

# FAQs for Students – fall 2020

This FAQ document will be updated as needed and new information will be indicated in a different font color.

## Coming to Campus

### 1. What can I expect when I come to campus?

- MCC's campus-reopening plan authorizes one entrance into Brighton Campus buildings at the first (ground) floor of the Spina Administration Building (Building 1). The Downtown Campus and Applied Technologies Center will use their regular single entrance. Please leave extra time to move through the entrance, especially at the Brighton Campus.
- Have your MCC ID ready, complete the [daily COVID-19 self-assessment](#) online in advance, wear your mask, and maintain a social distance of 6 feet, when possible.
- All MCC students and employees must complete a daily health screening before entering campus.
  - In person – You can answer screening questions at an authorized campus entrance checkpoint
  - Online – To save time, you can [complete the screening online](#) or via the MCC mobile app. You will simply be asked to show your daily screening confirmation – using your smart phone or printout – at the checkpoint.

### 2. Do I need to get tested for COVID-19 to come to campus?

Most MCC students are **not** required to have a COVID-19 test before coming to campus. Exceptions include students who live in the residence halls. Contact [MCC Health Services](#) for more information.

### 3. Where can I park?

- Brighton Campus – Students should park in Lot A. If Lot A is full, Lots C and D should be used. Please do **not** park in the Visitors' Lot or in the lots on the east side of campus as they are being used by the New York State Department of Health for drive-through COVID-19 testing.
- Downtown Campus and Applied Technologies Center – Parking will operate as usual.
- Parking Services will monitor student parking options as the semester progresses to determine if changes are needed. Please direct your questions to Parking Services, located at the Brighton Campus' authorized entry checkpoint or visit [Parking Services](#) online.

### 4. Is bus transportation available?

MCC is working to confirm transportation details with RTS. Ride passes for \$1/ride, can be purchased until further notice.

### 5. How do I get my books?

The MCC Brighton Campus Bookstore is open and new inventory, supplies, snacks and beverages are available for purchase. At this time access to the store is limited to the second floor. Please use the entrance located by the Marketplace. Students are encouraged to purchase all course materials online: <http://brightonbookstore.monroec.edu/home> or <http://downtownbookstore.monroec.edu/home>. You may also want to review [How to Purchase Textbooks Online from the MCC Bookstore Using Your Schedule](#). Options are available for curbside pickup or shipping. The Downtown Campus Bookstore will not be open this fall; all Downtown Campus orders will be processed at the Brighton Campus. If you have any questions, contact information for the Bookstore is 585-292-2020 or [bookstore@monroec.edu](mailto:bookstore@monroec.edu) and on Instagram and Facebook at @themccbbookstore.

## The First Day of Classes

### 1. What should I expect on my first day of a “remote” class?

Your instructor will contact you with specific instructions. Review important information on your Course Information Sheet, too. You will most likely sign into Zoom or another system to participate with the rest of your classmates.

### 2. What should I expect if I have class on campus?

Each MCC campus location has a single entrance checkpoint. If you have class on campus, please remember to leave extra time to move through the entrance. Have your MCC ID, complete the daily COVID-19 self-assessment online in advance, wear your mask, and maintain a social distance of 6 feet, when possible.

### 3. It looks like I have a lab on my first day of class, do I come to campus?

If your lab shows a room number, then yes! See above for campus access information.

### 4. Where should I wear a mask or face covering?

Students, faculty, and staff must wear a face mask or face covering everywhere they can—inside and outside—to protect themselves and others around them from infection.

- Indoors – face masks/face coverings must be worn any time there is more than one person in a given space—including times of brief interaction. Exceptions to wearing a face mask/face covering include eating or drinking or working alone in an office.
- Outdoors – face masks/face coverings must be worn when 6 feet of separation is not feasible, and students must carry a face mask/face covering with them at all times in case others approach to within 6 feet of them. MCC is making face masks readily available to all faculty, staff, and students on campus.

### 5. How can I contact my instructor?

Your instructor should have emailed you about your first day of class with information on what to expect. Your Blackboard course site will also have specific information about how to contact your instructor. Instructors email addresses are also available on the [MCC College Directory](#).

### 6. If I can't reach my instructor, who else can I contact with questions?

In the unfortunate event that you cannot connect with your instructor, contact the department chairperson. You can find chairperson contact information on the academic department's page on our website: [Departments and Services](#).

