

Email sent March 19, 2020 on behalf of the Vice President of Student Services

Merced College Students,

Effective immediately, all Merced College facilities (Merced Campus, Los Banos Campus, and the Business Resource Center) are closed until further notice. This is in direct response to the order issued California-wide by Governor Gavin Newsom to stay-at-home. We will continue to provide instruction and student services through remote means. Throughout the past week, Merced College has taken actions to ensure students are prepared for remote instruction due to the coronavirus (COVID-19) outbreak. To support our students, Merced College has put measures in place to allow for instructional and support services continuity.

We understand there are questions/concerns that students may have regarding the impact of the Governor's "stay-at-home" order. For more information, please read the attached FAQs. You may also visit the Merced College COVID-19 [webpage](#).

All planned workshops and trainings scheduled for tomorrow (Friday, March 20, 2020) are cancelled.

The Merced College ITS Department is still working on technology needs for students. Merced College students will be receiving a survey to help us best identify and address needed technology. Please click [here](#) for Canvas video tutorials.

All remaining scheduled face-to-face lab classes will be temporarily suspended until further notice. You should plan for these classes to be suspended at least through the end of next week, Friday, March 27, 2020. If you are in a clinical lab, your instructor will be in contact with you. If you have specific questions or concerns regarding your online classes, and/or face-to-face lab classes, please contact your professor directly.

Thank you for your continued patience and cooperation during this unprecedented pandemic. Merced College will continue to monitor this situation closely and provide more information as it becomes available.

Michael McCandless, Ed.D.
Vice President of Student Services

Next page(s): FAQs for Students

Frequently Asked Questions—Student Services

1. Can or will the college screen students for the coronavirus?

Merced College is not providing COVID-19 testing on campus.

2. Will classes being offered through remote means affect/delay my ability to transfer?

No, instruction will be provided through remote means, so Spring 2020 classes will end as scheduled in May. There will be no delays in posting grades. Transcripts will be ready as per the usual timeline and process.

3. What if I don't have a computer or internet access at home?

Some companies are providing cost effective internet. For more information [click here](#).

4. Will services through Admission and Records still be available?

Yes, you can get Admissions and Records information at the Merced College website:

<http://www.mccd.edu/resources/admissions-records/index.html>

Or, you may also contact Admissions and Records by:

Phone: 209-384-6187

Email: Admissions@mccd.edu -about Admissions, Registration, petitions, ordering transcripts, general information

A&R-evaluations@mccd.edu -about Transcript evaluation and graduation application

5. I am thinking about dropping my classes due to the fear of contracting the Coronavirus. How will my financial aid be impacted?

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.

6. How might this situation affect graduation ceremonies?

Based on guidance from the Center for Disease Control (CDC) and the Merced County Department of Public Health, graduation ceremonies are being postponed indefinitely. Students who meet graduation requirements will still graduate, but the graduation ceremony in May is postponed. Merced College is evaluating alternative options for commencement once the COVID-19 pandemic subsides. We will provide further details for students at a later date.

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

Beginning on Friday, March 20th, all services will be offered remotely. Please click [here](#) for Student Services contact information.

8. How do I access my class in Canvas?

Links to Canvas course shells are posted in the Merced College Portal. You can also access Canvas through the Merced College homepage. Merced College has also prepared training videos for students: [click here](#) for the video.

9. Is tutoring assistance available online?

Yes, tutoring is available through SmartThinking 24 online tutoring. To access tutoring, log in to your class on Canvas and select the SmartThinking Online Tutoring link on your home menu.

10. Can I still receive academic accommodations if my class moves to an online format?

DSP&S students are still eligible for academic accommodations for online 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 Campus), 209-381-6423 (Los Banos Campus) or by emailing us at dsp@mccd.edu to discuss accommodation and/or accessibility services.

11. 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.

12. How do I stay informed?

COVID-19 information may change daily as scientists and healthcare professionals continue to learn more about this new virus. The most important part of staying informed is making sure you are accessing up-to-date information from reliable sources. Do not believe everything you hear or read on social media or online. Double-check to make sure the information you consume is factual. Good sources for up-to-date, factual and reliable information include:

- [World Health Organization](#)
- [Centers for Disease Control and Prevention](#)
- [California Department of Public Health](#)

13. What can I do if I'm feeling anxious?

Stay informed but don't believe everything you hear or read. Make sure you are getting accurate information from reputable sources (see "**Where can I get more information?**" below).

Practice good self-care including getting adequate sleep. Take time for activities that you enjoy and that help you to relax. Consider trying some guided meditations: www.calm.com

If you need additional assistance in dealing with anxiety or other reactions to COVID-19, please review recommendations from the CDC, <https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html> , or Visit the Merced College Student Health Services website <https://www.mccd.edu/resources/health/index.html> for additional information and resources.

Where can I get more information?

Centers for Disease Control

- [CDC COVID-19 Homepage](#)
- [Frequently Asked Questions](#)
- [Protect Yourself and Your Family](#)
- [Situation Summary Updates](#)

Johns Hopkins University

- [Real-Time Tracking](#)