computer. How will we be able to finish our classes?	For some hands-on classes, like welding or ceramics, we will pause the hands-on components, continue with theory and complete the skills portion when the campuses reopen	March 17, 2020
1040.	Are all classes still continuing at the Senator John J. Shumaker Public Safety Center (PSC)?	The offerings at the PSC have shifted to the following: <ul style="list-style-type: none"> • The career fire academy, police academy and Emergency Medical Technician (EMT) apprenticeship will continue to be offered. • All contracted training will continue offsite. • All Emergency Medical Technician (EMT) and paramedic classes are modified to include some video conferencing and online delivery. • All open enrollment classes and local fire training classes are canceled. 	March 17, 2020
1041.	Will all tests be online now?	There will be no physical-location test proctoring while the College campuses are closed. Tests will be completed online, and any required proctoring will be done through Examity. We will resume physical-location test proctoring when the College campuses resume normal operations.	March 17, 2020
1042.	Is the tutoring center open?	The tutoring center will not be open this week. However, we will be offering tutoring online through both HACC tutors and SmartThinking starting the week of March 23. We will continue online tutoring until the College campuses resume normal operations.	March 16, 2020
1043.	Why am I not being given numbers to contact a campus directly?	Why do I have to contact 800-ABC-HACC? As we move to a more remote workforce, we are better able to answer incoming calls working from a central line. Given that our staff members who are answering calls will not be physically located at campuses, we are better able to support students from this more centralized process.	March 16, 2020
1044.	How will students who need technology be addressed?	HACC will begin providing technology to students based on the greatest need and progress in their program.	March 16, 2020

		<ul style="list-style-type: none"> • Students who are in their last semester before graduation and are on financial aid will be contacted first through their Hawkmail email account to determine if they require any technology (such as a computer or internet connectivity) to complete their current courses. • Students identified as needing technology to complete their current courses for graduation will be contacted by a OIST team member to review their technology needs. • OIST will schedule a location, day and time for the student to pick up their requested technology. • Upon arrival at the location for pickup, the student will need to complete a form and pick up their technology. • Students who receive technology will be expected to return the technology when the College reopens for normal business or at the end of the semester. 	
1045.	I was scheduled to take a proctored test for one of my classes on campus. Now that campus is closed, what do I do?	When classes resume on March 23, your instructor should have directions about how you can take that test.	March 16, 2020
1046.	Will the outsourced IT support still be available?	Yes, and they have been alerted to a potential spike in demand over the next couple of weeks as we make this transition.	March 16, 2020
1047.	Can we allow students to come and pick up materials they'll need from campus to continue working from home?	Yes, but they need to schedule a time with their faculty member and school dean so we can alert campus security. Faculty should work with students to pick up materials no later than 4 p.m. on March 18.	March 16, 2020
1048.	Why are students not allowed on the campuses?	The decision to close campuses to students was made as a result of recommendations from the CDC and government leaders to practice social distancing. To prevent the spread of the COVID-19 virus, schools and organizations are recommended to limit face-to-face interactions.	March 16, 2020
1049.	What will happen in science lab classes?	No decision has been made at this time. Your instructor will provide an update when classes resume.	March 16, 2020
1050.	Will Commencement still be held in May at the Giant Center?	At this time, no decision has been made about the Commencement ceremony in May. The College will continue to monitor the situation and is prepared to make decisions that are in the best interest of our students, employees and community.	March 16, 2020

