



FAQ for Fall 2020

Attending On-site Classes and Visiting Campus In-Person

Q: What should I expect when I arrive on campus for an appointment or to attend class?

Texarkana College has established protocols for all campus visitors including students, faculty, and staff. Participation in the screening protocols is mandatory before each campus visit. Upon arrival, please follow directional signs leading you to the primary campus entrance and drive up to a screening carport. There you will be greeted by health care screeners who will ask you several questions regarding possible exposure to COVID-19 and any symptoms you may be experiencing. Your temperature will be taken using a no-touch infrared thermometer, and you will be asked to wear a mask during your time on campus. Once the screening process is completed without concern, you will be issued a wristband and asked to remain in adherence to social distancing guidelines established by local and state authorities during your time on campus.

A detailed description of what to expect on campus can be found at this link: texarkanacollege.edu/returningtocampus and more information can be found on the TC website at texarkanacollege.edu/coronavirus

Q: What are my options if I don't feel safe coming on campus for an appointment with an advisor?

TC academic advisors and financial aid specialists are available to help you by phone, email or through a virtual online meeting. The Student Tab on the TC website has a lot of information and quick links to help you.

We encourage you to look at the mode of instruction for each class offered this Fall. This information is available on the TC website. There are a vast number of courses offered that will be taught exclusively through TEAMS. Some may have some face-to-face expectation, so if you are concerned about being on campus, you may want to look for those classes taught virtually.

If you have questions about Admissions, Advising, or Registration, call the Office of Enrollment Services at (903) 823-3012. You may also email admissions@texarkanacollege.edu or advising@texarkanacollege.edu with specific questions.

If you need assistance with Financial Aid, call (903) 823-3267 or email financial.aid@texarkanacollege.edu

Q: Are TC's classrooms and labs socially distanced?

Yes- All TC Classrooms and labs are set up with a MAX Occupancy to maintain social distancing.



Q: How often are classrooms and labs being disinfected?

The Texarkana College Facility Services Team performs disinfection daily, and in high occupancy areas they are cleaning multiple times daily.

Q: How do I find and purchase the textbooks I need? Can I use my financial aid funds at the TC Bookstore?

Log in to myTC my.texarkanacollege.edu go to the schedule tab, and locate your course and the section you are taking. Then, go to bookstore.texarkanacollege.edu and click Textbook Lookup. Use the Textbook Lookup tool to find each course section you are taking and add the books to your cart.

To purchase your books from the TC Bookstore, you may choose to use a credit card or use funds from your financial aid. **To use your financial aid, you must choose Pay with Student Account as your payment method.**

Beginning August 10, 2020, bookstore hours for Fall 2020 in-person purchase of textbooks will be Mon- Thurs. 8 AM - 6 PM; 8 M- 4 PM on Fridays. To purchase textbooks, students will need to bring a copy of their schedule with them to the bookstore to ensure accuracy of purchase. Students needing to purchase textbook only will be serviced in the hallway in front of the bookstore in the Truman Arnold Student Center. For students who want to shop for supplies, clothing or other items during the COVID 19 pandemic, the max occupancy for the bookstore will be 10 students at a time. Textbooks can also be purchased online <https://bookstore.texarkanacollege.edu/> and can be picked up curbside or shipped out to them by UPS. Students may use their financial aid to purchase textbooks, course materials, and laptops through the bookstore.

Q: Will I need a student ID? How do I get my student ID

In an effort to keep our students and staff safe, we are developing a way to have your ID mailed to you using either your existing photo if you're a continuing student, or a photo you upload through myTC if you are new or returning after a layoff. Once we have this process ready, you will be notified of your next steps. In the meantime, our Testing Center and TC Bookstore can accept your state-issued ID.

Q: Where and how do I get my parking sticker?

Download a Parking Permit Form from this link: texarkanacollege.edu/parking-permit

Q: If I don't feel well and I stay home will I still be able to complete my class assignments remotely?

Yes. Every class has some level of virtual learning. If you feel that you are exhibiting symptoms of COVID-19, you must contact your instructor for information on how you may continue with your class remotely. It is important to note that you will still be responsible for your class assignments. Some workforce courses and labs may require you to work directly with your instructor to arrange for an alternative course delivery method to allow for hands-on skills assessment for course completion.

