



**Student Services COVID-19 FAQ's  
2020-2021**

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**Campus**

• **Are campus offices closed?**

Offices are closed to foot traffic, but you can still contact us via email and phone:

- To talk with an advisor Coos Campus: (541) 888-7405
- To talk with an advisor Curry Campus: (541) 813-1667
- To register for classes Coos Campus: (541) 888-7352
- To register for classes Curry Campus: [curryfirststop@socc.edu](mailto:curryfirststop@socc.edu)
- Student housing: (541) 888-7635, [housing@socc.edu](mailto:housing@socc.edu)
- Veterans Services: (541) 888-7236, [vets@socc.edu](mailto:vets@socc.edu)
- Financial Aid: (541) 888-7324 and (541) 888-1617, [fao@socc.edu](mailto:fao@socc.edu)
- eLearning support: (541) 888-1504, [elarningsupport@socc.edu](mailto:elarningsupport@socc.edu)
- For myLakerLink password assistance:
  - Coos Campus First Stop at (541) 888-7352
  - Curry Campus First Stop at (541) 813-1667

- **Stay up-to-date on the campus response to COVID-19/Novel Coronavirus here:**  
[https://mylakerlink.socc.edu/ICS/Administrative\\_Services/Novel\\_Coronavirus\\_Updates.jnz](https://mylakerlink.socc.edu/ICS/Administrative_Services/Novel_Coronavirus_Updates.jnz)



## Classes/Instruction

- **When do classes start?**  
Fall term: Monday, September 14, 2020  
Winter term: Monday, January 4, 2021  
Spring term: Monday, March 29, 2021
  
- **What is the last date to add/drop classes without instructor consent?**  
Fall term: Wednesday, September 16, 2020  
Winter term: Wednesday, January 6, 2021  
Spring term: Wednesday, March 31, 2021
  
- **When is the last day to drop and still receive a refund?**  
Fall term: Wednesday, September 23, 2020 by 5:00 p.m. PST  
Winter term: Wednesday, January 13, 2021 by 5:00 p.m. PST  
Spring term: Wednesday, April 7, 2021 by 5:00 p.m. PST
  
- **When can I charge books?** <https://bookstore.socc.edu/>  
Fall term charging: August 31 – September 23  
Winter term charging: December 7 – January 13  
Spring term charging: March 22 – April 7
  
- **Where do I find help for online learning?**
  - Review the information on our Distance Learning pages at <https://www.socc.edu/distance/how-online-works>. Here you will find short video tutorials that will help you see what our online courses look like!
  - Once you have your Student ID# and myLakerLink password, we can add you to a **no cost/no credit Online Introduction Course**. This short four module Introduction Course will provide hands on experience with the basics. Contact [elarningsupport@socc.edu](mailto:elarningsupport@socc.edu) asking them to add you to the Online Introduction course!
  - Distance Learning is available to answer questions at [elarningsupport@socc.edu](mailto:elarningsupport@socc.edu). We can assist with instructions, screenshots, or scheduling a meeting via Zoom.
  - Contact information for your instructors can be found on the course Syllabus or will be given to you through email.



## Tutoring

- The tutoring center is open for students both online and in-person (following all social distancing protocols).
- Hours are Monday – Thursday, 8 a.m. – 8 p.m. and Friday, 8 a.m. – 5 p.m.
- View the schedule on myLakerLink and follow the instructions below to connect with a tutor online:

To access Zoom tutoring, sign into myLakerLink → eLearning → Request Tutoring



## Library

- **Is the library open?**  
We will be open with limited services to students and staff Monday - Friday 10 AM - 6 PM. We will have two computers available for reservation. We will also have two other seats available first come, first served. Unfortunately, the collection is not available for browsing. We are happy to retrieve items for you!
- **How do I reserve a computer?**  
[Contact us](#) the day you want an appointment. We will schedule a time for you. Reservations are two hours maximum. Please be on time or we might have to give away your time slot.
- **Do I have to wear a mask?**  
Face coverings over your nose and mouth are required at all times in the library.
- **Can I print documents?**  
There are two ways to print documents:
  1. You can print during your computer reservation.



