

Student Assistance and Resources

<https://www.wccc.me.edu/covid-19-information-page/student-assistance-resources/>

Student Online and Distance Learning Resources

[https://portal.wccc.me.edu/ICS/Student Online and Distance Learning Resources.inz](https://portal.wccc.me.edu/ICS/Student%20Online%20and%20Distance%20Learning%20Resources.inz)

Systemwide Practice and Guidance

Can I get a tuition refund because my class is now being delivered remotely?

Because courses have not been cancelled, and students will be able to complete their curriculum and earn the credits for which they enrolled, refunds for courses that began in January and are being offered remotely are not available.

Although course refunds are not available, the college has **emergency financial assistance** available to help students remain in college and complete their courses during this difficult time. We expect that the federal government will also make new financial assistance available to students in the coming days. If you are facing a significant financial challenge, please contact

Emergency Assistance and Funding

WCCC offers programs to support students with emergencies and unforeseen circumstances (financial, energy, transportation, housing, medical, technology, and etc.).

Bernadette Farrar, Student Navigator

bfarrar@wccc.me.edu

(207) 454-1086

Financial Aid

Financial Aid can help with various questions and guide you to information on current state and federal initiatives to assist students. You can check the [Federal Student Aid](#) website for more information on federal initiatives such as forbearance for students loans and no interest on federal loans.

Linda Fitzsimmons, Director of Financial Aid

lfitzsimmons@wccc.me.edu

(207) 454-1033

We are here to help you reach your educational goals.

Will I receive a refund for room and board now that I have had to move out of campus housing?

Yes. Refunds for room and/or board charges are being pro-rated based on the number of days you were in residence during the semester.

When and how will I get the refund?

For students with a credit on their account, prorated room and board refunds were issued on Wednesday, March 18, 2020. If you have questions, please contact:

Student Accounts

Heather Smale

hsmale@wccc.me.edu

(207) 454-1025

I'm worried I won't be successful in a class that is now being delivered remotely. I'm afraid it will have an impact on my Grade Point Average (GPA) or that I won't perform as well.

We recognize that students may face unexpected personal and academic challenges this semester. For that reason, students in most courses will be allowed the option of converting a letter grade to a Pass/Fail option once grades have been assigned at the end of the semester.

Students who choose the Pass/Fail option will have one of three grades recorded on their transcript:

- A "Pass" (P) grade will be awarded for a letter grade of C or better.
- A "Low Pass" (LP) grade will be assigned for a grade of D+ through D-.
- A "No Pass" (NP) grade will substitute for a grade below D-.

Students may want to consider choosing the Pass/Fail option for 2020 spring semester courses for the following reasons:

- "Pass" and "Low Pass" grades earned in the 2020 spring semester will be counted toward degree credit.
- "Pass" and "Low Pass" grades earned in the 2020 spring semester will not be used in computing a student's cumulative grade point averages (GPA).
- For this semester only, a grade below D- (NP) will not impact the student's cumulative grade point average (GPA).
- A grade of Pass for the spring 2020 semester will count for prerequisites that require a C or above grade. (This is not true for a Low Pass grade.)
- Although the college typically limits the total number of courses a student may take Pass/Fail, that limit does not apply for the 2020 spring semester, and a course taken

Pass/Fail this semester will not count against the total number of Pass/Fail courses the college typically allows.

Students may want or need to record their regular grade, rather than opt for Pass/Fail, for the following reasons:

- Students in certain courses—many of them in the health care field—require a letter grade. All students should consult with their instructor before opting to switch their grade to Pass/Fail.
- If a student is planning to transfer to another college or university, it is possible that the institution may not accept a P grade for credit in certain programs.
- Once a student has chosen a pass/fail option, the grade cannot be converted to a letter grade at a later date.
- Your faculty and advisors will be notified of the decisions you have made.

To select the Pass/Fail option, after final grades are posted, students can contact:

Anne Donahue, Coordinator of Enrollment Management and Student Services
adonahue@wccc.me.edu
(207) 454-1034

Donna Geel, Assistant to the Academic Dean
dgeel@wccc.me.edu
(207) 454-1013

Nichole Cote, Associate Dean of Student Affairs and Retention
ncote@wccc.me.edu
(207) 454-1012

Dr. Melvin Adams, Dean of Enrollment Management and Student Services
madams@wccc.me.edu
(207) 454-1032

Darin McGaw, Academic Dean
dmcgaw@wccc.me.edu
(207) 454-1003

Donna Geel, Assistant to the Academic Dean, will notify faculty of any grade changes.

WCCC FAQs

What happens if I need to drop a course or withdraw from the college because of the move to remote instruction?

