



LOS ANGELES COMMUNITY COLLEGE DISTRICT

CITY / EAST / HARBOR / MISSION / PIERCE / SOUTHWEST / TRADE-TECHNICAL / VALLEY / WEST

FREQUENTLY ASKED QUESTIONS – UPDATED MARCH 24, 2020 2 P.M.

These questions and answers will be updated as frequently as possible.

Online at: <http://laccd.edu/About/News/Pages/FAQs.aspx>

What is COVID-19

COVID-19 is a respiratory illness caused by the novel coronavirus that was first discovered in China in late December 2019. More information is available at the Los Angeles County Department of Public Health online at:

<http://www.publichealth.lacounty.gov/media/Coronavirus/>

Why are classes moving to remote learning?

The United States has declared a national emergency. It has been ordered by the California Governor Newsom and County Health Officer that “social distancing” and other methods such as self-quarantine must be used to prevent the community spread of COVID-19.

This includes limiting activities in which more than 10 people come together, including for schools and in-classroom instruction. Los Angeles County has enacted a “Safer at Home” order that limits many activities locally. The move to remote learning is an effort to ensure that your education can continue when it is not possible to have in-person classes.

Why were classes suspended from March 16–22 and Spring Break moved to run from March 23-29?

The move to remote learning requires a significant shift for your college’s faculty and staff. The suspension of classes and moving Spring Break allows us time to make this shift and ensure that we can support you in the best way possible.

When will classes resume?

Classes will resume in a remote learning model using Canvas on Monday March 30.

All classes that cannot be shifted to online remote learning will be postponed until May 4, 2020. You will be contacted as soon as possible if you will be effected by this postponement. Only a very small percentage of classes will be postponed, such as classes like the utility pole climbing class at Trade-Tech that is difficult to shift to online learning.

What will happen during the week that was supposed to be Spring Break?

Classes will be in session during the original Spring Break, April 6-12.

Will other holidays be the same?

Yes. All previously scheduled holidays such as Cesar Chavez Day on March 31 will continue to be observed.

Will all classes resume on Monday, March 30?

No. Again, we appear to be unable to transition a very small percentage of classes to remote delivery. These classes will be suspended until at least May 4. We will notify all students who are affected by this situation as soon as possible.

Will there be other changes this semester?

Maybe. Unfortunately, we cannot guarantee how bad the pandemic will be and what, if any additional changes will be required from health officials or government leaders. The District is closely monitoring the situation and is in regular contact with health officials, the State Chancellor’s Office and government leaders. We will do our best to keep you informed as soon as possible.

Will my class meet at the same time as it did when it was in person?

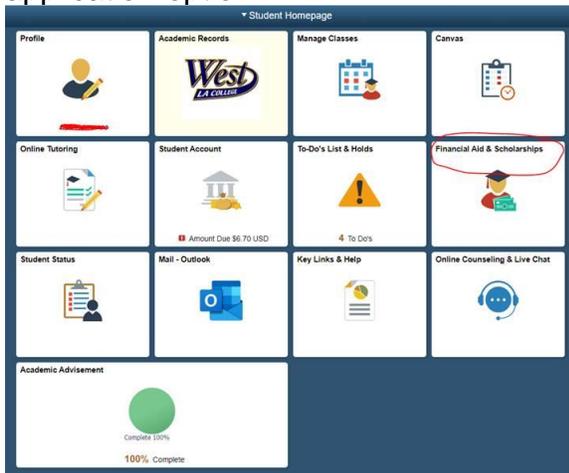
Look for communication from your professors to determine how and when the course will operate remotely. The course might be online live during the regular class meeting time. This is referred to as synchronous and could occur through Zoom, a feature that is already in Canvas. Other classes may use discussion boards, posted materials and other options referred to as asynchronous. Your professors are working extremely hard to be flexible and find the best way to support your learning.

My class requires hands-on activities such as a lab, career technical, or psychological activity course. What will happen to these classes?

You will receive information about these classes as soon as possible. Your professors are demonstrating amazing ingenuity to maintain effective learning online and some of these courses will be able to be offered remotely through advanced software or other innovation. Some courses will be unable to shift to remote learning and we will work with you and your professor to find the best means to continue your education through other means.

I don’t have laptop, can you help me?

