

Merced College Students,

The spring 2021 schedule will include both online and face-to-face modalities. While we will continue to offer the majority of our classes online, we will be able to offer some face-to-face options for our students. All face-to-face classes will adhere to guidelines provided by both state and local officials for the safe re-opening of higher education.

Currently scheduled classes that are face-to-face for the spring term will be held with social distancing guidelines, required face coverings, and/or other strategies to help protect the health and well-being of our students.

As we prepare for the spring 2021 term, I want to take a moment to inform you regarding available services and their method of delivery. In order to protect the health and safety of our students and employees, while minimizing areas for community spread of the coronavirus, Merced College will continue to maintain **remote student services**. This means that for the spring 2021 semester, the following are closed for face-to-face student appointments:

- The Leshar Building
  - \*Exception: Walk-Up windows are available on the first floor of Leshar for student questions. Please see #2 of the below FAQ for further information.
- 1<sup>st</sup> Lt. Peter J. Gallo Veteran's Resource Center
- NextUp Center
- Student Success and Tutorial Center (SSTC)
- Study Central
- Associated Students of Merced College (ASMC)
- Los Banos Campus –All Building "A" Student Services, Student Success Center, Library, and the computer labs (not including scheduled face-to-face classes in Building A)
  - \*Exception: Walk-Up windows in the A Building are available for student questions. Please see #2 of the below FAQ for further information.

All services are available online and can be accessed with the following contacts:

## **Student Services**

Academic Support ([SSTC](#), [Study Central](#), Tutorial Services)

[Admissions & Records](#)

[CalWORKs](#)

[Canvas Training](#)

[Counseling](#) (General)

[DSPS](#)

[EOPS](#)

[Financial Aid](#)

[Library](#)

[International Students](#)

[Outreach](#) (Office of Relations with Schools)

[Student Health Services](#)

[Student Fees](#)

[Student Training and Technical Support](#)

[Tech Support for Students](#)

[Tutorial Services](#)

[Veterans Resource Center](#)

The below FAQs will provide further information regarding what to expect this semester. You may also visit the Merced College COVID-19 webpage for more helpful information and technology tutorials.

## **Frequently Asked Questions - Student Services**

### **1. What is required of students' on-campus?**

In accordance with state orders, students in public places and enclosed spaces are required to wear face coverings. Please [click here](#) for State guidance.

This means that students in classrooms and on-campus, will need to have face coverings. Student Health Services has prepared the following videos to help students make their own masks. The video can be accessed here.

Student Health Services Tutorial for making face masks, to protect our students.

- Intro Video: <https://youtu.be/wx2c1dZGq30>
- Tutorial: <https://youtu.be/Y9JE3fgcfaQ>

Students that cannot wear masks for medical reasons will need to work with Merced College's DSPS office to receive an academic accommodation. Please contact the Merced College DSPS office at 209-384-6155 (Merced and Los Banos Campus) or by emailing us at [dsp@ccd.edu](mailto:dsp@ccd.edu) to discuss accommodations.

Students enrolled in face-to-face classes will receive and sign "[The Face-to-Face Class Student Protocols](#)." Students on campus to access Wi-Fi, Learning Resources Center services, or Leshar Building walk-up window services, will be required to follow social distancing protocols.

### **2. Is there anywhere on campus a student can have general questions answered?**

Yes, Merced College is maintaining "Walk-Up Window" services on the first floor of the Leshar Building in Merced and in the "A" Building in Los Banos. Walk-Up windows are available for student questions for those seeking face-to-face interactions for their questions. The days, times, and departments available are listed below:

#### **MERCED CAMPUS**

<b>DAY</b>	<b>TIME</b>	<b>DEPARTMENT WORKING AT THE WALK-UP WINDOW</b>
Monday	8-12 & 1-4:30	Counseling Department
Tuesday	8-12 & 1-4:30	Admissions & Records
Wednesday	8-12 & 1-4:30	Counseling Department
Thursday	8-12 & 1-4:30	8-12 Admissions & Records 1-4:30 Student Fees
Friday	8-12 & 1-4:30	Financial Aid

## LOS BANOS CAMPUS

DAY	TIME	DEPARTMENT WORKING AT THE WALK-UP WINDOW
Monday	8-1 & 1:30-4:30	Admissions & Records
Tuesday	8-12 & 12:30-4:30	Financial Aid
Wednesday	8-12:30 & 1-4:30	General Student Assistance
Thursday	8-12 & 12:30-4:30	8-12 General Student Assistance 12:30-4:30 Financial Aid
Friday	8-1 & 1:30-4:30	Admissions & Records

**\*\*\*Call 209-381-6429 to confirm availability. \*\*\***

### 3. Will Merced College provide facemasks?

Merced College will provide disposable masks for students at the Health & Wellness Stations, located [here](#).