FALL COURSE-DELIVERY OPTIONS

Q: Will TC be open for the fall semester? If so, what are the course delivery options?

Yes- TC will begin the Fall 2020 semester on August 19 by providing four options for students to choose from for their method of course delivery, outlined below. More information on the different delivery options can be found here: <https://www.texarkanacollege.edu/courses/>
All courses will meet online (W) following Thanksgiving break and finals will be held virtually.

All courses will have a section designation with corresponding three-letter codes (FLX, HYB, OOS, or WEB) shown in the Fall Course Listing:

my.texarkanacollege.edu/mpub/admissions/schedule.aspx?term=2021FA

These three-letter codes are listed after the course number and section number. (Ex: **ENGL 1301.04 OOS**)



FLEX Campus (FLX)

This course delivery method combines face-to-face and online course delivery. Classes, in-person and through Microsoft Teams, will be at scheduled times. Students will be provided opportunities to attend class in person, although they may attend virtually if they prefer.



Online on a Schedule (OOS)

This course delivery method will meet virtually through Microsoft Teams according to the class schedule. This is like a face-to-face course except that students will attend virtually. Students will need to turn their camera on and participate in active learning.



Hands-On Hybrid (HYB)

Class instruction will be delivered online at designated regular times, but students will have the opportunity to come to campus, in small groups, to complete hands-on learning and practical testing. Virtual meetings and face-to-face meetings are required for attendance.



Online Anytime (WEB)

This course delivery method is a self-paced class in which students are not required to meet at designated times. Course delivery will be entirely online without regular interaction with the instructor or classmates. This is Texarkana College's traditional web/online course.

Q: Do I need a computer? If so, how can I get one?

Effective Fall 2020, all classes will require a computer. Our policy is listed in the following link.

texarkanacollege.edu/computer-requirements You may purchase a computer with financial aid through the bookstore for \$600.00.

Q: How will my instructor inform me about my classes?

A few days before your classes start you will receive email instructions from your professor through your TC email address. You should make sure that your TC email address is ready and accessible immediately upon registration because this is our primary mode of communication. We will also be sending out TC Alert emails to all students and staff to help prepare you for the semester.

Here are the instructions to set up your TC email. texarkanacollege.edu/helpdesk/tag/outlook

COVID-19 Campus Safety Preparations, Precautions and Policies

Q: What if I don't feel well? Should I call my instructors? Should I come to campus?

Please do not come to campus if you are not feeling well, especially if you are running a fever. If you feel well enough and you are able to contact your instructor, please email or call them as soon as possible to inform them of your condition. However, if you are very ill or have extenuating circumstances, you may need to make arrangements with your instructors for completion of your assignments.

If you need assistance from a friend or family member to help you make contact with the college, you may grant them permission to act on your behalf by completing a Student Information Release Authorization Form <https://www.texarkanacollege.edu/wp-content/uploads/2014/11/Texarkana-College-FERPA-Student-Release-Authorization-Form.pdf>

The right to privacy policy is strictly enforced by TC faculty and staff in compliance with the Federal Family Education Rights and Privacy Act of 1974 (FERPA). TC is prohibited from providing certain information to anyone other than the student without written permission from the student.

Q: If I was exposed to COVID-19, do I self-quarantine? Whom do I let know I may have been exposed?

TC has established a procedure for you to follow if you believe you have been exposed to the virus that causes COVID 19. You can find the protocols here: [texarkanacollege.edu/exposure-protocols](https://www.texarkanacollege.edu/exposure-protocols)

Q: What happens if someone in my class tests positive for COVID-19? Does the class still meet? Does the class need to get tested for COVID-19?

A review of the class protocols will be conducted to see if anyone was at risk of exposure. Anyone determined to be at risk will be personally contacted and will receive information about how to watch for signs of symptoms, and how the class will continue to be conducted virtually. Only those who begin exhibiting symptoms should be tested for COVID-19. Additionally, all students and staff who were present in the building with the person infected will be notified out of an abundance of caution.

