



Established 1921

## **San José City College Frequently Asked Questions (FAQs) for Students Fall 2021**

### **COVID-19 Related Information**

#### **Will facemasks be required at all times at the college?**

Yes, facemasks will be required of all persons at all times while at the college when indoors and outdoors in social settings.

#### **Will facemasks be required in classrooms, laboratories, and other college facilities?**

Yes, all persons on-campus will be required to wear facemasks while on-campus within all college facilities including classrooms, laboratories, and other college facilities.

#### **Do I need to cover my nose and mouth with my facemask?**

Yes, facemasks need to cover the nose and mouths of all persons while at the college.

#### **What do I do if I forget my facemask at home?**

Free facemasks will be available at various locations at the college including the Student Center.

#### **Will students be required to be vaccinated?**

No, students will not be required to be vaccinated but they are highly encouraged to get vaccinated.

#### **Is social distancing required?**

While not required, all persons are encouraged to practice social distancing of at least six feet while at the college.

## **What does practice good hygiene mean?**

All persons are asked to practice good hygiene while on-campus which means washing hands thoroughly with water and soap, utilizing hand sanitizer, and avoiding touching their eyes, nose, or mouth.

## **What do I do if I begin to feel sick on-campus?**

Persons who begin to feel sick while on-campus are asked to leave campus immediately and seek medical attention. All persons are asked to report to their instructor(s) if they are experiencing COVID-19 related symptoms or test positive for COVID-19.

## **What happens if I test positive for COVID-19?**

Persons who test positive for COVID-19 are asked to contact their instructor(s) so that contact tracing may begin immediately.

## **Will confidentiality be maintained if I report to test positive for COVID-19?**

Yes, confidentiality will be maintained for all persons per the Americans with Disabilities Act (ADA) and other applicable federal and state laws.

## **How long do I have to self-quarantine?**

All persons are asked to self-quarantine for 14-days prior to returning to the college.

## **Bookstore**

We will be open from 9am to 3pm from August 9th to August 20th. Then starting on August 23rd it will be 8am to 5pm, then on August 30th, it will be from 8am to 6pm through September 10th

## **KJ's Cafe**

Will be open 7:30am – 7:30pm Monday -Thursday and 7:30am – 2pm Fridays beginning the first week of the semester. Grab 'n' Go food and drinks

## Modality of Instruction

### Asynchronous

A class taught 100% only online for the entire duration of the course. The course materials and assignments will be made available by the faculty for students to access on their own time. Class does not meet at a regular set time online. Students do not need to come to campus unless they are required to pick up materials. Visit the online class schedule for more information about the various online class modalities, including how to read the online schedule and select your classes accordingly.

### Synchronous

A class taught 100% online in which the instructor and students are required to meet at a set time online in order to engage, review, and discuss course materials and assignments. All the regular class occurs remotely through Zoom in the Canvas platform. Students do not need to come to campus unless they are required to pick up materials. Visit the online class schedule for more information about the various online class modalities, including how to read the online schedule and select your classes accordingly.

### Both (combo of asynchronous and synchronous)

A class that is taught 100% online with a combination of asynchronous and synchronous instruction, which means that portions of the course will be delivered live at scheduled times through Zoom while other instruction will be available in Canvas during the term. Students do not need to come to campus unless they are required to pick up materials. Visit the online class schedule for more information about the various online class modalities, including how to read the online schedule and select your classes accordingly.

### Hybrid

#### **Asynchronous or Synchronous (Online) with Face-to-Face Components**

Class content will be delivered online through Canvas (asynchronously or synchronously) except for specified days of the week that will meet on campus as listed in the class schedule. Visit the online class schedule for more information about the various online class modalities, including how to read the online schedule and select your classes accordingly.

### How do I know what kind of course I will be taking?

Visit the online class schedule for more information about the various online class modalities, including how to read the online schedule and select your classes accordingly.

## **Fall Semester 2021**

### **When does the fall semester 2021 begin and end?**

The fall semester 2021 begins on Monday, August 30, 2021 and ends on Thursday, December 16, 2021.

### **How do I obtain the class schedule for fall 2021?**

The San Jose City College class schedule has been posted on the college website at <https://www.sjcc.edu/future-students/schedule-of-classes>.

### **How do I register for classes?**

Students may register for classes through MyWeb (online student portal). Students must first apply for admission to the college to register for classes. Please contact the Admissions & Records Office for additional information.

### **When can I register for classes?**

Course registration appointments are available through MyWeb (online student portal). Students may register for classes any day and time following their assigned course registration appointment. Please contact the Admissions & Records Office for additional information.