Moreover, the below video by the Merced College Student Health Services team provides students with information to make their own, reusable masks.

[Student Health Services Tutorial for making face masks, to protect our students.](#)

- Intro Video: <https://youtu.be/wx2c1dZGq30>
- Tutorial: <https://youtu.be/Y9JE3fgcfaQ>

### 4. Can or will the college screen students for the coronavirus?

Merced College is not providing COVID-19 testing on campus, but will have Health & Wellness stations on campus providing some resources for students.

### 5. Will on-campus services still be available to students?

Merced College is dedicated to assisting students in these tough times. [Resources for students taking online classes](#) and [Merced College Student Tech Support](#) website are available for help. Please visit the [Student Services Available Remotely](#) website for additional questions. Tutoring and student support services will be offered remotely.

### 6. Will services through Admission and Records still be available?

Yes, you can get Admissions and Records information by [clicking here](#).  
Or, you may also contact Admissions and Records by phone, email, or CHAT:

- Merced: Admissions & Records: (209) 384-6187
- Los Banos: Admissions: (209) 381-6417
- email: [Admissions@mccd.edu](mailto:Admissions@mccd.edu)
- CHAT: [Live Chat](#)

## 7. Will I need a Spring sticker on my ID card in order to ride The Bus this Spring?

ID cards and stickers can be picked up at the Leshler Building ground level service windows by appointment only. Email [Admissions@mccd.edu](mailto:Admissions@mccd.edu) to make an appointment to pick up your sticker or ID Card.

## 8. Will General Counseling (Academic Guidance) be available to students?

Yes. Although General Counseling will not be available face-to-face, General Counseling is still available to students using telephone or virtual appointments (Zoom or Cranium Cafe). Students can contact the following:

Phone: (209) 381- 6478 (Merced campus),

Phone: (209) 381- 6411 (Los Banos campus)

Or [click here](#) for more information on Counseling/Guidance procedures.

## 9. Is tutoring assistance available online?



Yes, our MC tutors will continue to provide free tutoring assistance online via Zoom. To access the MC tutors, students can click this link <https://cccconfer.zoom.us/j/98953403321> or login to Canvas and select the Student Success and Tutorial Center (SSTC) link from their course shell navigation menu on the left-hand side.

After hours, tutoring will be available through *Smarthinking* online tutoring. To access this service, students need to login to their Canvas shell for the course in which they are seeking tutoring and select the *Smarthinking* online tutoring link from the navigation menu on the left-hand side. If you have any questions, please reach out to our staff who are available via phone (209-384-6329), [live chat](#), email ([tutoring@mccd.edu](mailto:tutoring@mccd.edu)) or through the SSTC Zoom Virtual Office from 8:00 am to 7:00 pm Monday through Thursday and Friday from 8:00 am until 5:00 pm.

## 10. Are the Student Success Workshops available online?

Yes, the Student Success Workshops will continue to be presented online via Zoom. The Zoom links and meeting ID numbers will be emailed to students one day prior to each workshop and students are welcome to attend on a drop-in basis. Students can access the spring workshop schedule and recorded workshop videos on the [Merced College Portal](#) by clicking the *Student Success* tab (top right) and selecting *Student Success Workshops* from the drop down menu. Any questions, please reach out to the Student Success staff who are available via phone (209-384-6329 or 209-384-6324), [live chat](#), email ([tutoring@mccd.edu](mailto:tutoring@mccd.edu)) or through the SSTC Zoom Virtual Office link <https://cccconfer.zoom.us/j/98953403321> from 8:00 am to 7:00 pm Monday through Thursday and Friday from 8:00 am until 5:00 pm.

## 11. How do I access my class in Canvas?



**Step 1: Access Canvas** from the [Merced College homepage](#) (top right) or in the Canvas App for Students in Google Play or the App Store (please make sure to select Merced College as your school). A link to Canvas can also be found in your [Merced College Portal](#).

