



North Hennepin Community College

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March 17, 2020
5:20 p.m.

Dear Students,

I am writing to provide an update on planning that is occurring during the extended spring break due to the COVID-19 pandemic. First, I'd like to thank you for your patience and support during this time. The North Hennepin Community College campus community has been working diligently to make this transition go as smoothly as possible. Our commitment to support students remains steadfast and true. The Campus services will be open during the extended spring break from 8:30 a.m. – 4:30 p.m.; however, we encourage you to utilize any/all alternative methods of communication so that we limit the number of individuals on campus. This will support a safer environment for both you and our employees.

Stay Informed

It's important for you to stay up-to-date on what's happening on campus in response to this pandemic. Stay informed one of several ways:

- **Check your NHCC email regularly.** Stephen Kent, Vice President of Finance and Facilities, will be sending email updates weekly (at a minimum) or more frequently.
- **Visit our COVID-19 landing page, www.nhcc.edu/covid19.** Here you will find official communication updates, student resources available to help with the transition, and Frequently Asked Questions (FAQ).
- **Look for updates on the NHCC Mobile App.** Download the "[NHCC Mobile App](#)."
- Additional questions? If you can't find the information you are looking for, please email covid-19@nhcc.edu.

FAQ Highlights

- All instruction at North Hennepin Community College is suspended until **March 30, 2020**, this includes any late start courses. When classes resume, at this time a majority of instruction will occur remotely for the remainder of the Spring 2020 semester, including the final exam period. (Students in clinical programs, will be contacted directly by their department.)
- Each instructor will develop alternative methods for non-face-to-face delivery of their courses; this may include [D2L](#), [Zoom](#), NHCC email, Educational Mobile Apps, and/or any other form of electronic platforms that are free and accessible to students.
- Students will receive communication from their instructors via their NHCC email on how their courses will be delivered, and any expectations tied to the successful completion of their course.
- All Student Support Services are actively working to provide all of their services remotely. Many of our services are already accessible via electronic means ([Zoom](#) appointment, email, phone etc.) Visit <https://www.nhcc.edu/student-resources/online-learning-d2l/remoteclassesstudents> and/or <https://www.nhcc.edu/student-resources> to access services remotely.
- As of now, Computer Labs will be open Monday - Thursday, 8 a.m. - 3:45 p.m., and Friday, 8 a.m. - 11:45 a.m, with limited seating/capacity. NHCC will be following the [Centers for Disease Control](#) (CDC) recommendations for social distancing and gatherings, to insure a safe environment for our students. If you need assistance from home, please email HelpDesk@nhcc.edu.
- We will continue to process graduation candidacy through all normal processes and will still confer degrees as completed in May according to [NHCC guidelines](#). Regrettably NHCC's Spring 2020 Commencement Ceremony is

canceled, however we are currently identifying alternative options and will communicate any further decisions as soon as possible.

As you know, response to COVID-19 is a continuing evolving situation. We will update you as information is available. Our goal with these communications is to help alleviate your concerns about being able to successfully complete your semester. Please know that all the faculty and staff are working very hard, on your behalf, to ensure a high-quality learning experience, even if it is very different from the experience we all originally planned. I also want to assure you that this does not represent a long-term change towards an online college. We are adapting at this time to the ongoing pandemic.

Please also take good care of yourselves in this very stressful time. If you have questions, the COVID-19 website is a great resource (<https://www.nhcc.edu/coronavirus>), and you can email other questions to info@nhcc.edu.

Warmest Regards,

Julio Vargas-Essex

Vice President of Student Success

Pronouns: him, his, he -- [More about pronouns](#)

(O) 763-424-0756

(F) 763-493-0577

(E) JVargas-Essex@nhcc.edu

Location: ES 45

STUDENT COVID-19 FAQ(S)

Q: How will classes be delivered for the remainder of the spring semester?

A: Starting March 30th, at this time a majority of instruction will occur remotely for the remainder of the Spring 2020 semester, including the final exam period. (Students in clinical programs, will be contacted directly by their department). Each instructor will develop alternative methods for non-face-to-face delivery of their courses, this may include D2L, ZOOM, Email, Mobile App, and/or any other form of electronic platforms that are free and accessible to students. Students will receive a communication from their instructors via their NHCC email as to how their courses will be delivered and any expectations tied to the successful completion of their course.

Q: Will NHCC Computer Labs be open and available to students?

