

**SOUTHWESTERN COLLEGE**  
**STUDENT TOWN HALL**  
**APRIL 1, 2020**  
**FAQ**

**Q:** *What will be our platform for the SODA awards coming up and the date?*

**A:** We are looking at virtual platforms to where we can celebrate and have that celebration online, staff has been working with a potential vendor. The virtual platform will enable our winners to create thank you videos and acknowledgement videos for their award. It will be a new feature that we will get to explore since we don't have the option of having it in person. An announcement will be coming out soon. The virtual ceremony is tentatively scheduled for May 1. Receipts of SODA awards have already been notified of their award and will receive additional information on the virtual ceremony shortly.

**Q:** *For new students coming into next semester when can they apply for EOPS?*

**A:** The new EOPS applications will be available middle of May. The applications are currently PDF format and staff is working on developing an online application model. Students will be informed in the next few weeks. Typically, the EOPS application period is open from mid-May through July or even August, depending on the number of students we are able to accept.

**Q:** *I have a textbook from the library. Will I owe any fees when campus opens again?*

**A:** No, there will not be any library fees owed. The library staff will work with students to collect library books back once we are return to regular business. For the moment please hold on to library books.

**Q:** *Will Biology and Math classes continued to be offered during the summer session?*

**A:** Yes, Biology and Math classes will be offered during summer session. Faculty is working to adapt courses to remote teaching. In regards to summer schedule, summer registration is planned for April 27<sup>th</sup>. The schedule had been posted briefly on WebAdvisor. However, due to moving to remote operations, additional updates to the schedule are being made. As soon as we get some guidance from the state Chancellor's office with respect to some of these courses, the summer schedule will be posted on the website.

**Q:** *Where can we obtain assistance with Cares Grant and gas and food cards?*

A: For assistance please contact [SWCOfficeofStudentServices@swccd.edu](mailto:SWCOfficeofStudentServices@swccd.edu) and [Pbartow@swccd.edu](mailto:Pbartow@swccd.edu) for information to apply for Cares Grant and gas & food cards. Cares grant applications are available at [https://www.swccd.edu/admissions-and-financial-aid/financial-aid/financial-aid-forms/files/additional-forms/2019-20\\_swccd\\_cares\\_application.pdf](https://www.swccd.edu/admissions-and-financial-aid/financial-aid/financial-aid-forms/files/additional-forms/2019-20_swccd_cares_application.pdf)

**Q: *What will happen if students who got FAFSA money drops spring classes? Do they need to return the full refund? Is it going to affect their next FAFSA application?***

A: For students that have COVID-19 related drops, this will not impact them for future financial aid and their academic progress standing. When withdrawing from a class, student must select the reason “COVID-19”, and it will be excluded from any future SAP and academic progress calculations that are required for financial aid. With regards to paying back funds, know that the federal government has given a resolution with a bill that was passed. This bill allows students not to owe money back for each student that has a COVID-19 related drop.

**Q: *How can I request books for summer?***

A: Students can request books online, submitting the order at SWC bookstore website (<https://www.swcbookstore.com/>). The bookstore will be shipping all textbooks, no in-person pickup option is available at this time. The bookstore started processing orders yesterday, and ships via UPS. Standard UPS rules apply, so books cannot go to a PO Box.

**Q: *How will that guided orientations and assessment happen for new students?***

A: New students will need to complete the online orientation. After completing the online orientation, students will have the option to connect with counselors online via an counseling platform called Cranium Café, for virtual in person type of orientations. Assessments will be continuing with the same online process of guided self-placement assessments. We are moving our assessment completely online, so, we will not see a gap in that area.

**Q: *I do know that student and community safety is priority during this time, in the case there is a majority vote for virtual commencement. Is it possible to have two commencement ceremonies; one for those who opted for a virtual commencement and one for those who opted for an in-person commencement?***

A: This option will be taken to the SCC group and Commencement Committee group, to see if this is a possible option. Please see our website for updates on Commencement.

**Q: *Will Summer 2020 classes be online only?***

A: At this time our classes are remote/online. This will continue in the summer. Classes will be through canvas (which is a learning resource management system) or through remote instruction. Faculty have the options to use Canvas, Zoom, Facebook, email or some other form of remote instruction.

***Q: I'm from the SWC Sun, how will elections be run with the campus closed?***

**A:** We want to be thoughtful in running an election in terms of equity and access to technology. We will consider our options and continue to be conscious of what is transpiring in our society. We will be sending out a survey to our student leaders to get their opinions and research avenues to ensure we have a fair campaign. In addition to reaching out to our student leaders, we will also reach out to our club members and learning communities to discuss the best process moving forward.