### 7. I need to speak to an advisor. I'm not sure if I should add or drop a course. What should I do?

- New students – New students may be served virtually through our Advisement Center. To schedule an appointment, visit [www.monroecc.edu](http://www.monroecc.edu) and click on Advising Appointments. To connect via email, or to add or drop a course, simply email [eadvisor@monroecc.edu](mailto:eadvisor@monroecc.edu)
- Current students – Current students should connect with their assigned academic advisor. Current students who are unable to connect with their assigned academic advisor should email [schools@monroecc.edu](mailto:schools@monroecc.edu).

## Technology and Internet Access

### 1. What if I don't have the necessary technology?

If you do not have access to a computer: 1) notify your professor; 2) apply for an MCC [Dreamkeepers](#) emergency grant, stating that you need a laptop to complete your studies this fall, and/or 3) contact the Student Technology HelpDesk by emailing [technologyhelp@student.monroecc.edu](mailto:technologyhelp@student.monroecc.edu).

In addition, there is limited on-campus access to technology in MCC libraries/learning commons this fall by appointment. To learn more, click here: [Fall 2020 MCC Libraries Updates, Resources, and Services](#).

### 2. How can I access the internet if I don't have it at home?

You may reserve seats, computers, and material pickup times through the MCC Libraries. To learn more, click here: [Fall 2020 MCC Libraries Updates, Resources, and Services](#).

### 3. What if I don't have Microsoft Word and I need it for one of my courses?

You can download Microsoft Office 365 for \*free\* at [www.monroecc.edu/go/office365](http://www.monroecc.edu/go/office365).

## Student Support Services (tutoring, library access, and disability accommodations)

### 1. Is in person tutoring available this semester?

For the fall 2020 semester, tutoring will be remote. To learn more about available tutoring platforms offered by MCC or to schedule an appointment, visit the [Tutoring and Academic Assistance Center](#) online. If you don't have access to a computer at home, you can make an appointment to come to the library to use a computer for remote tutoring.

### 2. How will I study with fellow students?

All students have access to [CircleIn](#), a student study app. CircleIn is a free online space where students can study remotely, work with other students to exchange ideas, and so much more! Read [CircleIn's Student Welcome Guide](#). Click here to [login to the CircleIn app](#).

### 3. Can I study at the library at the Brighton Campus or the Learning Commons at the Downtown Campus?

Yes. For information about hours, access, or to make seat or computer reservation, click here: [Fall 2020 MCC Libraries Updates, Resources, and Services](#). Students are encouraged to use the many online resources and services available remotely through the [MCC Libraries website](#) or the Library tab on myMCC. You can also connect with MCC Libraries staff members at [libraries@monroecc.edu](mailto:libraries@monroecc.edu).

### 4. What if I think I have a disability and need to talk to someone about possible accommodations?

Please visit MCC's [Office of Disability Services](#) website and click on "Steps to Take." You may also wish to view a handout about the [accommodations process](#). Be sure to reach out and notify your instructor as soon as the course starts if you are entitled to an accommodation. You instructor's contact information should be on your Course Information Sheet.

## Additional Student Resources and Services

1. *I have financial aid questions. How can I connect with a staff member from MCC's Financial Aid Office?*

Financial Aid staff members are available to meet with students virtually at this time. To request an appointment, call 585-292-2050 or email [financialaid@monroecc.edu](mailto:financialaid@monroecc.edu).

Financial Aid information is also available through Live Chat, by visiting [www.monroecc.edu](http://www.monroecc.edu), click on Financial Aid, and you will be directed to the Financial Aid information page.

2. *What about the food pantry (DWIGHT)? Are students able to access non-perishable food items?*

Yes, DWIGHT is available for student choice shopping of non-perishable items through FoodLink. A kickoff event is being held on [Thursday, August 27](#) from 12:00 p.m. – 2:00 p.m. in Parking Lot K. Students must bring their MCC ID and their own reusable shopping bag (no bags will be provided). Curbside pickup is available on [specific dates](#) each month during the fall 2020 semester. For questions, please contact the [Office of Student Life and Leadership Development](#).

3. *I need emergency financial support. What are my options?*

Students facing a financial emergency (for example, need a laptop and/or WiFi access, rent money, food insecurity, transportation issues, etc.) may apply online for assistance through MCC's [Dreamkeepers](#) and [Single Stop](#) programs and stay on track. [Dreamkeepers](#) and [Single Stop](#) at MCC are made possible by generous supporters of the MCC Foundation.