Yes. You can apply for a Chromebook through the student [portal](#). Once online look for the “Financial Aid & Scholarships” icon tile. Click on Scholarship and look for the laptop application option.



I don't have internet access at home, what can I do?

Use a telephone to call or use a smart phone to access the following information per provider. The District cannot guarantee the current status of any of these offers. We have posted some information on our website too, at www.laccd.edu/coronavirus.

Internet Service Providers with Available Options

Charter/Spectrum:

Information Link: <https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>

How to Apply: Students/Faculty will need to call to apply 1-844-488-8395

Note: Wait times are high right now. 45min to 1.5 hours

Internet Essentials by Comcast:

Information Link: <https://www.internetessentials.com/covid19>

Apply by April 30, 2020.

You are not an existing Xfinity Internet customer and have not subscribed to Xfinity Internet in the last 90 days. How to Apply: Visit <https://apply.internetessentials.com/>

Xfinity – Wi-Fi by Comcast

All Xfinity WiFi Public Hotspots are now open to everyone on the “xfinitywifi” SSID. Public hotspots can be found in small/medium businesses and outdoors in commercial areas.

Non-Xfinity subscribers need to accept Terms and Conditions to access the network and repeat when requested to continue to receive free unlimited access. Please refer to the map below for available public hotspots.

How to find a hotspot:

Go to: <https://wifi.xfinity.com/>

Enter your Zip Code or City. A map will show the closest locations. Instructions on how to connect are provided under the “Ready to Connect?” Section under the map

What if I am sick, or get ill, and I can't complete coursework due to the COVID-19?

Please notify your professor immediately of your health status if sick. Please contact your healthcare provider for direction. We will be as supportive and flexible for you as possible. If needed, please reach out to the professor and college to request an incomplete, which will allow you to complete the work at a later time. Another option is to request an Excused Withdrawal, discussed below.

Will services still be available to me?

The colleges have not been providing in-person student services since March 16. Many student services are already available online via the student portal through SIS and the student [portal](#). We are shifting as many student services into online, remote access and will provide updated information here when available. Check your student email for detailed information on online counseling and live chat.

I am having trouble with Canvas.

All LACCD students are advised to take steps now, before March 30, to click on the "Getting Started" link at <https://community.canvaslms.com/docs/DOC-18585-getting-started-with-canvas-as-a-student> and to also review the online student guide for Canvas at <https://community.canvaslms.com/docs/DOC-10701-canvas-student-guide-table-of-contents>.

Students should also visit the "Distance Learning" webpages at their home college for additional resources. There are also many useful YouTube videos available on this topic, including <https://www.youtube.com/user/CanvasLMS>.

If you need help with Canvas, or logging into the Student Portal, call the toll free Student Help Line at (844) 695-2223, Monday through Friday, 8 a.m. to 6 p.m.

I am having trouble signing on to the student portal.

If you need help with Canvas, or logging into the Student Portal, call the toll free Student Help Line at (844) 695-2223, Monday through Friday, 8 a.m. to 6 p.m.

I want to drop my classes, what should I do?

Go to the Student Portal and log in.

Click on the Manage Classes tile/icon

From the drop-down menu, click on the Drop Classes option

Select class or classes you wish to drop, confirm and submit.

If you are receiving financial aid, you should work with your Financial Aid Office to determine the impact of dropping classes and if any repayments may be required.

If you still choose to drop your classes as a result of the Coronavirus, we will work with you to make sure your academic record is not impacted. This will include the use of excused withdrawals, which do not impact your GPA for transfer or degree purposes. There is no need to make a request for this action. The college will convert your withdrawal (W) to an excused withdrawal (EW) automatically. This will also trigger a refund to your student account, if applicable.

Students who are U.S. Veterans receiving benefits must check with their Campus Certifying Officer first. Contact info is on the student portal.

If I paid for my classes using cash, personal check or credit card and later need to withdraw from the class due to the coronavirus outbreak, can I receive a refund?

Yes. A refund will be automatically processed for all students that request an excused withdrawal on or after March 20, 2020.

Is there a website that will keep me informed about the district's response to the coronavirus?

Yes. Go to www.laccd.edu/coronavirus

For Public Health information go to:

Los Angeles County Department of Public Health: <http://publichealth.lacounty.gov/>

California Department of Public Health: <https://www.cdph.ca.gov/>

U.S. Centers for Disease Control: <https://www.cdc.gov/>