1051.	I'm supposed to continue my clinicals next week in one of the health careers programs, but I'm concerned for my health. Do I still have to participate?	The health and safety of our students and employees are our top priorities. No clinicals will be held the week of March 16.	March 16, 2020
1052.	Will buildings on campus be open for student use during the week of March 16 through 22?	Many campus buildings are closed for cleaning during this week.	March 16, 2020
1053.	What Student Affairs or student-run events are cancelled at this time?	All on-campus events planned by the Student Government Association (SGA), Student Programming Board (SPB) and Office of Student Affairs and Enrollment Management are canceled until April 6. A list of canceled events includes, but is not limited to, the following: <ul style="list-style-type: none"> • HACC's Lebanon Campus's Penn State Health Careers Exploration Day on March 16, 2020 Application Day on March 17, 2020 • HACC's Harrisburg Campus Transfer Fairs on March 17 and April 1, 2020 • HACC's Harrisburg Campus Community Partner Breakfast on March 20, 2020 • HACC's Lancaster Campus leadership series events on March 20 and April 3, 2020 • HACC's Lancaster Campus Job Fair on March 25, 2020 HACC's Gettysburg Campus HACC Experience Day on March 27, 2020 • HACC's Harrisburg Campus Health Careers Exploration Day on March 27, 2020 • HACC's Lancaster Campus Health Careers Exploration Day on March 27, 2020 • HACC's Gettysburg Campus Autism Awareness event on April 2, 2020 	March 16, 2020
1054.	Will the TEAS test be postponed?	The TEAS test may be rescheduled once the campuses are re-opened. The Nursing Department is still reviewing deadlines for applications for the fall programs.	March 16, 2020
1055.	Will the College extend the deadlines for TEAS and the fall 2020 nursing applications?	No decision has been made at this time. We will provide an update no matter what the decision.	March 16, 2020

1056.	I am being discriminated against by some employees and students. What should I do?	Addressing issues arising from COVID-19 has presented challenges to and caused anxiety in our community and will impact many of our most vulnerable populations, particularly some of our international students. Suggestions of deportation or acts of bullying and discrimination against one of our community groups is considered to be uncivil and against the law. In addition, these statements and suggestions are untrue and unfounded. At this critical time, we must NOT provide misinformation as it is unhelpful and creates chaos and mistrust while promoting a lack of personal safety to many of our community members. As previously stated in an earlier communication to students, HACC does not discriminate, and acts of bigotry, discrimination, bullying or harassment will not be tolerated. If you feel you have been discriminated against or targeted during this process, please contact the Office of Inclusion and Diversity at 717-736-4102 or CIDO@hacc.edu .	March 15, 2020
1057.	Will student workers be able to work while campuses are closed?	Student workers who have the IT resources and the ability to work remotely can continue to work and will be compensated at their normal rate.	March 15, 2020
1058.	Will Public Safety Center classes be held?	Public Safety Center classes will continue as scheduled unless students are notified otherwise.	March 15, 2020
1059.	How will textbooks be made available for classes beginning March 23?	All textbooks will be shipped to students for classes beginning March 23. Students may order books in the online Bookstore between March 16 at 1 p.m. and March 18 at 8 p.m. at https://bookstore.hacc.edu/harrisburg/landing/default.asp to ensure delivery by the start of class. All online campus bookstore locations will offer free shipping. Payment may be made via financial aid, credit card or direct bill. All ordering instructions will appear on the bookstore website. If the student has already placed an order for pickup, we will ship that order free. There will be no need for the student to come onto campus.	March 15, 2020
1060.	Some students are worried they will fail their classes because they do not have internet service at home. Will they be given an INCOMPLETE and have to	Here are two services that students may access if they need a laptop or internet access: <ul style="list-style-type: none"> • PC Loan Program: This program is available for students who do not have access to a computer. For more details on eligibility and the application process to borrow a computer, please visit https://libguides.hacc.edu/pclloan. • For those who require internet access, Comcast has recently expanded their internet essentials offerings to make it FREE for 60 days for those 	March 15, 2020

