

Subject: Your Coronavirus Preparedness Questions Answered – March 27, 2020
Date: Friday, March 27, 2020 3:10:06 PM



Greetings, HACC student, and Happy Friday!

Thank you for sharing your honest feedback about your experiences during our first full week of remote instruction and services. Your insights help us to improve and serve you better. I am extremely #HACCproud of you for rising to meet the challenges this unprecedented global pandemic presented. Although the weeks ahead will present more challenges, I am confident that we are in a strong position to get through them – **together**. We are here for you.

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

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

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

Thank you!

John J. “Ski” Sygielski, MBA, Ed.D.
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HACC, Central Pennsylvania’s Community College

- 1. 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.

- 2. 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.

3. 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.

4. In light of all the changes that happened suddenly this spring, can we switch to a pass/fail grading system?

At this time, no. For several reasons, we are not implementing pass/fail grades this spring:

- 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.

5. 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.

6. Why aren't we giving students refunds if they don't want to stay in their courses in the new remote learning environment?

The decision not to give refunds is influenced by many factors:

- 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.

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.

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.

hacc.edu



800-ABC-HACC

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