### **What if I want to enroll in more than 18 units?**

Students are restricted to a maximum load of 18 units during the regular registration period for fall and spring semesters. The maximum number of units a student can carry during the summer session is 7 units. The limit is applied to provide all students an opportunity to register for a full program and be successful as students. When space remains in classes during the drop and add periods, the counseling department may approve additional units. Students, particularly first time college students, should avoid taking more than 18 units in one semester or 7 units during the summer.

### **Do I need to complete the new student orientation, guided self-placement for English and Mathematics, and student educational plan in order to register for classes?**

No, students are not required to complete the new student orientation, guided self-placement for English and Mathematics, and student educational plan in order to register. However, new and returning students are highly encouraged to do so.

## **Technology Resources**

### **Will I have access to free Wi-Fi internet while on-campus?**

All students will have access to free while on-campus including college parking lots.

### **Where can I borrow a laptop or other college equipment?**

All students who require a laptop or other college technology in order to benefit from online instruction are encouraged to fill out a SJCC Library Laptop Request Form for possible equipment loans. A library staff member will contact requesters and may seek some additional information about the need. If qualified and resources are available, library staff will schedule a time for the equipment to be picked up at the Learning Resource Center (Library).

### **How long can I borrow the laptop or other college technology from the college?**

Students may borrow laptops and other college technology from the college for the entire semester or term in which the equipment has been loaned. All laptops and other college technology will be due at the conclusion of the semester or term unless the student plans to continue their enrollment at San Jose City College into the next semester or term. If so, students will need to contact the Library to verify whether they can extend their technology loan into the next semester or term.

### **Is there a cost to borrow a laptop or other college technology from the college?**

No. There is no cost to borrow a laptop or other college technology from the college.

### **Where do I pick-up the laptop or other college technology once I have been approved?**

All laptops and other college technology is available for pick-up from the San Jose City College adjacent to the Library located in Building L on an appointment basis during business hours.

## **Technology Information**

### **What is Canvas?**

Canvas is the college's online learning platform. Students may learn more about Canvas and how to use it by visiting the following website <https://virtual.sjcc.edu/>.

### **Where can I get help with accessing or using Canvas?**

Students are to visit the San Jose City College Virtual Campus webpage <https://virtual.sjcc.edu/sjcc2>.

## **What is Zoom?**

Zoom is a tool with Canvas that allows instructors and students to communicate with each other in real time. If enabled within the Canvas course, students can just click on the Zoom link at the appointed time to access this web conferencing software. Students may learn more about Zoom by visiting the following webpage <https://virtual.sjcc.edu/>.

## **What is MyWeb?**

My Web is the college's online student portal where students may register for courses, view the online student orientation, take the guided self-placement, pay fees, order a parking permit, and much more. Students may learn more about MyWeb by visiting the following webpage <https://virtual.sjcc.edu/>.

## **Student Services**

### **What Student Services offices are open to serve students in-person?**

All Student Services offices with the exception of the Counseling Department will be open to serve students in-person beginning on Monday, August 9, 2021. Each office has its own hours of operation so students are encouraged to visit their respective webpages for the most up-to-date information.

### **How do I request to meet with a Counselor?**

Students may receive Counseling services online via Zoom and telephone. No in-person counseling services will be available for fall 2021. Information has been posted on the Counseling Department webpage at <https://www.sjcc.edu/Counseling/Pages/Counseling0731-3247.aspx>.

### **Why should I meet with a Counselor?**

Counselors are able to help students create or update a student educational plan; answer questions relating to course prerequisite clearances, course challenges, and other petition processes; answer questions regarding San Jose City College certificates and associate degrees; and answer questions regarding transfer to a four-year college or university. Please visit the Counseling Department webpage for more information <https://www.sjcc.edu/Counseling/Pages/Counseling0731-3247.aspx>.

### **Will the Student Center be opened to serve students in-person?**

Yes, the Student Center will reopen to serve students in-person beginning on Monday, August 9, 2021. Each Student Services office has its own hours of operation so students are encouraged to visit their respective webpages for the most up-to-date information.

### **Will the Jaguar Market be opened to serve students in-person?**

Yes, the Jaguar Market will reopen to serve students in-person beginning in mid-September 2021. The Jaguar Market is a free food distribution site on-campus that serves as a campus food pantry.

### **Will college photo identification cards be available for students?**

Yes, students may visit the Student Center to receive a free college photo identification card upon verification of course enrollment at San Jose City College.