A: As of now, Computer Labs will be open Monday - Thursday, 8 a.m. - 3:45 p.m., and Friday, 8 a.m. - 11:45 a.m, with limited seating/capacity. NHCC will be following the CDC recommendations for social distancing and gatherings, to insure a safe environment for our students. If you need assistance from home, please email HelpDesk@nhcc.edu.

Q: Will the move to remote instruction have an impact on my ability to graduate in May 2020?

A: We will continue to process graduation candidacy through all normal processes and will still confer degrees as completed in May according to NHCC guidelines.

Q: Will NHCC's Spring 2020 Commencement Ceremony be suspended, postponed, and/or canceled?

A: As of March 17, 2020, Chancellor Devinder Malhotra has announced that all commencement ceremonies for colleges and universities in the Minnesota State College and Universities System are canceled. As a college, we recognize the importance of commencement and the significance it holds to our students. The commencement committee is exploring the best options to move forward and recognize the academic achievements of the students at North Hennepin Community College. We ask for your patience as we navigate these uncharted territories and figure out a solution for our graduates. Additional information will follow as we are able to adequately assess the best possible solution for the health and safety of our students and employees.

Q: Can I request a refund if I do not want to take courses online?

- A. We have received several requests from students regarding refunds for courses, at this time there has been no decision from the System Office to provide students refunds for their courses. We will update you if we get any additional feedback. As of now any drop/withdrawals made will not be eligible for tuition/financial aid refund.

Q. Will there be any changes to the deadline dates to drop/add/or modify a course?

A: There have been no changes made to the deadline dates to drop/add/or modify a course.

Q: What happens if I need to drop a course or withdraw from the college because of the move to remote instruction?

A: We recommend you contact your academic advisor, contact information can be found at <https://nhcc.edu/student-resources/academic-advising>, to discuss questions about making any changes to your current course registration. Dropping a course or withdrawing from all your courses may have a significant impact on your progress towards your degree and/or financial aid. You can contact our Financial Aid Office if you have any additional questions about your aid, <https://nhcc.edu/registration/financial-aid-scholarships>. We strongly encourage students to contact NHCC via phone or email. You can schedule an appointment with your academic advisors through our [Navigate Platform](#). Work with your advisor to determine the best mode of communication and appointment method (ZOOM appointment, email, phone etc).

Q: What should I keep in mind if I am considering dropping a course or withdrawing after the extend spring break?

A: We recommend you contact your academic advisor, contact information can be found at <https://nhcc.edu/student-resources/academic-advising>, before making any changes to your current course registration. You can schedule an appointment with your academic advisors through our [Navigate Platform](#). Work with your advisor to determine the best mode of communication and appointment method (ZOOM appointment, email, phone etc). Additionally, dropping a course at this time in the semester or withdrawing altogether can impact your current and future financial aid eligibility. Altering your academic plan may cause you to exceed your maximum timeframe for financial aid or affect your credit completion pace, both components of the Division of Financial Aid's [Satisfactory Academic Progress \(SAP\) policy](#). In addition, if you have a scholarship that requires continuous enrollment or specific enrollment criteria, you may be at risk of losing that aid when you withdraw. To read more about our scholarship criteria, visit <https://nhcc.edu/registration/financial-aid-scholarships/scholarship-information/faq>.

Q: How do I meet with my academic advisor?

A: Academic advising will continue. Students can still contact their academic advisor and schedule an appointment through our [Navigate Platform](#). Work with your advisor to determine the best mode of communication and appointment method ([ZOOM](#) appointment, email, phone etc).

Q: What academic support resources are available?

A: During our online instruction, Peer Tutoring, the Math Resource Center and the Writing Center will have peer tutors available to work with students online via [Zoom](#) platform. To make an appointment, please send your request to tutoring@nhcc.edu and we will send your request to the Peer Tutoring, Writing Center and Math Resource Center who will contact you to schedule a tutoring appointment. When your appointment begins, please have your NHCC email open and the tutor will send you an invitation to join them in their Zoom meeting room. Just click on the link provided to begin your session. While the Math Resource center is available now for appointments, the Writing Center and Peer Tutoring areas will begin to accept requests for appointments on Monday, March 23rd. If we are not able to link you up with a peer tutor, you can also access [Tutor.com online](#) tutoring service. Again, please contact tutoring@nhcc.edu if you have questions. [Learn more about remote tutoring Services](#) The Library is also available to support student's research and other academic requirements. You can contact us through our Chat Reference service on the [Library webpage](#) (Upper Right Hand of Page) where our Librarians will be hosting office hours to assist you, and if they are not present, there are general MN Chat References support available 24/7 who can also assist. Students can also email the Librarians, Lisa Abrazo (lisa.abrazo@nhcc.edu) and Craig Larson (craig.larson@nhcc.edu), directly to set up an appointment via phone or Zoom.