Q: If I have to present a negative COVID test or written statement indicating they haven't exhibited symptoms, to whom should this documentation be presented?

You may present this to their instructor, who would then notify the Office of Human Resources.

Q: How do I properly wear a mask?

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wear-cloth-face-coverings.html>. This link can also be found on the Additional Resources tab at [texarkanacollege.edu/coronavirus](https://www.texarkanacollege.edu/coronavirus)

Q: Why do I need to wear a mask?

You need to wear a mask to comply with campus, local, and state mandates, which are designed to keep yourself and others safe.

Enrollment and Financial Aid

Q: If I don't have a computer or internet access, can I come to the college to complete my college application and my FAFSA?

You may call **903-823-3267** and make an appointment with a Financial Aid Advisor to come to campus.

Q: The Financial Aid Office says I have to turn in some documents. Can I walk them inside the Administration Building?

Yes, however, you need to make an appointment to do so. You can also upload documents directly from home using the financial aid portal on the TC website (TC Online Financial Aid System).

Q: I want to take out a loan for the fall semester. How do I sign up for it?

If you had a student loan in the 2019-2020 school year, you can email the Financial Aid Office to ask to have a Loan Request Form added to your downloadable documents on the TC Online Financial Aid System site. Once filled out, it can be uploaded to the same site. You can also come in by appointment to fill one out. If you are a new loan borrower, you will need to attend a one-time student loan borrower seminar first (currently taught virtually through Microsoft Teams).

Q: Whom can I contact if I have additional questions related to taking classes at Texarkana College during the pandemic?

The Office of Human Resources at human.resources@texarkanacollege.edu

Q: How can I drop off my transcripts to complete my enrollment process?

You may call the Office of Enrollment Services at **903-823-3012** to schedule a time to drop off this information.

Q: How can I pick up a copy of my TC transcript?

You may request a copy of your transcript from this link:

www.texarkanacollege.edu/admissions/transcripts/

You may also call the Office of Enrollment Services at **903-823-3012** to schedule a time to pick up your transcript, or you may arrange to have it mailed to you.

Q: I need to take the TSI exam. Is the testing center open on campus? Can I take the TSI online?

The TC Testing Center is open by appointment. You may call **903-823-3278** for more information.

Student Support and Advocacy

Q: What type of academic support will I receive if I have to be quarantined or be out for an extended period of time due to having COVID-19 or being exposed to COVID-19?

If you need academic or personal support or you are feeling overwhelmed, Tonja Blasé, TC's Director of Disability Services, Student Retention and Testing, can help you. You can reach her by calling **903-823-3349** or by email at Tonja.blase@texarkanacollege.edu

She helps with:

- Identifying resources for academic support and tutoring
- Testing support and services
- Disability services
- Resources for mental health and safety, personal needs such as food supply, and personal hygiene items

Q: If I have to drop classes due to complications with COVID-19, will I owe money? Will it affect my financial aid moving forward?

If you drop any classes prior to census or you drop all classes after census, it is required for Texarkana College to recalculate your financial aid for that semester no matter the reason for dropping. Classes dropped or failed as a result of COVID-19 must still be calculated as part of the "satisfactory academic progress" standards used to determine if you keep your financial aid moving forward.

Q: What is the Financial Aid COVID assistance fund?

As part of the CARES Act passed by Congress in response to COVID-19, the federal government sent funding to colleges to help assist students if eligible. Please visit the CARES Act application on the TC website for more detail. texarkanacollege.edu/coronavirus/cares-act-student-aid/

Q: I do not have internet nor a device for online or virtual classes, but I don't feel comfortable sitting in a classroom on campus? Can TC help me with access to the technology I need to take classes?

You will need access to a computer and Wi-Fi for the entire length of your course. If you need to purchase a laptop computer, you may do so through the Texarkana College Bookstore. Special student pricing is available and financial aid may be used for the purchase. A list of internet Wi-Fi service providers can be found here: texarkanacollege.edu/coronavirus/

Additionally, WiFi is available on campus for TC students. There are several labeled hot spot areas across campus.