4. *Is the fitness center and PAC Center track open this semester?*

The fitness center and PAC Center track are both currently closed to all faculty, staff, and students.

5. *How do I contact a coach about joining one of our athletic teams?*

All full team practices and games are cancelled for the semester however, teams are still meeting virtually, training, and working out in small groups! Feel free to complete an [athletics interest form](#) and a coach will be sure to reach out.

6. *How do I join the E-sports competitive gaming team?*

MCC athletics is still filling space for many of our game titles. Complete the [E-sports interest form](#) and a representative will be sure to reach out.

7. *What additional supports are in place for students this semester?*

MCC offices and employees continue to virtually serve student needs and respond to questions. In addition, some offices have resumed an in-person presence on campus to provide services to students. Here are some helpful links:

- [Coronavirus Information](#) webpage – includes link to COVID-19 daily assessment, updates on the safe and gradual reopening of campus, and links to student and employee resource pages.
- [Coronavirus Information Student Resources](#) – includes parking information, single entrance checkpoint location, tutoring support information and links to other academic resources, emergency financial support, and mental health resources.

- [MCC Libraries](#) – updates, resources, and services, including hours, how to reserve seats and computers, and material pickup times. For hours, access, and to make a reservation, click here: [Fall 2020 MCC Libraries Updates, Resources, and Services](#).
- TRIB411 – For general questions or when you are not sure where to go or who to contact, call or text TRIB411 at 585-292-2411. A student Peer Ambassador will be able to direct you to the right department or right person.
- Contact any Student Services office listed below via email or call the one-stop number at 585-292-2248
  - Counseling Center – [counselingservices@monroecc.edu](mailto:counselingservices@monroecc.edu)
  - Disability Services – [disabilityservices@monroecc.edu](mailto:disabilityservices@monroecc.edu)
  - Student Rights and Responsibilities – [studentsrights@monroecc.edu](mailto:studentsrights@monroecc.edu)
  - Student Life and Leadership – [Shr\\_studentCtr@monroecc.edu](mailto:Shr_studentCtr@monroecc.edu)
  - Veteran Services – [veterans@monroecc.edu](mailto:veterans@monroecc.edu)

## Health and Counseling Services

### 1. Is the Health Services Office on the Brighton Campus open? What services are available?

MCC Health Services staff members are available to students via telehealth and in-person on the Brighton Campus by appointment only. Complete the [Health Services Screening Form](#) prior to an appointment at MCC Health Services.

Students may access the [MCC Student Health Services Portal](#) for direct and confidential access to Health Services staff. Using the portal, students can communicate securely with MCC nurses, upload immunization and other health records and, soon, make appointments. Sign in to the [MCC Student Health Services Portal](#) with your MCC username and password. Your username does not include “@student.monroecc.edu”.

### 2. What health services resources are available off campus?

MCC and Health Services has established an MOU with Trillium Health for students. Trillium Health offers affordable, high-quality primary health care, men’s and women’s health, STD testing and treatment, free prescription delivery, HIV prevention and care, Hepatitis C treatment and care, is a Transgender Center of Excellence, on site lab testing including lab testing for symptomatic COVID-19 patients. Trillium is open to in two locations: 259 Monroe Avenue, Rochester, NY and 170 Science Parkway Rochester, New York. Phone number is 585-545-7200. You can learn more at [www.trilliumhealth.org](http://www.trilliumhealth.org).

### 3. What do I do if I think I was exposed to or have symptoms of the virus?

If you feel ill, please do not come to campus. Contact your primary care provider, the UR Medicine COVID-19 support line at 1-888-928-0011, or the Monroe County Department of Public Health COVID-19 hotline at (585) 753-5555 or [covid19@monroecounty.gov](mailto:covid19@monroecounty.gov) for information and direction. If you have a confirmed case of COVID-19, or if you have been in close contact with a person who has a confirmed case, please notify MCC Health Services at 585-292-2018.

### 4. How do I manage my mental health during this time?

**If you are experiencing a crisis, call 911 or Lifeline (585) 275-5151.**

MCC Counselors are available to help you online and/or over the phone, and are safely serving students in person if needed. Contact [MCC's Counseling Center](#) for assistance at (585) 292-2140 or via email at [counselingservices@monroecc.edu](mailto:counselingservices@monroecc.edu).