In response to providing virtual campus resources, NCTC has compiled FAQ’s to address the most common questions from students and staff during this time. For any questions or concerns please contact us – we are here for you! Be sure to review our list of Community Resources as well.

1. Will in-person classes resume at any point this Spring semester?
   - All previously face-to-face courses, except identified exceptions, resumed online on Monday, March 30, 2020, for the remainder of the Spring Semester.
   - Second 8-week classes were all moved online and began on March 30 as well.

2. When will the Spring semester end now? Has the date changed?
   - The Spring semester end date will remain Friday, May 15, 2020, which will be in line with the approved academic calendar.

3. How will I complete my labs, internships, hand-on learning requirements, etc. that I can only do in-person?
   - You should assume your classes will be taught online unless you receive an email that they are on hold. Classes that are put on hold are expected to resume at a later date and we expect that you will be able to complete them no later than June 30.
   - Your instructors will guide you through the completion of your assignments.

4. I don’t have reliable access to the internet. What are my options?
   - For connectivity if you do not have reliable access, please review the Internet and Wifi Assistance options located in our Community Resource list.
   - Make sure to contact your instructor if you find yourself having connectivity issues at any time—communication with your instructor is essential!

5. I don’t have access to a laptop or computer at home, and/or my OneLogin is not working.
   - All online courses can be accessed on your smartphone or tablet through the Canvas App. Use the NCTC App to connect with other students and get immediate updates and feedback. Download both apps through Apple or Google Play Stores!
   - You can also contact NCTC’s IT Help Desk through itssupport@nctc.edu or (940) 668-4284.

6. I don’t learn well in an online format. How can I still get help from my instructor or through tutoring?
   - Your instructors are aware that there are varying learning styles. Please be honest with your instructor. There are numerous support mechanisms in place to help.
   - Online classes can be a challenge and we understand this. We are here to help you.
   - Tutoring is available from Upswing, which can be found in your One Login and/or on Canvas.
   - If you had a tutor in your classroom in-person, those same tutors will now be available to meet with you virtually through Upswing!
   - Please reach out to your instructor for times you can also meet them in virtual online office hours to answer your questions and concerns.
7. **How can I get help with using Canvas? I’m not that familiar with it.**
   - Please submit a ticket with our [Canvas help desk](#). They will walk you through various situations and/or share supplemental documents or videos to assist.

8. **What if I haven’t been able to log into my classes or participate over the past few weeks? Will my instructor drop me for non-attendance?**
   - Instructors are well aware that these are not normal times for our students. That does not mean instructors will forgo assignments. Please keep in contact with your instructors.

9. **What if I don’t want to take my classes online now? If I drop them can I get a full or partial refund due to circumstances outside of my control?**
   - We are here to help you determine your options! If you are concerned about taking classes online now and have questions, please be sure to contact your advisor or success coach by emailing [advising@nctc.edu](mailto:advising@nctc.edu) or texting (940) 580-1687.

10. **Will I have access to any of the NCTC Libraries during this time, or the Bookstore?**
    - Our brick and mortar libraries are closed for the duration of our campus closures; however online resources remain available. We are working from home, committed to bringing you superior library services and substantial online resources...including eBooks! We are online to help with other questions such as citation help and general research problems.
    - Please contact us through "Ask a Librarian" on the [library homepage of the NCTC website](#) or email one of our helpful librarians:
      - Robin Studdard, rstuddard@nctc.edu
      - Dax Stokes, dstokes@nctc.edu
    - The [NCTC Bookstore](#) is also closed but offering free shipping and ebooks. Be sure to consult the [Bookstore’s COVID Frequently Asked Questions](#) as well.

11. **What is an Incomplete, and how do I qualify for that?**
    - Typically, Incompletes are reserved for emergencies when students for an unusual situation cannot finish coursework by the end of the semester. During this health crisis many situations will fall into that category, and faculty have more latitude in granting Incompletes. Every effort should be made to complete the course by the end of the semester; however, faculty have the option of granting additional time beyond the end of the semester. Students should work directly with their instructors to determine if an Incomplete is warranted and what that would entail.

12. **Has the second student loan disbursement date changed for the Spring?**
    - The second student loan disbursement will be processed as normal and will be going out as scheduled between Friday, April 3rd – Friday, April 10th. Should you have any questions feel free to email [finaid@nctc.edu](mailto:finaid@nctc.edu)

13. **I haven’t been able to get my NCTC Student Debit Card made and now campuses are closed. How will I get my refunds or disbursements?**
    - If you have been unable to receive your NCTC student debit card, at this time, your disbursement or refund will be mailed to your address on file with NCTC. Please contact the NCTC Business Office at [SBR-Payments@nctc.edu](mailto:SBR-Payments@nctc.edu).
14. How will these date changes, and moving classes to an online format, impact my Financial Aid? What if I need to be in in-person classes for my continued eligibility?

