

Subject: Your Coronavirus Preparedness Questions Answered – April 7, 2020
Date: Tuesday, April 7, 2020 4:36:05 PM



Greetings, HACC student!

You may have heard on the news that this may be an especially challenging week for many in our state and our country. The number of confirmed coronavirus cases is expected to increase, and our elected officials have [instituted additional measures](#) to help ensure that we act in ways that minimize potential risks. I encourage you all to please take each day as it comes. We will get through this together.

This week and beyond, please join me in taking a moment or two to thank the people in your life who continue to work and provide care for others. Many HACC students are on the front lines providing critical services. You are [truly HACC Heroes](#). **Thank you!**

I want to remind you that although HACC libraries are physically closed, you [continue to have access](#) to ebooks, e-journals, databases and streaming video titles. Additionally, the library has completed scanning the HACC student newspaper, the Fourth Estate. The scans are available for all to [read here](#).

As a reminder, we expanded our Zoom sessions to occur biweekly. Please note the new dates:

Date and Time

April 13, 2020 at 2 p.m.

April 28, 2020 at 1 p.m.

May 6, 2020 at 1 p.m.

[Zoom information is redacted for security purposes.]

Please note the following protocols for these Zoom sessions:

- Please log in at least five minutes before the session begins. The Zoom meeting will be closed to new participants at the start of the session.
- Please use the chat feature to ask questions, and HACC employees and I will respond.

As you have come to expect, following are the commonly asked questions and our responses to them. Please note that some of these responses are tentative and subject to

change.

If you have additional questions and you do not see the answers on the [website](#), please submit the online form located on the website. Please see the webpage section called “Information for Students.”

We will continue to update you regularly via email and the aforementioned website.

Thank you!

John J. “Ski” Sygielski, MBA, Ed.D.
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- 1. 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 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 how 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?**

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.

Students taking exams via Zoom can further protect themselves by taking the following precautions:

- If screen sharing, share only the windows that 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.
 - Do not click unknown links in the chat.
- 2. 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. For those already taking online courses, it could make them feel that their opinions are important to the administration. Will you reconsider and send out evaluations for spring courses?**

We plan to survey all students on their experiences with remote learning and services at the end of the semester.

- 3. 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?**

Please contact your instructor about the format for your proctored exams.

- 4. 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 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.

- 5. What counseling services are available for students at this challenging time?**

HACC partners with Mazzitti & Sullivan to provide counseling services to students. Those services continue for students during this COVID-19 pandemic. To learn more about the counseling services offered through Mazzitti & Sullivan and how to access those services, please watch this informative [video](#).

- 6. 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 the fall if it is available.

- 7. Could we please have an update on possible course refunds?**

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.

HACC made the decision to not issue course refunds for several reasons, including:

- 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.

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 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.

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.

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