

**Subject:** Your Coronavirus Preparedness Questions Answered – March 26, 2020  
**Date:** Thursday, March 26, 2020 2:54:04 PM

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Greetings, HACC student!

I want to start today's email with a reminder: **HACC is NOT closed.** Please repeat this message to anyone who may be under the impression that we are. Access to our campuses is restricted to essential and approved employees while we will provide remote instruction and remote services to you, our students. However, it is "business as usual" – but using remote resources.

I know it can be difficult to process all of the information that is coming at us every day. Listening to and reading the news and spending time on social media can be emotionally and mentally draining. In the midst of this very real crisis, we are gathering positive stories from HACC employees and students. Stay tuned as we launch a special "HACC Heroes" series that celebrates members of our community who are going above and beyond during this challenging time.

As you have come to expect, following are the commonly asked questions and our responses to them. Please note that some of these responses are tentative and subject to change.

If you have additional questions and you do not see the answers on the [website](#), please submit the online form located on the website. Please see the webpage section called "Information for Students."

We will continue to update you regularly via email and the aforementioned website.

Thank you!

John J. "Ski" Sygielski, MBA, Ed.D.  
President & CEO  
HACC, Central Pennsylvania's Community College

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**1. How will students return textbooks at the end of the semester?**

Please check the [HACC bookstore website](#) on April 1 and stay tuned for further information about returning spring textbook rentals, extended textbook rental due dates and textbook buyback opportunities.

**2. How will students be able to register for classes next week if they can't meet with their advisor?**

Counselors and professional advisors are working remotely and are available to support students with their academic planning and registration needs. Students who need support should contact the College at 800-ABC-HACC and then select their campus affiliation using the number option for the counseling and advising office. It is important to note that these counselors and advisors are temporarily serving as the primary point of contact for student advising questions during this time so that faculty advisors can focus on the transition to remote instruction.

**3. One of my courses this semester was supposed to be hands-on. I'd also like to finish it hands-on. Would I be able to drop the course and continue where I left off in the fall without having to pay again?**

If you are currently enrolled in a class that has a required hands-on component, you will continue with the theory portion and demonstrations where possible. The hands-on portion will continue once we are back on campus. You will not need to wait until fall to complete a spring class.

If you drop the course, you will need to start over in the fall. You would have to re-register and repay. We recommend staying in the course to finish.

**4. Are the second six-week and eight-week summer classes canceled?**

No. We plan to hold summer classes in the second six-week and eight-week parts of the term.

**5. What's going on with refunds? In the last email update, it stated we will not be receiving refunds from grants or loans.**

Students who receive financial aid and get refunds as part of their financial aid package will still receive their refunds. However, the refunds may be delayed a few days as a result of College employees moving to remote work.

HACC is not granting tuition refunds for students who elect not to continue with remote instruction.

[hacc.edu](http://hacc.edu)



800-ABC-HACC

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