***Q: What about DSS students and the special services that are usually provided for them?***

**A:** Disability Support Services (DSS) will continue to offer the same services during remote operations. The office of DSS is prepared to assist students through the interactive process and offer accommodations for all students who need them. Even though the services are remote, the staff will work to offer the same services that were available in person. An informational email was sent out to students about DSS services and additional information will be available on the DSS website soon.

***Q: How long is shipping of textbooks?***

**A:** Shipping of textbooks is standard delivery ground, usually a two to four day turnaround. Students are encouraged to order their textbooks within plenty of time.

***Q: Are Students not returning to the college? Has that decision already been made?***

**A:** Yes. We have sent out informational emails to all students. For the spring semester, everyone, even our staff will be working remotely, except for a very few essential personnel. For summer session, students are not expected to return to campus.

***Q: Is there a change in fall class registration. When does it opens?***

**A:** The fall schedule has been approved. We are trying to stay with the same registration timeline as previous years. Fall classes should continue as we have planned, if we are able to return to normal in-person operations. At this time, it all depends on containment of COVID-19.

***Q: How would co- requisite labs work virtually?***

**A:** The co-requisites are determined by registration, whether or not the student has registered in both required classes. We don't anticipate any changes to this requirement at this time.

***Q: What if a professor still hasn't reached out about how their classes are being run remotely?***

**A:** If you have not already contacted your professor via e-mail, please do as soon as possible. If you have not received a response from your professor, the Academic Senate can assist in contacting the professors and support you. For assistance, email Emily at [emorissette@swccd.edu](mailto:emorissette@swccd.edu). Academic Senate is trying to help faculty navigate this this new

landscape and if needed will intervene with our faculty colleagues. This teaching platform is new to all and many faculty and students are going to need help navigating. We are definitely here to support both our students and our faculty to make this transition.

**Q:** *Many universities are asking for transcripts to be sent. How can we send transcripts?*

**A:** Transcripts can still be ordered through our website at <https://www.swccd.edu/degrees-and-certificates/graduation-support/transcripts/> and are sent electronically. For transcripts that required a paper based process, a technician will be going into the office to process the paper transcripts to go to mail. The office of Admissions is currently looking at the PDF functionality to send secure PDFs to the colleges have that option available.

**Q:** *Will EOPS students still having priority class selection for summer courses?*

**A:** Priority registration will continue with same process for eligible priority registration groups. The priority registration applies to State Mandated Priority Groups (Active Military, CalWorks, Tribal TANF recipients, DSPS, EOPS, Foster Youth, Homeless, and Veterans) and College Priority Group (ASO Executive and Senate Members, District Identified Learning Communities, First Year Experience, MESA, University Links, Vocational Rehab, Honors Program, and eligible student athletes).

**Q:** *Is there anything students can do to help during these trying times?*

**A:** If you have the capacity, you could volunteer to help support fellow students who might be struggling with technology by offering to do a zoom session. In regards to supporting students with basic needs, students can help out at Community Through Hope. For more information you can also contact 619-319-1704. It is also important to reach out through social media, food banks and community services and post available resources for students, help to spread the word. This is a way students will know, aside from the College, where they can receive services on a weekly basis.

**Q:** *What if we have loan calculators. Will we be penalized for not returning it?*

**A:** For anything that is on loan, staff is aware students are unable to return the items. No penalties will apply. Hold onto items to return when campus re-opens.

**Q:** *If we were in a club and had items in our club cubicle, will we be able to retrieve anything we left behind?*

**A:** Faculty members can coordinate any items that students need to pick up with Campus Police. If the items are from ASO or a club, you can email Ronnie ([rhands@swccd.edu](mailto:rhands@swccd.edu)) and he will be able to facilitate picking up items.

**Q:** *If this change affected you a lot with your grade and you drop a class with a "EW", will that affect me with financial aid?*

**A:** No COVID-19 drops or “EW” (Excused Withdraw) grades will not affect your future financial aid.

**Q:** *If a student is an EOPS student and they dropped below the 12 units or the six units if they're DSS, are they able to stay in the program?*

**A:** Yes, due to the circumstances surrounding COVID-19, the 12 unit requirements for special programs will be waived. However, if a student drops all classes and does not come back in the fall and returns until spring 2021, student must be re-admitted and will need to be eligible again. For further clarification email questions to [EOPS@swccd.edu](mailto:EOPS@swccd.edu) or EOPS Director Omar at [oorihuela@swccd.edu](mailto:oorihuela@swccd.edu).

**Q:** *If a student wants to change major before the summer session and would like to speak with a counselor, how do I do this?*

**A:** You can do that online via Ask a Counselor platform at <https://www.swccd.edu/student-support/counseling-and-career-advisement/ask-a-counselor.aspx>.