	finish the class when we re-open the College campuses or should they withdraw now?	who qualify. After 60 days, the service is offered for a monthly fee. Please visit https://internetessentials.com for details. Please note that HACC has no formal affiliation with Comcast and does not endorse Comcast.	
1061.	Some students are concerned that their computer skills are not sufficient to go either remote or virtual and are asking about our refund policy.	<p>We will provide students and employees with numerous resources, software, and 24/7 technical assistance to successfully complete your course remotely.</p> <p>Following is information about technology support for students:</p> <ul style="list-style-type: none"> • We have tutorials available to support students with Zoom for live class sessions. • Resources to support students with Brightspace for assignment submission and class information are available in our Brightspace D2L Tutorials for Students. • Software recommendations for HACC students are also available. All current HACC students may download Microsoft Office 365 for FREE for one year (renew each year if still a current student). Details and instructions are available on myHACC. • Brightspace by D2L Help Desk: Please email helpdesk@desire2learn.com or call 877-325-7778. A 24/7 chat with a D2L representative is also available from the D2L homepage. • HACC Help Desk: Please contact the help desk for any issues with login or myHACC via email at supportcenter@hacc.edu or call 717-780-2570. 	March 15, 2020
1062.	Students want to know how we define the difference between 'remote' and 'virtual'. Some students were asking for a refund because they did not sign up for a 'virtual' class.	<ul style="list-style-type: none"> • Virtual learning classes are offered 100% online without any live class instructional time. • Remote learning offers live class time online via Zoom and D2L Brightspace to submit work online. Students may be asked to participate in Zoom during the class time that is scheduled. 	March 15, 2020
1063.	My student or employee is returning from a trip to an area of a known coronavirus outbreak. Can I ask them to stay home?	We strongly encourage self-quarantine if a student or employee has visited a known area of a coronavirus outbreak. You may ask the student or employee to not return until they have a documentation from their physician that they are able to return to work. Please keep in mind that many of our students may not have regular access to healthcare. Please do not place an unnecessary burden on them.	March 15, 2020

1064.	Will the second part of our refund be delayed? We are supposed to receive it on March 19.	Financial aid is dependent upon students' class schedules. As per federal guidelines, the College cannot apply financial aid or disperse funds until students are attending classes and have met the credit thresholds required to be eligible.	March 15, 2020
1065.	Are the HACC Open Houses and New Student Orientation sessions still going to occur? Or will they be canceled due to the Coronavirus?	Is it possible to still have an orientation via Skype, or Zoom? Since the campuses are closed until April 6, on-campus events scheduled prior to that date are canceled. Decisions will be made and communicated about rescheduling those events or offering remote alternatives.	March 15, 2020
1066.	What are the implications for Virtual Learning students for the extended spring break?	Especially online courses that were scheduled to start on Monday, March 16. All online courses will resume on March 23. If you are registered to start an online course on March 16, it will now begin on March 23. Here are other ways to find support: <ul style="list-style-type: none"> • Attend a Virtual Learning Student Advisory Council (VLSAC) student leader office hours, which can be viewed at www.hacc.edu/vlsac • Attend an online VLSAC General Council meeting on March 19 	March 15, 2020
1067.	What should students do if they experience food insecurity as the result of campuses being closed and limiting their access to food pantries?	We understand that students may be experiencing challenges relating to food insecurity during this difficult time, particularly since we are closing our campuses and limiting access to our food pantries. If you experience food insecurity during the time that the HACC campuses are closed, please visit the Central PA Food Bank website or call 717-564-1700 to find a food pantry near you.	March 15, 2020
1068.	Is there a way to find affordable internet access?	For those who require internet access, Comcast has recently expanded their Internet Essentials offerings to make it FREE for 60 days for those who qualify. You can learn more at https://internetessentials.com/ . Note that HACC has no formal affiliation with Comcast and does not endorse Comcast	March 15, 2020
1069.	Where can students learn more about Brightspace?	Please review our Brightspace tutorial for assignment submission and class information.	March 15, 2020
1070.	Where can students learn more about Zoom?	Please review our Zoom tutorial for live class sessions.	March 15, 2020