### **Will Valley Transportation Authority (VTA) Eco Passes be available for students?**

Yes, students may visit the Student Center to receive their VTA Eco Pass upon verification of course enrollment at San Jose City College. Students may ride VTA buses or light rail without paying the ridership fare with the VTA Eco Pass.

## **SJECCD Police Department**

### **Will parking permits be required on-campus for fall 2021?**

No. San Jose City College will not require parking permits for fall 2021. However, all parking regulations will be enforced by the San Jose Evergreen Community College District Police Department.

### **Will safety escort services be offered?**

Yes, all persons may request free safety escort services between the college parking lots and college buildings at any time. Safety escort services may be requested by calling (408) 288-3735.

### **In an emergency, whom do I call while on-campus?**

All persons are asked to dial the emergency telephone of the San Jose Evergreen Community College District Police Department by calling (408) 288-3735 or 911.

## **Student Health Center**

### **Is there a cost to receive services from the Student Health Center?**

Upon payment of the student health fee, most services offered by the Student Health Center are free to students. For a complete listing of services and related costs, please visit the Student Health Center webpage at <https://www.sjcc.edu/current-students/on-campus-resources/student-health-services>.

## **What services are provided by the Student Health Center?**

The Student Health Center provides general appointments with doctors, physical examinations, birth control, low-cost pregnancy testing, TB skin testing, low-cost adult immunizations, low-cost sexually transmitted infections screening and treatments, short-term case management and mental health counseling services, smoking cessation resources, blood pressure checks, basic vision screenings, and referrals to community health agencies.

## **Where can I learn about crisis, wellness, and mental health?**

Students may learn more about crisis, wellness, and mental health by visiting the Student Health Center webpage at <https://www.sjcc.edu/current-students/on-campus-resources/student-health-services>.

## **Where can I request over-the-counter medication, first aid, or contraceptives?**

Students may request over-the counter medication, first aid, or contraceptives by visiting the Student Health Center during business hours.

## **Financial Aid**

### **How do I apply for financial aid?**

The financial aid applications are available online. Students may submit the Free Application for Federal Student Aid (FAFSA) at [www.fafsa.ed.gov](http://www.fafsa.ed.gov) or the California Dream Act Application (CADAA) at <https://dream.csac.ca.gov>. For assistance, please contact the Financial Aid Office.

### **How do I view my financial aid award?**

Financial aid awards are available to students via MyWeb (online student portal). Students must first apply for admission to the college to access MyWeb.

### **What should I do if my income (independent students) or my parents' income (dependent students) has changed as a result of COVID-19?**

Students who previously applied for and were denied financial aid are encouraged to submit a "Special Circumstances Form" to the Financial Aid Office. Information on the form is available on the Financial Aid Office webpage at <https://www.sjcc.edu/current-students/on-campus-resources/financial-aid-and-scholarship/forms>.

### **Where do I find Financial Aid Office forms?**

All Financial Aid Office forms are available online at <https://www.sjcc.edu/current-students/on-campus-resources/financial-aid-and-scholarship/forms>.



## **What is the best way to submit forms to the Financial Aid Office?**

The best way to submit forms to the Financial Aid Office is through CampusLogic, the online financial aid portal.

## **Bookstore**

### **How do I purchase textbooks required for my classes?**

The San Jose City College Bookstore is open within the Student Center. Students may also purchase required textbooks online. For additional information, please visit [www.sjccshop.com](http://www.sjccshop.com).

### **How do I purchase school supplies or required materials for my classes?**

The San Jose City College Bookstore is open within the Student Center. Students may also purchase school supplies or related materials online. For additional information, please visit [www.sjccshop.com](http://www.sjccshop.com).

### **How do I purchase college apparel or other college specific items?**

The San Jose City College Bookstore is open within the Student Center. Students may also purchase college apparel and other college specific items online. For additional information, please visit [www.sjccshop.com](http://www.sjccshop.com).

## **Tutoring**

### **How do I obtain tutorial services?**

Students may obtain free online tutorial services through the Tutorial Center via NetTutor online, which is accessible through Canvas.

## **Cafeteria/Food Service**

### **Will I be able to purchase food and refreshments on-campus?**

Yes, students will be able to purchase food and refreshments on-campus on a grab and go basis within the Student Center.

### **Can I bring my own food and refreshments to eat on-campus?**

Yes, students are welcome to bring their own food and refreshments to eat on-campus.

### **Will water filling stations be available on-campus?**

Yes, water filling stations will be available on-campus for students to use.