**Q:** *I cannot get a hold of the nursing department. I applied for the Fall 2020 program. Are all the health care programs of SWC going to continue accepting new students?*

**A:** At this time no changes have been reported by the Nursing Department. Due to the circumstances surrounding remote operations, the program is focused right now on recovering the rest of this semester until we are able to go back into our clinical rotations. For more information, please email Silvia Cornejo ([scorejo@swccd.edu](mailto:scorejo@swccd.edu)). Dental hygiene program is going to continue to also accept students. They are changing some of their dates for when students need to start depending on the outcome of future clinical positions. Please visit the website for updates.

**Q:** *Do we expect distance learning for fall 2020?*

**A:** We will continue monitoring the COVID-19 development throughout San Diego, to verify that it is not a health threat to students and staff. For the moment, the Distance Education Program has added additional training for faculty, just in case we will be online for fall. Please see our website for updates. Due to this is a world crisis, we will continue to monitor the development of this disease before any decisions are made.

**Q:** *How do we petition for an excuse withdrawal for classes dropped?*

**A:** During this time, you can withdraw thru WebAdvisor, with reason COVID-19. If you need assistance, email admissions at [admissions@swccd.edu](mailto:admissions@swccd.edu). Admissions staff is responding to emails and processing drops students as requested.

**Q:** *A friend hasn't heard from his professor in two weeks?*

**A:** Students may reach out Academic Senate president ([emorissette@swccd.edu](mailto:emorissette@swccd.edu)), and to the Vice President of Academic Affairs ([mspradley@swccd.edu](mailto:mspradley@swccd.edu)) for assistance. Please know that we do have Personal Wellness Services available, if you're interested in setting up an appointment email [SWCPersonalWellness@swccd.edu](mailto:SWCPersonalWellness@swccd.edu) to set up an appointment.

**Q:** *For SWC clubs wanting to meet remotely via zoom, does the district have a license or login that they can use to have unlimited use?*

**A:** There is unlimited use for free at zoom, however the meeting time is limited. We will research if students can have access to the district's Professional zoom suite. We will send out an email with more information.

**Q:** *Some professors are not being understanding of the situation and are assigning complex work that students don't understand, especiall with learning on their own. Is there anything we can do? I've reached out to the professor, but haven't received helpful answers?*

**A:** The Academic Senate can assist in contacting the professors to intervene and help that Professor get the support for the course. For assistance, email Emily at [emorissette@swccd.edu](mailto:emorissette@swccd.edu). Academic Senate is trying to help our faculty navigate this this new landscape, and if needed will intervene with our faculty colleagues. This teaching platform is new to all and many faculty and students are going to need help navigating. We are definitely here to support both our students and our faculty to make this transition.

**Q:** *I lost my appointment, because the college is closing. What can I do?*

**A:** If your appointment was with Academic Counseling, please follow the “Ask a Counselor” link at <https://www.swccd.edu/student-support/counseling-and-career-advisement/ask-a-counselor.aspx>. If the appointment was with Personal Wellness, please email personal wellness at [SWCPersonalWellness@swccd.edu](mailto:SWCPersonalWellness@swccd.edu). If you need health assistance you can also email Health Services at [nurse@swccd.edu](mailto:nurse@swccd.edu).

**Q:** *If I don't have a computer for online classes. Is it going to change as a part of the requirement to support people with purchasing one?*

**A:** Students were sent an email from admissions that included a link to a Computer Request Form. Please be sure to check your SWC e-mail daily and read e-mails carefully. As of 4/8/2020, we are unable to accept any additional computer requests at this time due to funding limitations. We are diligently seeking additional funds from private and federal grants. We will send an email to all students and faculty when additional funding has been secured and will re-open the computer request form at that time. If you are in immediate need, we encourage you to complete a Cares Emergency grant application at [https://www.swccd.edu/admissions-and-financial-aid/financial-aid/financial-aid-forms/files/additional-forms/2019-20\\_swcc\\_cares\\_application.pdf](https://www.swccd.edu/admissions-and-financial-aid/financial-aid/financial-aid-forms/files/additional-forms/2019-20_swcc_cares_application.pdf)

**Q:** *Can the email be repeated please for contacting the professor with problems?*

**A:** Yes, you can contact Academic President, Emily Lynch Morrisett ([emorissette@swccd.edu](mailto:emorissette@swccd.edu)) and also the VP of Academic Affairs, Minou Spradley ([mspradley@swccd.edu](mailto:mspradley@swccd.edu)).

