



FAQ's: Questions About COVID-19 Response? We've Got Answers!

Frequently Asked Questions (FAQ's):

Wallace Community College-Dothan will be providing online (remote) instruction for all classes for the remainder of the Spring 2020 semester. Faculty and staff will be working remotely, but emails and calls will be returned promptly.

Because this is a shift for many of our students, the College is providing the following list of questions and answers to provide guidance and direction as we continue this semester. We will update this list as needed.

It is the goal of the College to provide accurate information to ensure the health and safety of our students, faculty, and staff and to help our students reach their educational goals.

Where can I find the latest information about COVID-19?

The College is posting updates at our website www.wallace.edu, on social media, and through emails. Additional information can also be found at <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> , <https://www.alabamapublichealth.gov/index.html> , www.accs.edu , and <https://governor.alabama.gov/newsroom/covid-19/>.

Is the College closed?

The College is not closed; however, the College is operating through virtual and remote instruction through the end of the semester. Students will not report to campus at this time.

Are all College events and activities canceled?

All student and campus activities are canceled for this semester. This is a directive from Governor Kay Ivey, Alabama Community College System Chancellor Jimmy Baker, and it is in accordance with the Centers for Disease Control and Prevention and White House recommendations. Additionally, the NJCAA canceled all athletic events for the semester.

The Spring Commencement Ceremony for both campuses, planned for May, has been rescheduled to August 6, 2020. The ceremonies will be combined and will take place at the Dothan Civic Center.

How will I continue my face-to-face classes and/or my online classes?

Your online classes will continue as normal. The only change to online courses will be that there will not be an option to come to the College to take the final exam. Final exams will be given online using Respondus Lockdown Browser and/or Respondus Monitor.

Face-to-face classes will continue using an online format. Students who have not completed required hands-on labs or clinicals will be assigned a grade of "I" for Incomplete. WCCD personnel will contact students via Blackboard announcements, student institutional e-mail, and social media when they are able to return to campus. Instructors will schedule make-up sessions and provide students adequate time to make up any incomplete work.

I need help with Blackboard. Whom should I contact?

Please contact our ITS Help Desk at 334.556.2464, and they will be happy to assist you. Helpdesk hours are from 7:30 a.m. to 10:00 p.m. daily.

Can I continue to participate in my clinicals?

Clinicals are not being held at this time. However, clinical simulation will be provided in those programs that allow simulation to complete clinical requirements. Your instructor will provide additional information regarding clinical requirements.

What about my Dual Enrollment classes? Will they continue?

All Wallace Community College courses are continuing online. Please check Blackboard for information from your instructors.

What if I do not have reliable Internet access?

WiFi will be available in the parking lot outside of Grimsley Hall on the Wallace Campus and at the A Building of the Sparks Campus. AE students can also access WiFi in the Adult Education parking lot. Students must remain in their cars to use the College WiFi.

What about tests I have scheduled through the Testing Center in Grimsley Hall on the Wallace Campus and/or the A Building on the Sparks Campus?

Students scheduled to take TEAS, A2, ACCUPLACER, CLEP, the CIS146 Challenge Exam, or the BIO103 Challenge Exam between March 16 and May 4 will need to reschedule their exam with us. Please view our Testing Services webpage (https://www.wallace.edu/student_services/testing_services.aspx) or email us at testing@wallace.edu for more details.

Students who were scheduled to take tests for their courses will now complete those remotely. Please contact your faculty members for more instructions on how to complete these assessments.

What about tests I have scheduled through the Gary Hall Testing Center?

Students scheduled to take the GED Test or any Pearson Vue Test should check the website at <https://sites.google.com/view/wallaceworkforcedevelopment/ged-testing> for the latest

information on GED Testing or

<https://sites.google.com/view/wallaceworkforcedevelopment/gary-testing-center> for information on Pearson Vue Testing.

What about Fast-Track career programs? How are they impacted?

Fast-Track Career Courses that are currently underway, with the exception of Professional Medical Coding, will be postponed until Monday, May 25 or until additional information is received. For courses currently in session and that have been postponed, instructors will be in contact with students to provide supplemental information such as study guides, videos, etc., via email or through Blackboard courses. This will allow currently enrolled students to remain familiar with course materials until classes resume.

Professional Medical Coding students will continue to meet remotely utilizing Microsoft Teams video component in lieu of meeting face-to-face. Assignments and exams will be given in Blackboard or Microsoft Teams.

Contact information regarding Fast-Track Career Courses can be found at

<https://sites.google.com/view/wallaceworkforcedevelopment/fast-track-career-programs>

How does this impact adult education classes?