- Financial aid will not be affected by going online, but students will need to participate online for attendance purposes. Please see below for more specific Financial Aid COVID updates:

- **Satisfactory Academic Progress (SAP)** calculations will exclude any attempted credits that were not completed due to a qualifying emergency, in this case the COVID-19 outbreak, without requiring an appeal from the student.

- **Return of Title IV funds (R2T4)** requirement that students pay back any unearned grant or loan money because students withdrew due to a qualifying emergency, in this case the COVID-19 outbreak, is waived.

- **Student Loans**: Loan cancelation for the portion of a Direct Loan associated with a payment period which the student did not complete due to a qualifying emergency, in this case the COVID-19 outbreak, as well as the following:
  
  i. Suspend payments and interest accrual on federal Direct Loans and Federal Family Education Loans (FFEL) held by ED until Sept. 30, 2020. The Department of Education will notify borrowers of the temporary suspension and of their option to continue to make payments. Borrowers will receive six notices, beginning on Aug. 1, 2020, informing them that the temporary suspension period is ending, and reminding them of their obligation to resume repay.
  
  ii. Each month of suspended loan payments would be counted as if the borrower had made a payment for the purpose of income-driven repayment plan loan forgiveness or Public Service Loan Forgiveness, as well as for loan rehabilitation purposes.
  
  iii. Suspended payments are to be reported to consumer credit reporting agencies as regularly scheduled payments made by the borrower.
  
  iv. Involuntary collections for borrowers that are in default, such as wage garnishment, tax refund reductions, and reductions of federal benefits like Social Security benefits is also suspended until Sept. 30, 2020.

- **Clinicals or Internships**: The Department of Education will allow Title IV approved Leave of Absences (LOAs) for students until the institution can resume any suspended coursework or find alternate clinical or internship placements due to COVID-19 outbreak.

- **Emergency Funds**: The school will receive emergency grant funds from the CARES Act. These funds can be used for eligible expenses under a student’s cost of attendance such as food, housing, course materials, technology, health care, and child care. Institutions must use 50% of what they receive to assist students (how and where to apply to be determined).

- **FSEOG Funds**: The school may convert FWS funds into FSEOG during a period of a qualifying emergency, in this case the COVID-19 outbreak, and use to award students in need (To be determined).

- **Subsidized Loan Usage (SULA)**: Exclude from subsidized loan usage calculations any portions of the Direct Loan period that the student is unable to complete due to a qualifying emergency, in this case the COVID-19 outbreak.

- **Pell Grant Lifetime Eligibility Usage (LEU)**: Exclude from a student’s Pell Grant Lifetime Eligibility Used (LEU) any Pell Grant amounts received during a period that the student is unable to complete due to this qualifying emergency, in this case the COVID-19 outbreak.
- **Emergency Aid and Future FAFSA Applications**: Any aid received by victims of an emergency by either a federal or state entity for purposes of providing financial relief will not be counted as income for the calculation of Expected Family Contribution (EFC) or estimated financial assistance (EFA).
  
i. This applies to any funds a student will receive from a stimulus check and/or funds a student will receive from the CARES Act Economic Stabilization Fund — the fund to provide emergency grant aid dollars to institutions and students.

15. **Will moving all my classes online impact my Veteran’s benefits?**
- Veteran’s Affairs has requested no changes to certifications for resident classes moving online. For the rest of the Spring 2020 semester, all VA payments will remain the same. The Spring 2020 term will continue to be paid at the amount you have been receiving.

16. **Will there still be a Maymester? Will the dates and formats of the Summer classes change to all online too?**
- At this time, North Central Texas College will still have a Maymester beginning May 18, 2020, however all Maymester classes are now moving to an ONLINE format. In addition, Summer 2020 classes will move to a primarily online format with some technical courses offered in person-the start and end dates of Maymester and Summer courses will remain the same. Please check COVID-19 Updates on our webpage for possible changes to future semesters.

17. **I live on campus and have no other housing options. Where do I go?**
- North Central Texas College Housing remains available for those students who have no other housing options, or feel unsafe to return to their permanent residence to complete their course work remotely for the remainder of the semester.

18. **I planned on applying to one of the Health Science programs at NCTC but now I can’t take my TEAS or get all my required documents in order. Will deadlines for these programs be extended?**
   - **ADN program**: Extended application admission deadline until April 30, 2020.
     o For questions, please email: cwillis@nctc.edu
   - **LVN program** will extend the application deadline to April 30, 2020.
     o Questions please email: tjborden@nctc.edu
   - **HESI Test**:
     o The Surgical technology program is considering waiving the testing requirement for Fall 2020 applicants.
     o Questions: please email: kmason@nctc.edu
   - **Allied Health – Non-Credit programs**:
     o CASAS and NHA exams.
       - CASAS Exams for Summer enrollments will be waived.
     o NHA exams are on hold; until the Testing Centers are available.
       - Questions: Please email: kmason@nctc.edu
   - **Fire Science/ EMS**
     o Fire Science and EMS will accept applications ongoing.
     o Questions: please email Claudia Leuschner at cleuschner@nctc.edu
   - **Radiology program**
     o The program has extended the application deadline to until June 30, 2020.
     o Questions please email at: kmason@nctc.edu
19. Is there any type of Emergency Financial Assistance I can request since I have lost employment income during this time?

