NCTC has compiled COVID-related FAQ’s to address the most common questions from students and staff during this time. For additional information please contact us at (940) 668-7731 – we are here for you! Be sure to review our Community Resources as well.

1. When will in-person classes resume at NCTC, and when am I able to come to campus again?
   - All Summer classes at NCTC were moved to an online format.
   - Some technical and Health Science courses that can only be taught in-person will resume as soon as is safe and allowable so students in these programs can continue to make progress.
   - All NCTC campuses will be closed until further notice. When campuses do reopen it will be on a limited basis in terms of number of staff and students allowed in identified buildings, and the majority of student services will still be delivered virtually at least through the end of July.
   - Fall classes at NCTC are scheduled to be both online and in-person, with some classes using a new synchronous online format - this means virtual lectures with your instructor in real time!

2. How can I access services like Admissions, Advising, Career and Success Coaching, Financial Aid, or 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, please see below or visit our Student Services page for even more contact info.
     - NCTC Main Phone Number/Admissions: (940) 668-7731 or TEXT (940) 251-0701
     - NCTC Advising: advising@nctc.edu or TEXT (940) 580-1687
     - NCTC Business Office: SBR-payments@nctc.edu or CALL (940) 668-4200
     - NCTC Financial Aid: finaid@nctc.edu or TEXT (940) 353-0053
     - NCTC Testing Services (all testing is offered online at this time): gainesvilletesting@nctc.edu, corinthtesting@nctc.edu, dentontesting@nctc.edu, or flowermoundtesting@nctc.edu
     - NCTC 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!

3. Will I have access to any of the NCTC Libraries during this time, or the Bookstore?
   - Our physical libraries are closed for now; however online resources remain available and our librarians are also working remotely!
   - 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 or Dax Stokes: dstokes@nctc.edu
   - The NCTC Bookstores are closed however they are offering free shipping and Paypal payment plans as well as curbside pickup at the Corinth location.

4. How will I complete my labs, internships, hand-on learning requirements, etc. that I can only do in-person?
   - All classes will be taught online unless you received an email regarding certain courses in your schedule being put on hold, due to the hands-on nature of the content. Classes that are on hold are expected to be completed no later than June 30.
   - Your instructors will guide you through the completion of your assignments.
5. What are my options for improved internet access?
   - 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!

6. 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.

7. How can I still get help from my instructor online 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.

8. 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.

9. What if I haven’t been able to log into my classes or participate regularly due to technical issues? 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!

10. What if I don’t want to take my classes online? Can I move them to another semester?
    - 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 or texting (940) 580-1687.

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. 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.

- **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). This applies to any funds a student will receive from a stimulus check and/or funds a student will receive from the CARES Act.
13. How will my loan disbursements take place over the Summer?
   - Any questions related to grants, loans, tuition exemptions, book vouchers, etc., feel free to email finaid@nctc.edu or text Financial Aid at (940) 353-0053.

14. 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.

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. How can I make payment for my classes?
   - 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.

17. Will the dorm still be available in Gainesville for students needing housing?
   - On campus housing is reserved for student athletes since they are required to live on the Gainesville Campus. Any questions from athletes preparing to live on campus, please contact housing@nctc.edu.

18. I planned on applying to one of the Health Science programs at NCTC but now I can’t take my entrance exam or get all my required documents in order. Who do I contact about admissions and deadlines?
   - ADN (RN) program: please email cwillis@nctc.edu
   - LVN program: please email tjborden@nctc.edu
   - Surgical Technology program: please email kmason@nctc.edu
   - Allied Health – Non-Credit programs: please email kmason@nctc.edu
   - Fire Science and EMS: please email cleuschner@nctc.edu
   - Radiology program: please email kmason@nctc.edu

19. What about ACE classes. Are they cancelled or moving online too?
   - 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!
20. **Dual Credit Information for students in CTE Programs:**

- **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.