**Step 2: Become familiar with Canvas and online tools.** Merced College has prepared [training videos](#) and resources to help you with Canvas features and other online learning tools in your Canvas dashboard in the [Student Support Hub](#). If you have any questions about your online class(es) and how to use Canvas, please [reach out to our staff](#) who are available via chat, email, or Zoom from 8:00 am to 8:30 pm Monday through Thursday and Friday from 8:00 am until 5:00 pm.

**Step 3: Access the Canvas Dashboard and your classes.** Your courses will show up on your Canvas Dashboard on the first day of the class. Many instructors may reach out to you before the first day of class to introduce you to their course. Be on the look-out for emails in Canvas and your campus email. Please contact [our staff](#) if you do not see a class that you have registered for on the first day of the course.

## 12. Who should I contact if I have questions about how COVID-19 will affect my classes?

For all questions pertaining to any of your classes, please contact your instructor.

## 13. Can I still receive academic accommodations if DSPS is online?

DSPS students are still eligible for academic accommodations for online and face-to-face courses. Please note, online courses may require a different delivery method of academic accommodations. Some accommodations may not be needed, depending on the nature of the online course. Please contact the Merced College DSPS office at 209-384-6155 (Merced and Los Banos Campus) or by emailing us at [dsp@mc.edu](mailto:dsp@mc.edu) to discuss accommodations, test proctoring, and/or accessibility services. Currently enrolled students may contact DSPS via [our chat function](#).

## 14. Will Student Health Services be available on campus during the Spring 2021 semester?

Student Health Services (SHS) will be available on campus during the spring 2021 semester. Student Health Services will be temporarily relocated to Staff Dining to provide a more open space during the pandemic. Currently enrolled students may contact SHS via [our chat function](#) or by calling:

Phone: (209) 384-6045

Email: [shs@mcd.edu](mailto:shs@mcd.edu).

Appointments will be available on both the Merced and Los Banos campuses-please [click here](#) for hours of operation. Students will be screened over the phone prior to meeting with the nurse, and be required to wear a face covering during their time on campus. If students are experiencing a fever or other signs or symptoms of a potentially contagious infection, they will be referred to their healthcare provider or the Department of Public Health for direction.

**15. Is Personal Counseling available during the Spring 2021 semester?**

Yes, Personal Counseling will be available to currently enrolled students. Services will be rendered via a telehealth method or by phone.

Personal Counseling is designed to serve Merced College (MC) students who are experiencing stress or other emotional difficulties. Frequently, these difficulties affect a student's academic performance or their ability to function effectively in social, academic, or work settings.

To schedule an appointment please call the Student Health Services office at 209-384-6045 or email [shs@mccd.edu](mailto:shs@mccd.edu).

Please visit the SHS website for more information: [Click Here](#)

**16. Can students be tested for COVID-19 at Merced College Student Health Services?**

Testing and treatment for COVID19 infection is not available at Merced College Student Health Services. If you are experiencing signs or symptoms of concern, or have had a known exposure to a person who has tested positive, please contact your healthcare provider for further direction. If you do not have a primary care provider, you may contact the Public Health Department at 381-1180 for a phone consultation.

**17. Are 1<sup>st</sup> Lt. Peter J. Gallo Veterans Resource Center services available during the Spring 2021 semester?**

Yes, you can get information by [clicking here](#):

Or, you may also contact the VRC by phone or email:

Phone: (209) 384-6161

Email: [vrcc@mccd.edu](mailto:vrcc@mccd.edu)

*We provide services to those on active duty, in the reserves, military veterans, and family members of veterans.*

*The services include:*

- Veterans Certifying Official
- Veterans Education Counselors
- Disabled Student's Program and Services Counselor
- Networking Opportunities
- Explanation of Educational Benefits
- VA work-study opportunities
- Financial Aid in addition to VA Benefits
- Priority Registration (Copy of DD-214 needed)
- Explanation of benefits if your parent(s) or spouse were in the military

**18. Are Extended Opportunity Programs & Services (EOPS) and Cooperative Agencies Resources for Education (CARE) services available during Spring 2021 semester?**

Yes, please visit our website by [clicking here](#).

Or contact us by phone, e-mail or Chat now:

Phone: (209) 386-6693

E-mail: [eopsfrontdesk@mccd.edu](mailto:eopsfrontdesk@mccd.edu)

Chat is located on our EOPS website

We provide services to students that are economically and/or educationally disadvantaged.

