

Student FAQ's

1. I've seen an email stating all face to face classes are cancelled the week of March 16th – 22nd? Does this mean my classes are cancelled too? Yes. All face to face classes are cancelled so we can use the week for "prep time" to change the way we TEACH face to face classes. The challenges in dealing with the CoVID-19 virus has forced us to make this decision
2. I've also seen an email stating all online classes will continue as normal. Does this include my online class? Yes. All online classes will continue as scheduled. Some modifications will be made if your class has "in-person" elements (in person exams as an example). Your faculty will make you aware of these changes.
3. How will I know the details regarding the way my classes are changing? Your faculty will be in touch to outline the changes and new expectations of your classes.
4. What if I need help with understanding and using technological changes made to my classes?The week of March 16th – March 20th we are holding daily sessions in the Prael Center room 2270 starting Monday at 12p for those interested (these are limited in seating for proper social distancing). You can sign up here through <https://4me.mcc.edu/student/Pages/default.aspx> and click account manager. Then click "schedule placement" to sign up. We have also dedicated Curtice-Mott 1135 as an open lab available to assist you in learning about these tools.
5. How do I get help with the technology or anything else I need right now? We have two primary ways to assist. We ask that you submit technical support questions to <https://mojo.mcc.edu/> which is located in the student portal <https://4me.mcc.edu/student/Pages/default.aspx>. For all other questions/concerns we ask that you "raise your hand" in My Compass. [Instructions on how to do this are here](#). You can still call us and reach out via social media, but we expect high volumes of traffic, so we wanted to emphasize the other ways to ask for help. All methods will be monitored daily.
6. I'm a student employee, will I still get paid even if I can't report to work? Yes. Please speak with your supervisor on how this will be handled.
7. I use financial aid to pay for school. Will the changes occurring prevent me from continuing to use financial aid? No, your classes will continue to be covered by financial aid. We will contact you directly if adjustments need to be made with your aid package, but your classes will still be covered.
8. I'm an F-1 Visa student who's required to take most of my classes in person. How will these changes impact my immigration status? The U.S. Immigration office has sent MCC a guidance memo detailing F-1 students and how we can ensure you are not negatively impacted by the changes. The director of admissions will contact you directly to discuss your options.
9. Is the bookstore still open? This is a message from the bookstore manager "Currently we have reduced the store hours starting next week (3/16-3/20) to Monday -Thursday 9:00am-2:00pm

and closed on Friday. B&N is offering free shipping to all students so we will be processing all online orders Monday-Thursday. I'll keep everyone posted about the following weeks hours based on what happens on campus." Please check their website mcc.bncollege.com for additional details.

10. Will I lose credits or need to start the term over if the class format has changed? No. Your credits are safe and will count toward your degree or certificate as normal. Your faculty will guide each student on how to complete the course successfully.