

Merced College Students,

Merced College has determined that the most responsible course of action for the fall 2020 term is to transition all remaining, currently scheduled face-to-face lecture classes to online learning. Therefore, for the fall 2020 semester, while Merced College will still offer both face-to-face and online modalities, the majority of classes will be offered in an online format.

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

As we prepare for the fall 2020 semester, 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 fall 2020 semester, the following are closed for face-to-face student appointments:

- The Leshner Building
- 1st 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)

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@mccl.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. 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.

For those students who develop symptoms or who have been exposed to someone with COVID-19, testing is available in the student's or employee's county of residence. Links to the department of public health for each of Merced's surrounding counties, including instructions for testing, are provided below:

- Merced County: <https://www.co.merced.ca.us/3350/Coronavirus-Disease-2019>
- Mariposa County: <https://www.mariposacounty.org/1592/COVID-19-Information>
- Madera County: <https://www.maderacounty.com/government/public-health/corona-virus-covid-19/covid-revised>
- Stanislaus County: <http://www.schsa.org/publichealth/pages/corona-virus/>
- Fresno County: <https://www.co.fresno.ca.us/departments/public-health/covid-19>
- San Benito County: <https://hhsa.cosb.us/publichealth/communicable-disease/coronavirus/>
- Santa Clara County: <https://www.sccgov.org/sites/covid19/Pages/home.aspx>
- Tuolumne County: <https://covid19portal-tuolumne.hub.arcgis.com/>

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

Many Merced College classes have transitioned from a face-to-face format to an online format. Students whose Fall 2020 classes transitioned to an online modality received a text and email informing them of the change. 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.

5. 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
- CHAT: [Live Chat](#)
- Walk-up: The ground floor of the Lesher Building service window is available for help on campus

6. How do I request an Excused Withdraw during the Fall 2020 Term?

First, please work with available resources and faculty members to complete enrolled courses, however, if you ultimately decide the modality of instruction, or any other factors from the COVID-19 pandemic force you to drop one or more of your classes, please select the COVID-19 drop reason code. Selecting this code, when completing the [Excused Withdraw](#) form will denote an EW on a student's transcript. The EW symbol is an "excused withdraw" from the course and does not count against a student's GPA, academic progress, academic probation, or course repetitions.

Please be aware that dropping a class may have an effect on your Financial Aid:

If you drop some or all of your classes your financial aid package will be adjusted. Please check your award letter located in the Portal and use the percentages listed below to estimate the change in your award:

6-8 units = 50% of Term Amount

9-11 units= 75% of Term Amount

12+ units = 100% of Term Amount

If you drop all of your classes, you may be responsible for paying a portion of your financial aid back. You are encouraged to talk with financial aid staff via email at financialaid@mccd.edu or by phone at 209-384-6031.

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

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

8. Will Counseling be available to students?

Yes. Although Counseling will not be available face-to-face, Counseling is still available to students using remote means. 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 provide tutoring assistance online. Students can access the MC tutors by logging into Canvas and selecting the Online Tutoring non-credit course shell. Outside of normal business hours, tutoring will be available through *Smarthinking* online tutoring. To access *Smarthinking*, students need to log in to Canvas for the class in which they need assistance and select the *Smarthinking* online tutoring link on their home menu. 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) 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, students can register to attend the Student Success Workshops online via Zoom. The Zoom link and meeting ID number will be emailed to students one day prior to each workshop. Students can access the fall 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. If you have 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) 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?



Canvas can be accessed from the [Merced College homepage](#) (top right) or on the Canvas App for Students in Google Play or the App Store (please make sure to select Merced College as your school). Links to Canvas course shells are also posted in the [Merced College Portal](#). Merced College also has prepared [training videos](#) and resources to help you with Canvas features and other online learning tools. 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.

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 dsps@mccd.edu to discuss accommodations, test proctoring, and/or accessibility services.

14. Will Student Health Services be available on campus during the fall 2020 semester?

Student Health Services (SHS) will be available on campus during the fall 2020 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.

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 Fall 2020 Term?

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.

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 1st Lt. Peter J. Gallo Veterans Resource Center services available during the Fall 2020 Term?

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

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 Fall 2020 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

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 Fall 2020 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

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 Fall 2020?

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

Phone: (209) 384-6377

E-mail: 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 successfully 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 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 6 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.

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

To support student learning, Merced College will loan more than 1,500 laptops to students enrolled in its fall semester.

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. 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 on August 17, 2020 and throughout the semester per student need and laptop availability.

Distribution will be available via curbside drive-through and a walk-up window. COVID-19 social distancing guidelines and safety measures will be communicated to students ahead of their pickup appointment.

23. 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 fall semester. As details become available, students will be notified.