NOTE: If you have a book or other material checked out from the library, we know that returning those items right now might not be possible. **We are going to waive all fines for overdue books from now through the end of the spring semester.** If you do receive an automated notice from the library, please don't worry about this—**we will not place blocks on your record due to unpaid fines.**

Q: What non-academic support resources are available to me?

A: All Student Support Services are actively working to be able to provide all of their services remotely. Many of our services are already accessible via electronic means (ZOOM appointment, email, phone etc), we are updating landing pages to reflect how students can access services remotely, you can access these pages through <https://www.nhcc.edu/student-resources/online-learning-d2l/remoteclassesstudents> and/or <https://www.nhcc.edu/student-resources>.

During this time many of our students may need support with getting access to campus and community resources/opportunities. NHCC is committed to providing support through this challenging

time. Please find below a number of support opportunities, if you have any additional request you can call 763-493-0554 or email communityconnections@nhcc.edu.

Personal and Community Services

- **Food Cupboard** - COVID-19 UPDATE: THE FOOD CUPBOARD IS OPEN AND ACCESSIBLE WHEN CAMPUS IS OPEN. Campus is currently scheduled to be open normal campus hours. You can visit the Diversity Office during business hours or Public Safety during non-business hours to access the food cupboard.
- **Community Connections Resource Center** - The NHCC Community Connections Resource Center (CCRC) connects students to campus and community resources and opportunities. The goal of the center is to help students overcome barriers to academic success and meet their current needs and goals.
- **Community Connections Database** – A comprehensive list of external support services.

Counseling and Mental Health

Please also take good care of yourselves in this very stressful time. Below are a number of mental health resources that you might find helpful.

- **NHCC Counseling Center:** Phone: 763-493-0554 and Email: counseling@nhcc.edu
- **MetroCares:** is a 24/7 phone support offered by Counseling Services.
 - **Phone:** 651-793-1568
 - **Webpage:** <https://www.metrostate.edu/metrocatalyst/24-7-support-from-counseling-services>.
 - When you call the support line:
 - a licensed counselor will answer your call 24 hours a day, 7 days a week, 365 days a year
 - you will be offered confidential support, information, resources, and practical solutions for coping
 - all services are free and confidential
- **Crisis Text Line:** is the free, 24/7, confidential text message service for people in crisis. Text HOME to 741741 in the United States to communicate with a trained Crisis Counselor
 - <https://www.crisistextline.org/>
- **Managing Anxiety and Stress**
 - This includes information for yourself, others, parents, responders, and those released from quarantine.
 - Webpage: <https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html>
- **Taking Care of Your Behavioral Health:** Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak
 - <https://store.samhsa.gov/system/files/sma14-4894.pdf>

Q: How will accommodations for students with disabilities need to be adjusted for online learning environments?

A: Accommodations for students registered with the Access Services will remain in effect; however, instructors may need to adapt or adjust accommodations for an online environment. Students should contact the [Access Service Center](#) if they have questions. Instructors should review students' Course Accessibility Request, which are shared with instructors prior to the start of the semester. Adjustments will depend on the course design, content, and forms of assessment.

The Access Service staff is operating normal business hours (8:30 a.m. to 4:30 p.m.) to support both instructors and students. General questions may be sent to Disability@nhcc.edu. More information about alternative delivery of Access Services to students and instructors is available on the [Access Services website](#).

Q: I am a Veteran, will my education benefits be impacted by these changes?

A: Please contact Janet Lorenzo (janet.lorenzo@nhcc.edu) or Anong Thor (anong.thor@nhcc.edu) for any question; you can also send an email to veterans@nhcc.edu.

Q: I am an International Student and have questions about by status and/or travel?

A: Please contact Virginia Ferlet (vferlet@nhcc.edu) or Carman McGahey (cmcgahey@nhcc.edu) for questions about status or travel.

Q: I am a TRIO student, who should I contact if I have questions?

A: Please contact your assigned TRIO advisor and/or email the TRIO Office at TRIO@nhcc.edu.

Q: Whom should I contact if I have a questions or concerns?

A: To report any questions or concerns please email covid19@nhcc.edu.