2. You can attach your documents to an email and send them to <mailto:library@socc.edu>. Please include what day/time you would like to pick up your prints. Also, please let us know if you would like to pick them up at the library front desk OR via our contactless curbside cart. We will not charge students for printing at this time. Unfortunately, we cannot scan or copy personal items.

- **How do I check out books and movies?**

Students and staff can pick up library materials at our front desk OR our contactless curbside cart. Place holds online with your Coastline library account or by contacting us. If you would like curbside pickup, please call or email the library for an appointment time. The cart is located underneath our 24-hour Book Return slot to the right of our main doors Tioga 2.

- **How do I get materials from other Coastline Libraries?**

You can choose "SWOCC Library" as a pick-up location when you order an item. We receive Coastline deliveries on Mondays and Wednesdays. Please keep in mind that wait times are longer than normal. Library items need to be quarantined for at least 4 days before they can be used again.

- **How do I receive library help via Zoom?**

Please send an [email](#) to your librarian Noelle Ebert. She will be happy to schedule an appointment with you!

- **Can I sign up for a library card?**

Yes! Fill out a SWOCC Library card application online [here](#). You can also fill out a paper form at SWOCC Library.

- **Can I access library databases from off-campus?**

Yes, you will be asked to enter your 7-digit SWOCC ID number for access. Does your ID have 6 or fewer digits? Add zeros to the front until it is 7-digits (123456 becomes 0123456). The videos below will help you get started using our website and online resources:

- [Academic OneFile and Other Gale Databases](#)
- [Academic Search Complete and Other EBSCO Databases](#)
- [Coastline Libraries Catalog](#)
- [eBook Databases](#)
- [Website Navigation](#)



## Financial Aid

- **When is Financial Aid disbursement for summer?**  
Fall term: October 2, 2020 – checks and direct deposits will go out  
Winter term: January 22, 2021 – checks and direct deposits will go out  
Spring term: April 16, 2021 – checks and direct deposits will go out
- **If I am unable to enroll in full-time credits summer term, what happens to my financial aid?**  
Financial Aid is based upon your enrollment status each term. Each student's eligibility is different. You may contact the Financial Aid office via email at [fao@socc.edu](mailto:fao@socc.edu) to inquire about your aid eligibility for summer term.

Student loans and Federal Work-study do require at least 6 credits.

## Advising

- **I am a continuing student and I need to get advisor clearance to register. How do I speak to an advisor if I can't come on campus?**  
Advisors can be reached by phone or email:
  - Patrick Platt; [pplatt@socc.edu](mailto:pplatt@socc.edu)
  - Trish Price; [trish.price@socc.edu](mailto:trish.price@socc.edu)
  - Susan Stuntzner; [susan.stuntzner@socc.edu](mailto:susan.stuntzner@socc.edu)
  - Karim Shumaker; [kshumaker@socc.edu](mailto:kshumaker@socc.edu)
  - Shawn Warren; [shawn.warren@socc.edu](mailto:shawn.warren@socc.edu)

You can also schedule a remote appointment via phone or zoom. Call (541) 888-7405 for Coos Campus and [curryfirststop@socc.edu](mailto:curryfirststop@socc.edu) for Curry Campus.

- **I am a new student planning to attend Southwesern in the fall. How can I schedule an intake appointment?**

Remote intake advising appointments are available for new students via phone or zoom. To schedule an intake advising appointment Call (541) 888-7405 or click this link here: <https://my.setmore.com/bookingpage/ac784533-595b-4b6c-827c-6fc338bbcdef>



## Counseling

- **Will mental health counseling still be available?**

Counseling will still be available for students. Social distancing protocols are being observed. This means that counseling will be over the phone or through zoom. Please call (541) 888-7405 to schedule an appointment.

## Student Housing

- **How do I apply to housing for a future term?**

- Navigate to [myLakerlink](#) and sign in with your Student ID and password. (Must have already spoken with your advisor).
- Once signed in; find Campus Life at the top of the screen.
- Follow the Student Housing Application Portal link.

- **Questions or concerns?**

- Call 541-888-7635
- Email [housing@socc.edu](mailto:housing@socc.edu)

## Information Technology Support

- Call (541) 888-7999