**FAQS FOR TREASURE VALLEY COMMUNITY COLLEGE STUDENTS**

\*\*Please watch for updates to these FAQs\*\*

\*\*Please check [www.tvcc.cc](http://www.tvcc.cc) for updates\*\*

**Q: How do I access my virtual classes?**

1. You will receive a link, either in your student email and/or on the announcement section in Canvas. Click the link and you will be directed to the virtual classroom. You just need audio to participate and do not need a camera, but you can use one if you have one. Your instructors will decide how virtual participation will be facilitated. You can access your virtual class on a desktop, laptop, smart phone or landline/basic cell phone (audio only).

There are resources on mytvcc here: <https://my.tvcc.cc/ICS/Help/Student_Help_Documents.jnz>.

Please make every effort to log into your Canvas account before the first the day of class as the IT department will likely have many people needing help the first day of classes. You can submit a helpdesk ticket (at the same link as above) or use Pure Chat for assistance.

**Q. If we start the term virtually, can we finish it virtually?**

A. This will be up to your instructor. Online classes will remain online for the entire quarter.

**Q. Will I have to pay the online fee for virtual classes?**

A. No. TVCC is not charging any additional fees for the virtual classes.

**Q. Which of my classes will be delivered in a virtual format?**

A. All classes that were originally scheduled as face-to-face (in class) instruction are now virtual. If you signed up for an online (OW), the class will still be delivered in a traditional online format.

**Q. Will the TVCC Caldwell Center still be open?**

A. Yes, the TVCC Caldwell Center will still be open and operational under the same guidance as the TVCC Ontario Campus. All announcements from TVCC are applicable to all TVCC sites. For example, like the Ontario Campus, all live courses in Caldwell will be delivered virtually as well.

 Additionally, the Caldwell Center Computer Lab will be available for student use as well while adhering to social distancing and crowd monitoring.

**Q. Will Tutoring Services still be available in the Math and Writing Lab?**

A. TVCC is committed to continuing the Math and Writing Lab tutoring services. This service will begin moving to a virtual environment. Please keep checking your TVCC Student email and Canvas for how to get connected with these services once spring term has started.

**Q. How will I continue to get my Academic Accommodations through Disability Services?**

A. TVCC is still committed to serving students with disabilities and affording appropriate accommodations to those students. If you are a student receiving accommodations, please keep in contact with the Disability Services Coordinator, Theigha Cooperrider-Fryman tcooperrider-fryman@tvcc.cc

**Q. If I haven’t registered for my Spring Courses yet, can I still register for courses or add additional courses?**

A. Yes, you can still register for TVCC courses! The TVCC Student Services Center will remain open for students in compliance with social distancing and monitoring crowd size. It is recommended to call and set up a meeting time with one of our Advisors. Additionally, you can set up a Zoom or Phone meeting with an Advisor. Call 541-881-5815 to schedule an appointment.

**Q. How do I get my books?**

A. The TVCC Bookstore will remain open with its regular hours. Students can still purchase books directly from the bookstore. However, social distancing will be followed and crowd size monitored.

**Q. What if I don’t have WiFi access?**

A. Treasure Valley Community College (TVCC) understands a big concern students have regarding moving their courses virtual and online is a dependable internet or WiFi connection. While the campus is not closed and TVCC WiFi can be accessed even in most parking lots on campus, we understand that this may not be an option for most students.

There will be computer labs open on campus. As of right now, Barber Hall 102 and the Library will be open. If more are needed, more will open.

We would like to share with our students a recently published article with companies providing waived services, fees, data caps, and other connection services. TVCC has not made any contractual agreements with these companies, but this article will provide you with options for Students, in order for them to still stay connected.

<https://www.pcworld.com/article/3532817/which-internet-providers-are-lifting-data-caps-during-the-coronavirus-and-which-arent.html>

Companies identified in “Keep Americans Connected Pledge” to date, include but are not limited to, AT&T, CentruyLink, Consolidated Communications, Comcast, Cox, Charter (Spectrum), Earthlink, Frontier Communications, Mediacom Communications, Sparklight (formerly Cable One), Sprint, Starry, TDS, T-Mobile, Verizon, Windstream (Kinetic), etc.

**Q. Is the Testing Center open?**

A. The Testing Center is open this week. However, it is unknown if it will remain open during spring break. Once the spring term starts, the College will determine if the testing center can remain open, what the hours will be, and determine virtual test proctoring protocols and services.

**Q. Are the residence halls open?**

A. The residence hall is open and the dining services have been limited to just residence hall students. Only close family such as parents or siblings may visit and must check in at the Residence Life Office. There are absolutely **NO** overnight guests.

**Q. Will this affect my financial aid?**

A. There are lots of questions right now about financial aid. As long as you continue with your courses as scheduled, your financial aid should be fine. We are still waiting for clarification from the federal government. You can get some questions answered at <https://studentaid.gov/announcements-events/coronavirus>

Federal College Work Study students may continue to be paid for scheduled hours or may work remotely. Please contact your supervisor to make work arrangements.

**Q. What if I am a Veteran?**

A. Please contact Debbie Kreigh at 541-881-5805. We are still awaiting guidance from the V.A. However, classes that were scheduled to be live will still be live, but will be delivered in a virtual format. Right now, it will show as a live class on your transcript.

**Q. What if I am an athlete?**

A. You will still get any athletic scholarship money that has been awarded as long as you remain academically eligible. Right now, the same eligibility requirements apply in the NWAC so make sure you have enough credits to play next year! If you have questions, contact Andy Ward (award@tvcc.cc) or Rachel Grace (rgrace@tvcc.cc).

**Q. Is student services open?**

A. Yes. Student services is open but with limited staff. Social distancing of six feet is required.

**Q. Do I need to change my schedule and sign up for online (OW) classes?**

A. No. You can leave your schedule as it is. Your classes will be delivered via Zoom on the day and time it is currently scheduled.

**Q. Are masks being provided to students?**

A. No. Right now, there is no face-to-face instruction, except in the healthcare fields, so masks are not needed.

**Q. I am feeling anxious about all the changes. What can I do?**

A. TVCC has a contract with Insight Counseling. We are working with them to develop a telephonic or zoom meeting protocol. If you need immediate help:

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| **Mental health NAMI** | NAMI is operating a mental health hotline if you are experiencing anxiety or other wellness needs call 800-950-6264 or text 741741. They also provide a whole list of resources;[https://www.nami.org/getattachment/Press-Media/Press-Releases/2020/COVID-19-and-Mental-Illness-NAMI-Releases-Importan/COVID-19-Updated-Guide-1.pdf?lang=en-US](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.nami.org%2fgetattachment%2fPress-Media%2fPress-Releases%2f2020%2fCOVID-19-and-Mental-Illness-NAMI-Releases-Importan%2fCOVID-19-Updated-Guide-1.pdf%3flang%3den-US&c=E,1,RSK7C67N4n868hTXdsUDpDX0NcHMUBBLalDelHJ96IDOSAektuBnYGbtNXd-vKKneCZH1IRYR4hiz5U9mE_VU50OyCst9EkrjdXX7-YnPAi0EgrGtw,,&typo=1) |