- Students needing monetary support due to COVID-19, may request aid from the Student Emergency Fund. Also contact our Financial Aid Department regarding any new federal funds available.

20. What about ACE classes. Are they cancelled or moving online too?

- All ACE Prime Timers, ESL, and GED classes are cancelled for Spring 2020. (contact Lori Dunn)
- Kids on Campus is canceled for Summer. (contact Lori Dunn)
- Some programs are moving online.
  - SHRM was already in process and an online completion is being prepared. (contact Brian Carnes)
  - NAIL construction training is moving online if possible. (contact Alan Uptergrove)
  - Word and Excel are moving online. (contact Brian Carnes)
- We continually have 360 Training and Ed2Go classes and programs which are 100% online through our website!

22. Am I still going to be dropped from classes if I haven’t been able to pay?

- NCTC will work with you to make sure you have opportunity to make payment arrangements via online resources or through possible emergency aid or federal financial aid for your classes.
- **All payments must be made online at this time.** While the Business Office is closed, however, the credit card convenience fee will be waived for all online payments. Please contact the NCTC Business Office at SBR-Payments@nctc.edu.

23. When can I come onto an NCTC Campus again?

- All events on campus will be cancelled until at least April 30. Classes that are put on hold are expected to resume at a later date and we expect that you will be able to complete them no later than June 30.

24. Will work-study students still be paid, if unable to come to campus or work remotely?

- All employees will still be paid, including work study students even if unable to come to campus or work remotely.

25. How can I access services like Admissions, Advising, Career & Success Coaching, Financial Aid, and Testing during this time? Is there one phone number, email address, or text number I can use to get connected with any office I need?

- For any questions or concerns, please contact us. We are here for you!
  - **NCTC Main Phone Number:** (940) 668-7731 or TEXT (940) 251-0701
  - **NCTC Email:** advising@nctc.edu
  - **NCTC Financial Aid:** finaid@nctc.edu or TEXT (940) 353-0053
  - **NCTC Business Office:** SBR-payments@nctc.edu or CALL (940) 668-4200
  - **NCTC Testing Services** *(all testing is suspended until further notice):*
    - gainesvilletesting@nctc.edu, corinthtesting@nctc.edu, dentontesting@nctc.edu, or flowermoundtesting@nctc.edu
  - **NCTC Email for Job Search Assistance:** careerservices@nctc.edu
  - **NCTC Small Business Development Center:** (940) 498-6470 or NCTSBDC@gmail.com to request an appointment. Visit www.sbdc.nctc.edu for resources and ways we can serve your small business.
26. **Dual Credit Information:**

- The Dual Credit Team will not be conducting ANY high school site visits now through May. Our Team will be working remotely during this time. A separate email will be sent soon regarding registration.

- NCTC Instructors will not be attending face to face classes at a high school. If the ISD is holding classes, it will be responsible for providing a monitor for those classes.

- If you are an embedded instructor teaching for NCTC, but are employed by the ISD, you will proceed as required by your ISD. **If your ISD is closed, the embedded instructor will be required to have online assignments posted in CANVAS for the remainder of the semester.**

- Students involved in one of our **Fire Programs** will be able to conduct a portion of their classes online. At this time, it is uncertain how the monitored skills portion will take place (ex: extractions, burns & physical agility). Clinical portion of those classes are on hold. **No Fire Departments or hospitals are permitting ride outs until May or June. Students will be kept informed by their instructors.**

- **HESI** tests scheduled for new students during April will be tentatively rescheduled for June. This means students will not be registered until the first week of July.

- **Mandatory parent meetings** scheduled for ISD’s that completed the HESI will be rescheduled in June.

- **CTE Courses: Welding, HVAC and Machining:** Students will have some portions online to be completed. There is a certain amount of hands on contact hours that are required to be met. Additional Information regarding how to handle this situation will be forthcoming.

- The Texas Department of Education has not communicated revised amount of contact hours. Students may be required to complete some portions during the Summer. We will provide additional information when we receive it.

- 2nd 8-week classes will only meet for 7 weeks due to the new start date of March 30th. All online work for the semester will be completed in that time frame. If you have a student who is uncomfortable doing online work and would like to drop 2nd 8wk classes, please send a drop form as soon as possible.

- There will be **NO FALL PRIORITY REGISTRATION.** ALL FALL registration for dual credit classes will begin on April 15th.

- **Students needing to withdraw from a 16-week course after you receive midterm grades will need to do so by the deadline of April 10th.**