

Student Services - FAQs

What classes are being held in person vs. online?

Most in person classes are not being held the week of March 16, 2020 so faculty can prepare to move instruction online beginning March 23, 2020. If your class involves required contact hours, such as with nursing, those classes will continue to meet. If you are unsure as to which category your class falls under, please contact your instructor for more guidance.

What Student Services are open?

Most student services will continue to be available for students, possibly with reduced in person access. Please see below for a selection of student services hours and services. For other offices, please call for in person services availability and hours.

| Department | Week of March 16, 2020 | March 23 - April 3, 2020 |
|------------------------|--|---|
| Admissions and Records | Normal Business Hours, in person services available | Normal Business Hours through phone; in person services available Mon. 1 pm - 4pm; Tues. 1 pm - 4pm; Wed. 8:30 am - 11:30 am, Thurs. 8:30 am - 11:30 am; Fri. phone only |
| ASTC | Normal Business Hours, in person services available | Normal Business Hours, in person services available |
| Career Center | Normal Business Hours, phone or zoom communication only | Normal Business Hours, phone or zoom communication only |
| Cashier's Office | Normal Business Hours, in person services available | Mon 12 pm - 4 pm; Tues 12 pm - 4pm; Wed 8:30 am - 1pm; Thurs. 8:30 am - 1pm; Fri. closed |
| Counseling | Normal Business Hours, in person services available (encouraged to do appointments over phone or zoom) | Normal Business hours through phone/zoom; in person front desk services available Mon. 1 pm - 4pm; Tues. 1 pm - 4pm; Wed. 8:30 am - 11:30 am, Thurs. 8:30 am - 11:30 am; Fri. phone/zoom only (appointments through phone or zoom only) |
| DSP | Normal Business Hours, in person services available (encouraged to do appointments over phone or zoom) | Normal Business Hours, in person services available (appointments through phone or zoom only) |
| Financial Aid | Normal Business Hours, in person services available | Normal Business Hours through phone; in person services available Mon. 1 pm - 4pm; Tues. 1 pm - 4pm; Wed. 9:00 - 12:00 pm, Thurs. 9:00 pm - 12:00 pm; Fri. phone only |
| MAC | Closed | Closed |

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| Student Life | Normal Business Hours, in person services available | Normal Business Hours, in person services available |
| TAP | Normal Business Hours, in person services available (encouraged to do appointments over phone or zoom) | Normal Business hours through phone/zoom; in person front desk services available Mon. 1 pm - 4pm; Tues. 1 pm - 4pm; Wed. 8:30 am - 11:30 am, Thurs. 8:30 am - 11:30 am; Fri. phone/zoom only (appointments through phone or zoom only) |
| Testing Center | Normal Business Hours, in person services available | Normal Business Hours, in person services available |
| Transfer Center | Normal Business Hours, phone or zoom communication only | Normal Business Hours, phone or zoom communication only |
| Vacaville Center | Mon.-Thurs. 8 am – 5 pm, Friday 8 am – 3 pm | Mon.-Thurs. 8 am – 5 pm, Friday 8 am – 3 pm |
| Vallejo Center | Mon.-Thurs. 8 am – 5 pm; Friday, 8 am - 3 pm | Mon.-Thurs. 8 am – 5 pm; Friday, 8 am – 3 pm |

Will I be able to access computers on campus?

Yes, the library and other campus computer labs will stay open regular hours for student use.

Is the library going to be open?

Yes, the library will be open regular hours.

My class is moving online? What if I'm not successful in online classes, can I drop?

Yes, the date to drop a class with a "W" is March 27, 2020. If you have been diagnosed with the Coronavirus or have a health situation which puts you in a high risk category, you may receive an Excused Withdraw (EW) with proper medical documentation.

Can my club or student organization be able to meet in person on campus?

In an effort to stop the spread of the Coronavirus, social distancing is recommended. Therefore, please seek consultation with your club/organization advisor and when at all possible implement video or phone conferencing options to reduce the number of in person attendees. Please make sure there are no meetings larger than 30. Please take every precaution including wiping down tables and chairs and making sure hand sanitizer is available.