*The services include but are not limited to:*

- Academic, Transfer and Career Counseling
- Priority Registration
- Textbook Assistance
- Workshops
- EOPS Grants

**19. Are NextUp services available during Spring 2021 semester?**

Yes, if you need to contact us [click here](#) or contact us by phone, text, e-mail or [live chat](#):

Phone: (209) 384-6077

Text: (209) 585-0242

E-mail: [dondi.lawrence@mccd.edu](mailto:dondi.lawrence@mccd.edu)

Chat is located on our NextUp website

The NextUp program (also known Cooperating Agencies Foster Youth Educational Support (CAFYES)) is a service provided through EOPS to assist qualifying current and former foster students.

*The services include but are not limited to:*

- Academic, Transfer and Career Counseling
- Priority Registration
- Textbook Assistance
- Workshops
- NextUp grants

## **20. Are California Work Opportunity and Responsibility to Kids (CalWORKs) services available during the Spring 2021 semester?**

Yes, please [click here](#) or contact us by phone, e-mail or [live chat](#):

Phone: (209) 384-6377

E-mail: [calworks\\_student@mccd.edu](mailto:calworks_student@mccd.edu)

The CalWORKs program serves students and their families by providing educational and career opportunities, combined with an array of high-quality support services that enable students to complete their education goals, find meaningful employment, and a successful transition into the workforce.

*The services include but are not limited to:*

- Academic, Transfer and Career Counseling
- Priority Registration
- Child Care
- Book Services
- Peer Mentors

## **21. Will I be able to buy food and drinks in the cafeteria?**

Yes, the cafeteria at the Merced Campus and the Los Banos Campus Student Lounge will be open primarily to provide grab-and-go items. In addition, social distancing protocols will be in place which will result in limited seating options. The cafeteria will be open on the Merced campus from 8:00 a.m. – 2:00 p.m.

## **22. Will the food pantry be open?**

Yes, the ASMC Food Pantry will be open Spring 2021 every Wednesday from 9:00-11:00 am. Please complete an application by going to <https://www.mccd.edu/campus-life/student-government/food-pantry.html>. Additionally, be sure to bring your student ID card with you.

## **23. Will printing services and computer labs be open for student use?**

The Learning Resources Center (LRC) Lobby will be open to students to enter and utilize a photocopier and Merced College Student Copy Card Machine. Students can enter the LRC Lobby area to purchase a Student Copy Card to print any necessary documents for any class. Students should adhere to social distancing via the markings on the floor, wear a face covering, and use available hand sanitizer.

In addition, in the lobby across from the photocopier, a computer and printer will be available for student use. Students will be required to log in to their account and utilize a Merced College Student Copy Card. There are two computer stations for students to utilize.

The LRC Lobby also has a designated area to pick up resources (circulation books, reference books, reference materials, magazines, audiotapes, movies, reserve materials, etc.). Students can check out resources through the [Library Resource website](#).

The hours of the LRC Lobby area open to students are Monday through Thursday, 10 am to 5 pm, and Friday, 10 am to 2 pm. Library administrators and staff will be available during the open hours to ensure students do not congregate and adhere to all social distancing protocols.



#### **24. What if I do not have a home computer to use for my classes?**

To support student learning during this unprecedented time, Merced College has created the laptop loaner program.

Priority will be given to full-time students (enrolled in 12 units and more) and those in good academic standing. Interested students are encouraged to apply as soon as possible by completing and submitting a form at [www.mccd.edu/rd/2020loan](http://www.mccd.edu/rd/2020loan). Quantities are limited. Students who apply and qualify for the program will be notified by email and assigned an appointment day and time. Laptops will be distributed a week before the semester is set to begin and throughout the semester per student need and laptop availability. Distribution will be available via curbside drive-through and at the Leshner walk-up window. COVID-19 social distancing guidelines and safety measures will be communicated to students ahead of their pickup appointment.

#### **25. What if I do not have Wi-Fi to use for my classes?**

Merced College is providing outdoor Wi-Fi access in the quad [area](#). Social distancing protocols are in effect and will be enforced. Further expansion of Wi-Fi access on both the Merced and Los Banos Campus is currently in process and should be available during the spring semester. As details become available, students will be notified.