## **ADDITIONAL RESOURCES FOR STUDENTS:**

### **Southwestern College Resources Including Grants:**

<https://www.swccd.edu/student-support/health-services/special-health-updates.aspx>

(Click on Student Information for more services)

<https://www.swccd.edu/student-support/more-services/swc-cares/>

**Community Through Hope:** Our community partner, students can contact Elijahmay Azucena: (619) 319-1704. Office at: (619) 915-7256 or (619) 915-7257.

Food distribution: Tuesday, Wednesday & Thursday: 8am-until food runs out.

### **SWC Emergency Food & Gas**

Students can email [pbartow@swccd.edu](mailto:pbartow@swccd.edu) or Rachel Fischer ([rfischer@swccd.edu](mailto:rfischer@swccd.edu)) & Janet Bynum ([jbynum@swccd.edu](mailto:jbynum@swccd.edu) and [SWCOfficeOfStudentServices@swccd.edu](mailto:SWCOfficeOfStudentServices@swccd.edu)).

### **Free Internet, Online Tutoring, Personal Wellness Counseling, Library Services, and Many Other Resources**

[https://www.swccd.edu/student-support/health-services/\\_files/covid/2020-03-18-\\_student-email.pdf.pdf](https://www.swccd.edu/student-support/health-services/_files/covid/2020-03-18-_student-email.pdf.pdf)

### **Unemployment**

[https://edd.ca.gov/Unemployment/UI\\_Online.htm](https://edd.ca.gov/Unemployment/UI_Online.htm)

[https://edd.ca.gov/Unemployment/UI\\_Online\\_Espanol.htm](https://edd.ca.gov/Unemployment/UI_Online_Espanol.htm)

### **Statewide Worker Supportive Services**

\$10 million is available to help workers most impacted by COVID-19. Local Workforce Development Boards (Local Board) can apply for grants to assist underserved populations, particularly participants in the English Language Learners (ELL) and ELL Navigator program. The funds will be used to provide supportive services to individuals to help with child care, food, utility assistance, rent, clothes, and transportation/fuel costs. Supportive services are available in two tiers:

- Individuals receiving at least 50% of their previous wages either from their employer directly or Unemployment Insurance (UI) benefit payments, may receive supportive services totaling \$400.
- Individuals who are not receiving at least 50% of their wages from their employer directly, or UI benefit payments may receive supportive services totaling \$800.

[https://www.edd.ca.gov/about\\_edd/coronavirus-2019/wioa-funding.htm](https://www.edd.ca.gov/about_edd/coronavirus-2019/wioa-funding.htm)

(Click on **Jobs...** and **Claims** in the header at the top of the page it links to.)



### **California Job Matches**

<https://onwardca.org/>

### **American Job Center**

<https://www.careeronestop.org/LocalHelp/AmericanJobCenters/find-american-job-centers.aspx>

### **Links to Many Resources Including Unemployment, Family Leave, Disability, etc.**

<https://www.labor.ca.gov/coronavirus2019/>

<https://www.labor.ca.gov/coronavirus2019/#chart>

The EDD provides a variety of support services to people who have lost their jobs or have had their hours reduced due to the impacts of COVID-19 in California. [online options](#).

[https://edd.ca.gov/about\\_edd/online\\_services.htm](https://edd.ca.gov/about_edd/online_services.htm)

(Click on “For Claimants” and/or “For Job Seekers” at the site listed above.)

### **Website to Match Californians with Jobs**

<https://onwardca.org/>

### **California Health Care Jobs (for nurse’s aides, medical assistants, etc.)**

<https://covid19.ca.gov/healthcorps/>

### **Student Resources for Online Learning**

<https://cvc.edu/keeplearning/>

### **Apply for California College Student Grant Money**

<https://missionassetfund.org/ca-college-student-grant/>

### **“How to Protect Your Mental Health” by Janet Zadina**

<http://www.brainresearch.us/blog.html?entry=10-ways-to-protect-your>

### **SWC Counseling Services**

Feeling bad? Need someone to talk to? With this link, students can communicate with a SWC counselor. Judy and Adriana speak Spanish:

<https://www.swccd.edu/student-support/counseling-and-career-advisement/ask-a-counselor.aspx>

### **ESL Conversation Club**

Relax, have fun, socialize! Visit the ESL Conversation club Thursdays 2:45-3:45pm:

<https://cccconfer.zoom.us/j/5181970102>

### **Sanitizing groceries**

<https://www.youtube.com/watch?v=TKx-F4AKteE>

### **How to Safely Handle Packages and Mail**

<https://ucsdhealthsciences.tumblr.com/post/613588650275618816/how-long-can-covid-19-live-on-surfaces-march-25>