

COVID-19 has created a lot of uncertainty. But at TCC, everyone is dedicated to ensuring that the student experience is excellent, regardless of the circumstances. Below are responses to many of the questions that were most frequently asked as classes and clinicals went online in March. If you have any additional questions, please reach out to your Academic Advisor or the Dean of Student Success (Meghan.Hollowell@TheChristCollege.edu) so that we can continue to track and address important FAQs.

Because of COVID-19, my family is suffering financially. I don't know if I will be able to continue with school because I'm worried about paying some of my bills at home. What should I do?

Don't give up! Sometimes, unexpected circumstances can create financial hardships that make completing a degree seem impossible. But temporary hurdles do not have to mean your dreams of becoming a health care provider should come to an end. If you're struggling financially because of COVID-19 or another unexpected circumstance, please reach out to your Academic Advisor or the Dean of Student Success (Meghan.Hollowell@TheChristCollege.edu) to discuss your eligibility for hardship funding. We're here to help!

Are summer and fall classes still going to happen?

Absolutely! The College will be delivering learning virtually during BOTH 8-week summer sessions. Clinical education will move to a blended model in July. Dean McFadden-Chase will be communicating to those who are enrolled in clinical courses. Please check your email for updates.

Plans for the Fall 2020 semester are currently being evaluated. The College plans to make a decision during the month of June related to campus reopening and the modality of fall courses. Please check your email for updates.

Will any tuition and fees be refunded?

The Christ College is pleased to announce several initiatives aimed at reducing tuition and fee costs for the 2020-21 academic year. We are committed to delivering the best education in all formats to each of our students, and we want to do that in a way that helps eliminate any barriers to your admirable pursuit of a career in healthcare. We're so proud that each of you has chosen this path; it's more important now than ever, and we're happy to support your passion. It is our sincere hope that these initiatives bring some relief to you and your family as you navigate a myriad of changes resulting from COVID-19.

- The Christ College is committed to awarding a scholarship to all students who do not already qualify or receive funding from their employer or other scholarship sources
- Tuition rates will not increase from the 19-20 school year

- Reduced fees in the following areas:
 - Student Activities
 - Technology/Learning Resource
 - Graduation

The Student Accounts Office does offer payment plans to help individual financial situations. For more information, or to address your questions and concerns regarding tuition and fees, please contact Laura Wehby (Laura.Wehby@TheChristCollege.edu) or Sandy Haungs (Sandy.Haungs@TheChristCollege.edu).

Is campus still open?

Students and employees always have badge access to the College building from 5a-7p each day. (Remember--only the basement entrance is accessible on the weekends at main campus.) If you do not yet have a badge, please contact Alicia Sparke at Alicia.Sparke@TheChristCollege.edu.

Anyone who visits TCC's campus must wear a mask while on site and keep a social distance of 6 feet from others. Masks are available at the front desk.

If you need an on-campus resource but are hesitant or unable to make the trip, please contact your Academic Advisor; she can help you determine how to best access resources during this unusual time.

Are resources like The Learning Center, Financial Aid, and the Food Pantry still available right now even though we're not on campus?

Yes! All the College's Departments have transitioned to an online format at this point, including Advising, Student Accounts, Financial Aid, etc. Please do not hesitate to reach out to your regular contacts via email for assistance. They may not be on campus. [Click here](#) to access the Faculty/Staff Directory.

Tutoring is now accessible in an online format. As always, you can sign up for appointments via this link: <https://tccnhstutor.checkappointments.com/>

For access to the Food Pantry, please contact your Academic Advisor or the Dean of Student Success (Meghan.Hollowell@TheChristCollege.edu).

Other resources that may be particularly useful right now also include Ed Tech Student Support. Please reach out to Jerilin Morris (Jerilin.Morris@TheChristCollege.edu) or Robert Adams Jr. (Robert.Adams@TheChristHospital.com) if you have questions about Blackboard, your personal device, etc. And in case you missed it, Spectrum is offering free Wi-Fi to students to help with the COVID-19 impact on remote learners! See this article for info: <https://www.wect.com/2020/03/15/spectrum-offer-free-internet-students-during-coronavirus-outbreak/>

One of my courses is going to have a live, virtual session that requires me to sign into Collaborate at a particular time, but since my kids are home I'm struggling to stick to a schedule and even meet deadlines. What should I do?

Reach out to your faculty member directly. Let him/her know what specific challenges you're experiencing and ask about what kinds of modifications might be made so that you're still able to meet learning outcomes. As an example, synchronous class sessions can often be recorded. In general, please know that everyone at TCC understands this is an unusual time, and as always, we want to do whatever we can to support you. Communicating about your barriers with your faculty members directly is an essential component of helping them understand where you are in your journey, and what you need to succeed.