Adult Education classes are being instructed remotely. Current students have been contacted by their instructor and educational plans have been put into place. Potential students can contact the AE staff for assistance and/or visit the AE webpage for enrollment information.

<https://sites.google.com/view/wallace-dothan-adult-ed/home>

How can I reach my advisor?

Your advisors are serving you remotely during this time. Please feel free to contact them via email at your convenience.

You can find their email addresses by searching for them at

https://www.wallace.edu/community_services/human_resources/personnel_directory.aspx.

If you do not know your advisor, please click the link below for instructions on how to identify that individual.

https://www.youtube.com/watch?v=c2jdgVXguw0&list=PL2tkHK46QlKYBaapHnFXQLD5q3O52uQh_&index=4

If I have questions about my financial aid, how do I get help?

E-mail: finaid@wallace.edu; Call 334-556-2476 (Dothan); 334-619-3005 (Eufaula)

Students are advised to continue monitoring their WCC student e-mail address and My WCC account.

Will I be paid as a work-study student during this time?

Yes. Federal Student Aid is allowing provisions under multiple scenarios that schools and students could be facing. Work-study students and their supervisors will receive instructions from the financial aid office with specific details.

What about Scholarships and applications?

All current scholarships and their application procedures are located on the College's website https://www.wallace.edu/financial_aid/current_scholarship_opportunities.aspx

What if I need help or resources from the Learning Resource Center?

Librarians and staff are available to assist students over the phone and online Monday – Thursday from 7:30 a.m. – 4:30 p.m. and on Friday from 7:30 a.m. – 12:15 p.m. All digital resources such as e-books and databases are available to students 24 hours a day 7 days a week.

What if I need tutoring help?

In addition to the Math Lab (www.wallace.mywconline.com) and Writing Center (https://www.wallace.edu/student_services/the_writing_center.aspx), which are both available remotely, Homework Alabama offers FREE online tutoring and academic resources for Alabama residents. Get help in math, science, English, social studies or writing from a live tutor. Tutors are available 3 to 10 p.m., seven days per week. The Tutor.com SkillsCenter Resource Library is available 24/7. The services can be accessed from your home computer or from your mobile device.

Can I still withdraw or resign from Spring Semester classes?

Yes. Keep in mind the deadline to withdraw without academic penalty is April 16.

Students on both the Wallace and Sparks Campuses must officially withdraw by initiating the online withdrawal form. Students can access the online withdrawal form at https://www.wallace.edu/admissions/registrars_office/withdrawal_procedures.aspx.

A How to Video can be viewed at

https://www.wallace.edu/admissions/registrars_office/withdrawal_procedures.aspx.

How do I apply to the College?

The online application is for new and returning students to apply to Wallace Community College. International students are not able to apply online at this time. These students will need to print, complete, and return the regular Application for Admission by accessing the following link <https://www.wallace.edu/admissions.aspx>.

If you have any questions or problems completing the online application, please contact the Admissions Office during regular business hours.

Contact information for each campus is listed below:

Wallace Campus Admissions

1141 Wallace Drive

Dothan, AL 36303

Phone: (334) 983-3521

Fax: (334) 983-6066

Email: admissions@wallace.edu

Sparks Campus Admissions

P.O. Drawer 580

Eufaula, AL 36072-0580

Phone: (334) 687-3543

Fax: (334) 687-0255

Email: admissions@wallace.edu

How will I register for summer courses?

Registration for Summer Semester 2020 courses will take place online. There will be no on-campus registration due the COVID-19 pandemic.

To view a step-by-step video that shows you how to register for classes in myWCC, please click https://www.wallace.edu/admissions/registrar_office/how_to_register.aspx.

AE classes are open enrollment. Visit the AE website <https://sites.google.com/view/wallace-dothan-adult-ed/home> for more information.

What about applications for admission to health science programs?

Application due dates for health science programs will be extended. New dates will be posted once TEAS testing can resume.

What options do I have to send or receive my transcripts?

Transcripts can be requested online, by mail, by fax and by email.

Click https://www.wallace.edu/admissions/registrar_office/how_to_request_a_transcript.aspx for detailed information.

If I am having depression or anxiety due to the COVID-19 pandemic, what should I do?

Wiregrass 2-1-1 is a tremendous resource for our students, as they can connect you with the community resources you need, including assistance with any depression or anxiety you may feel during this pandemic. For this resource, please click <https://www.wiregrass211.com/>.

If I have questions not addressed here, whom do I contact?

AE Related questions: Barbara Steger, Director of Adult Education [334-556-2374](tel:334-556-2374)
bsteiger@wallace.edu