1071.	How will classes be conducted using remote teaching?	HACC will be using Zoom for live class sessions during regular class times, and work will be collected using Brightspace (D2L).	March 15, 2020
1072.	Am I expected to come to class next time during the regularly scheduled meeting time?	We are extending spring break for students; therefore, no classes will be held March 16-22. Faculty will be alerted to special meetings and training opportunities next week. Employees report at their usual times.	March 15, 2020
1073.	In the email sent at 5:30 p.m. on the March 13, it said that clinicals will still be held for nursing students. However, an earlier update from a nursing program leader said that we will not have clinicals during the extended spring break. Please clarify.	No clinical classes will be held during the week of March 16.	March 15, 2020
1074.	I am a student traveling from Harrisburg to Lancaster, and I don't feel safe traveling that far.	Please work with your instructor to see if alternate arrangements for completing your coursework are available while the College campuses remain open. In the event of a College campus closure, your classes may be moved to a remote option.	March 13, 2020
1075.	Will I still be able to graduate in May since spring break is extended?	With a one-week extension, we will still be able to complete the semester. If we lose additional instructional time, however, we will be flexible on completion dates for the spring semester and graduation deadlines.	March 13, 2020
1076.	What are the protocols for coming on campus during a College closure?	Our protocol when the campus is closed is not to allow anyone on campus. If there is contract work that must go on and contractors need access to buildings, they must check in with the Public Safety and Security Department. Employee badges will not work as we increase the security level. Only security would have access to buildings.	March 13, 2020
1077.	What is the difference between online classes and remote teaching?	Online classes refers to Virtual Learning classes offered by HACC. Remote teaching is a replacement for face-to-face instruction in the event of a campus closure.	March 13, 2020
1078.	If HACC decides to close campuses and move to remote instruction, how will I	We will continue to offer classes using remote instruction offered via Zoom instead of in a classroom. HACC will deploy technology equipment to students and employees as available. HACC does not maintain an extensive inventory of	March 13, 2020

	access the remote classes if I don't have a computer or high-speed internet at my home?	laptops, computers and peripherals to equip every student and employee. As we work to secure additional technology, it will be deployed.	
1079.	What IT equipment is being made available to students who do not have a laptop/computer at home?	The College is reviewing additional options for students.	March 13, 2020
1080.	What are the cleaning priorities on campuses?	Custodial staff will be focused on high-frequency touch points (including flat surfaces, desks, tables and door handles). Custodial staff are working to ensure high-traffic areas (such as restrooms, library, bookstore, welcome center and learning center) are maintained.	March 13, 2020
1081.	What should people who are autoimmune compromised do to keep themselves safe?	People with autoimmune diseases are at greater risk for infections because of both their disease as well as the medications they take to manage it. Working remotely or having online classes will reduce a person's susceptibility to infections. Also, you should follow the advice of your physician.	March 13, 2020
1082.	Will we continue to run public safety classes and academies?	Yes. We will continue to offer classes to train our first-responders in fire, police and EMS on campus.	March 13, 2020
1083.	Will we continue to run workforce development classes?	Yes. As long as the College is open, we will continue to run workforce development classes. If the College closes the campuses, we will not run classes on campus – with the exception of public safety classes and academies. We will continue to run classes on other sites as long as the other site allows us to do so.	March 13, 2020
1084.	I was originally scheduled to take a proctored test during the week of March 16 for my blended class. Will I still be required to come to campus to take that test?	We are postponing the schedule for proctored tests one week to match the extension of spring break.	March 13, 2020
1085.	How are we addressing clinicals? What guidance have we received from our healthcare facilities?	We are continuing to hold clinical courses as long as our clinical partners will take students.	March 13, 2020

1086.	Are students still going to clinicals during the week of March 16?	Yes. We will continue to run clinical experiences for students in nursing and other health career programs.	March 13, 2020
1087.	Will the TEAS test still be available the week of March 16?	If the College campuses are open the week of March 16, the test center will be open for students to take the TEAS test.	March 13, 2020
1088.	Why are we extending spring break for virtual classes if they could continue anyway?	Because many of our students are taking both online and on-campus classes, it is confusing to pause some and not others. Faculty are encouraged to work with their students on adjusting timelines through the rest of the semester to accomplish the learning outcomes by the end of the summer	March 13, 2020
1089.	Yes. We are going to use the two reading days and the next two days to add to the spring semester, making up for the time we are missing by extending spring break. The semester will end now on May 9. Final exams will begin on May 11. Final grades will still be due on May 18.	Yes. We are delaying the start of those classes until March 23.	March 13, 2020
1090.	Are we going to extend the semester?	Yes. We are going to use the two reading days and the next two days to add to the spring semester, making up for the time we are missing by extending spring break. The semester will end now on May 9. Final exams will begin on May 11. Final grades will still be due on May 18.	March 13, 2020