



Student Services COVID-19 FAQ's Summer Term 2020-2021

Campus

- **Are campus offices closed?**

Office 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
- Student housing: (541) 888-7635, housing@socc.edu
- Veterans Services: (541) 888-7236, vets@socc.edu
- Financial Aid: (541) 888-7324 and (541) 888-1617, fao@socc.edu
- eLearning support: (541) 888-1504, 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_Update.s.jnz

Classes/Instruction

- **When do classes start for 2020-2021 Summer Term?**

Classes begin June 22, 2020.

- **What is the last date to add/drop classes without instructor consent?**

Wednesday, June 24 2020

- **When is the last day to drop and still receive a refund?**

July 1, 2020 by 5:00 p.m. PST

- **When can I charge books?**

You may charge books Friday, June 15 – July 1, 2020. <https://bookstore.socc.edu/>

- **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 looks 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



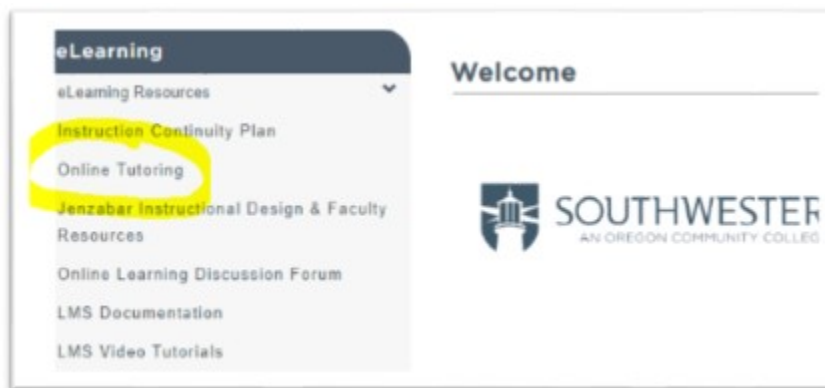
Introduction Course will provide hands on experience with the basics. Just contact us at elearningsupport@socc.edu and ask to be added to the Online Introduction course!

- Distance Learning is available to answer questions at elearningsupport@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

- Tutoring is up online! Online tutoring now has a brand new page under the eLearning tab. You must be **logged in** to view this page.
- Click the button that says “**Request Tutoring**” and it will take them, via Zoom, to the tutoring front desk where you will be greeted by a tutor and then connected with the correct tutor in the subject you need help with.
- Hours: Monday-Thursday 9am-5pm.

https://mylakerlink.socc.edu/ICS/eLearning/Online_Tutoring.jnz





Online Tutoring



Tutoring is as easy as 1-2-3!

- 1) Click the Request Tutoring button
- 2) A tutor will greet you and send you a Zoom link to connect with you.
- 3) Get the help that you need!

Request Tutoring

Tutoring schedules below. If these times don't work for you, please request an appointment at llcinfo@socc.edu

TUTORING SUBJECTS AVAILABLE SUMMER 2020				
Time/Day	Monday	Tuesday	Wednesday	Thursday
9a-10a	Biology 231, 232, 233 Criminal Justice 101 Math 20, 60, 65, 98, 105 Psychology 203, 237	Biology 231, 232, 233 Criminal Justice 101 Math 20, 60, 65, 98, 105 Psychology 203, 237	Biology 231, 232, 233 Criminal Justice 101 Math 20, 60, 65, 98, 105 Psychology 203, 237	Biology 231, 232, 233 Criminal Justice 101 Math 20, 60, 65, 98, 105 Psychology 203, 237

Library

- **Can I still check out books?**
Yes! SWOCC staff and students can still get library materials. Place your holds like normal via your online account or by calling the library. Beginning today, we are offering “curbside pickup” for library materials. Please call the library at 541-888-7270 when you are ready to pick up materials. At that time, we will check them out to you and set your items outside on our “curbside pickup” cart. The cart is located underneath our 24-hour Book Return slot to the right of our main doors Tioga 2. PLEASE PICK UP MATERIALS PROMPTLY.
- **Can I order materials from other Coastline Libraries?**
Yes! Courier service is returning soon. Please keep in mind that wait times will be longer because of the need to quarantine materials.
- **Can I receive library help via Zoom?**
Yes! Please email me directly at noelle.ebert@socc.edu and I will schedule an appointment with you.



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

Yes! Our library card application is available online here: <https://www.socc.edu/wp-content/uploads/Library-Card-Application-2019.pdf>. Can't print it? No problem! Send an email to library@socc.edu with the info below. We will mail you your card.

- First, middle, last name
- SWOCC ID number
- Current address
- Permanent address
- Phone number
- Date of birth
- Email address
- Include this sentence: "I have read the SWOCC Library Card Agreement and accept full responsibility for materials checked out on this library card and for all charges associated with its use." The Card Agreement is on the application linked above.

- **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 Search Complete and Other EBSCO Databases: <https://youtu.be/sIEtYoLj8A>
- eBook Databases: <https://youtu.be/owHyfnhYj28>
- Website Navigation: <https://youtu.be/lrU2l7Pjavs>

Financial Aid

- **When is Financial Aid disbursement for summer?**

July 9, 2020 – 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 to inquire about your aid eligibility for summer term.

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

- **If I choose not to attend summer 2020-2021, what will happen to my Financial Aid?**

- If you are a federal aid student, and you plan not to attend summer term, but do plan on fall, make sure you've completed the 2020-2021 FAFSA.
- If you are receiving Federal loans, and you decide not to attend or attend less than 6 credits, we will not be able to disburse your loans for the term.



- If you are a work-study student, and have questions, you should have received communication directly from the Student Employment Coordinator. If you still have questions or concerns, please contact Stevie Paxton at stevie.paxton@socc.edu.
- **What if, because of the COVID-19 pandemic, my grades for spring term put me on aid suspension or academic suspension?**
If you are placed on aid suspension from spring grades, you will be receiving a letter via mail before June 29th. You will have the option to complete a reinstatement request, and we will be taking the current pandemic into account for each student's request.

If you are placed on Academic Suspension, you will be notified by email and will see a hold on your account in myLakerLink. You may complete the Academic Standards Petition to request reinstatement, and the current pandemic will be taken into account when the petitions are reviewed.

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.
 - Honora Buell; honora.buell@socc.edu
 - Patrick Platt; pplatt@socc.edu
 - Trish Price; trish.price@socc.edu
 - Susan Stuntzner; susan.stuntzner@socc.edu
 - Karim Shumaker kshumaker@socc.edu

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

- **I am a new student planning to attend SWOCC 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-6fc338bbcdcf>

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

Information Technology Support

- Call the (541) 888-7999

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