- Although the deadline to withdraw from a course that began at the beginning of the semester has been extended, to **Friday, April 17, 2020**, withdrawals will not be eligible for tuition/financial aid refund.
- Dropping a course or withdrawing from all your courses may have a significant impact on the progress you have made towards your degree.
- You should also be aware that the college and the federal government are continuing to pay students whose wages are paid by federal or college work/study funds for the hours they normally work. If you withdraw from the college, the college will no longer be able to pay you those wages.
- If the move to remote learning poses issues for you, please notify your instructor of advisor.

What if my course is cancelled? How will I know and what are my options?

If courses are cancelled Darin McGaw, Academic Dean, or Donna Geel, Assistant to the Academic Dean, will contact you.

I still want to withdraw from a course or the college. What do I do?

Students may withdraw by contacting the Academic Affairs Office or Enrollment Management and Student Services Office by calling between 8:00 a.m. -4:00 p.m. or sending an email to a contact, below. A member of the team will contact you to discuss your situation and the withdraw. *As a reminder, WCCC has emergency funding and support services to assist during the spring 2020 semester.*

Nichole Cote, Associate Dean of Student Affairs and Retention

ncote@wccc.me.edu

(207) 454-1012

Dr. Melvin Adams, Dean of Enrollment Management and Student Services

madams@wccc.me.edu

(207) 454-1032

Darin McGaw, Academic Dean

dmcgaw@wccc.me.edu

(207) 454-1003

March 27, 2020

I don't have access to reliable wifi? What am I supposed to do?

Students can contact:

Bernadette Farrar, Student Navigator

bfarrar@wccc.me.edu

(207) 454-1086

Nichole Cote, Associate Dean of Student Affairs and Retention

ncote@wccc.me.edu

Information Technology

ithelpdesk@wccc.me.edu

Robert Finn, Information Systems Specialist III

(207) 454-1011

Ryan Prescott, Information Systems Specialist II

(207) 454-1039

Can I still receive tutoring or disability services?

Yes. Students with questions about disability services or accommodations can contact the

Accessibilities Specialist

Elizabeth Sullivan

esullivan@wccc.me.edu

(207) 454-1093

The Study Center and TRIO tutors will be available by phone, email, and Zoom technology.

Nicole Nygren, TRIO Director

nnygrens@wccc.me.edu

(207) 454-1062

If you need help with math (MAT091, MAT092, MAT106, MAT112, etc.) contact Linda at: lshattuck@wccc.me.edu and by phone at (207) 454-1064.

If you need help with English (ENG098, ENG101, ENG212, ENG210) contact Pam at: pfeeney@wccc.me.edu and by phone at (207) 454-1079.

If you need help with statistics (MAT115) and/or writing for any course contact Briggette at: briggettenewell@wccc.me.edu.

If you need help with accounting (BUS140) contact Nicole at: nnygren@wccc.me.edu and by phone at the office (207) 454-1062 or by cell (207) 904-8046 from 8:00 a.m. – 4:00 p.m.

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What if I need help with a subject not listed? Contact the TRIO study center front office and we will help connect you with an appropriate support. (207) 454-1064 or email Linda at ls hattuck@wccc.me.edu.

What if I am sick or caring for others and can't complete my coursework?

Contact your instructor. They will work with you to extend deadlines and modify assignments if necessary to address your specific needs. You can also discuss with them the option of taking an incomplete and developing a plan for finishing the course at a later date.

How am I going to complete courses that require internships, practicum, clinicals, certification hours, co-ops, etc.?

Each of the community colleges has developed plans for course completion, among them:

- Some programs have been able to accelerate hours at sites in order to meet requirements.
- Others are substituting hours in simulation labs or with online instructional technology.
- Where necessary, make-up hours will be scheduled once the colleges and/or sites re-open.
- If you have additional questions, please contact your instructor for the most up-to-date information.

What about hands-on courses like heavy equipment, plumbing, and science labs?

Plans are in place for all lab, trade, and technology courses to continue using a combination of virtual tools that include live, online demonstrations, recorded labs and lectures, and online simulation.

If you have questions about a specific course, please contact your instructor for the most up-to-date information or Darin McGaw. The faculty directory can be found at:

<https://www.wccc.me.edu/about-wccc/campus/campus-directory/faculty/>

Darin McGaw, Academic Dean
dmcgaw@wccc.me.edu
(207) 454-1003

Am I going to be able to graduate?

Yes. If you remain enrolled in your classes, you will graduate on schedule as long as you pass your courses this semester and are on track to graduate.

Will there be a commencement?

We know that everyone is eager for word about commencement. We are, too!

Each of Maine's community colleges is in the process of asking the many people who are involved in planning commencement to weigh in with their ideas, and are exploring different options. No matter what happens, we plan to celebrate our remarkable graduates and all they've accomplished.

Some of these decisions will be dictated by the latest information from public health officials and rules around gatherings. But as you know, those regulations are being updated regularly.

As soon as each college has a clearer sense of what is possible (and when), they will share that information.