

## South Georgia State College Frequently Asked Questions

In an effort to help preserve the well-being of the South Georgia State College community, the content of this site provides answers to frequently asked questions. The College will continue to update its guidance and add to these frequently asked questions as needed.

### *GENERAL OPERATIONS*

#### Is South Georgia State College open?

- South Georgia State College is open, with minimal staff physically on-campus, to ensure continuity of services.

### *ACADEMICS AND INSTRUCTION*

#### What if I need to withdraw from a class during Spring Semester 2020?

Due to the impact of COVID-19 on college operations, South Georgia State College is extending the Spring 2020 course withdrawal date for students to withdraw without a grade penalty to April 26, 2020. This will give students additional time to assess progress in courses and make decisions regarding the ability to be successful based on changes in course format and other circumstances.

Students are strongly advised to consult with your academic advisors, course instructors and financial aid advisors before withdrawing from a course to assess the effects a withdrawal may have upon your degree completion plan and current/future financial aid eligibility.

Students who decide to withdraw from individual Spring 2020 courses may do so by submitting the withdrawal form through 11:59 p.m. on April 26. The form and contact information can be found here:

[http://www.sgsc.edu/skins/userfiles/files/Registrar/Withdrawal\\_Form\\_2018.pdf](http://www.sgsc.edu/skins/userfiles/files/Registrar/Withdrawal_Form_2018.pdf). If circumstances prevent you from submitting the withdrawal form by fax or email, contact [registrar@sgsc.edu](mailto:registrar@sgsc.edu) for guidance.

The withdrawal will be listed on your transcripts but will not impact your GPA; it also will not result in a tuition refund. A withdrawal on your transcript can be explained in transfer and graduate school applications and to future employers as part of the extraordinary circumstances of the 2020 novel coronavirus (COVID-19) worldwide pandemic.

#### When will classes resume?

- For students currently enrolled in online courses, please be prepared to resume your virtual presence starting the week of March 23rd. For students enrolled in face-to-face or hybrid classes, please check your SGSC student e-mail account during the week of March 23rd for further information from your instructors about the transition of these classes.
- We are currently moving face-to-face and hybrid instruction to an online only format for the remainder of spring semester.

#### **Are class assignments that are due March 23 – 27 still due?**

- Contact your instructors for guidance on deadlines and timelines on assignments.

#### **Will in-person classes resume on campus this semester?**

- There will be no on-campus classes for the remainder of the spring 2020 semester.

#### **What about eCore classes?**

- Courses offered through the USG's eCore program will continue to operate as planned and scheduled.

#### **How does this suspension of classes impact progress toward my degree/graduation?**

- At SGSC, we are making every effort at keeping the semester on track so you can finish your courses and keep progressing towards degree completion.

#### **Will summer courses be impacted?**

- Please continue to check the SGSC website and your SGSC email account for updates on the summer 2020 semester. Summer 2020 classes will be offered but the format (on-line, hybrid or face-to-face) has not yet been determined.

#### **How will the transition to online learning impact lab-based courses, research projects and clinical hours?**

- Lab-based courses, research projects and clinical hours will be modified on a course-by-course basis. Students will be contacted by their faculty about how these requirements will be met.

#### **What academic support services will be available?**

- Academic support services will continue to be available to students. Tutoring services will be available 24/7 through tutor.com which should be accessed through a student's Georgia View. For more information, go to <http://www.sgsc.edu/current-students/academicsupport.cms>

### **Will academic advising be available before registration?**

- Advisors are reaching out to students to make appointments with them via phone and/or Skype. They will book appointments as they normally do and their advisor will call them.

### ***ADMISSIONS AND FINANCIAL AID***

#### **Will I still be able to give my admissions, financial aid or other paperwork to someone on campus?**

- Engram Hall on the Douglas Campus and the Dye Building on the Waycross Campus are open exclusively for college-related business. Counter service in both locations is still open for students and prospective students.
- For additional information on Admissions, Financial Aid, Registrar, or IT, please submit an online ticket to Hawk Helper at <http://talon.sgsc.edu/help/>.

#### **How will my financial aid be impacted?**

- Please contact the Office of Financial Aid at [finaid@sgsc.edu](mailto:finaid@sgsc.edu) for special questions.

### ***ATHLETICS AND STUDENT EVENTS***

#### **Will we still have our spring sports and practices?**

- All spring sports competitions and practices for the remainder of the 2020 spring semester have been canceled. All scholarships agreements will be maintained.

#### **Will I lose a year of eligibility?**

- According to the NJCAA, regarding eligibility for spring sports (baseball and softball), the NJCAA is not charging a season of eligibility for any student-athlete regardless of participation in the spring 2020 season.
- For more information on the NJCAA guidelines, follow this link: <https://www.njcaa.org/general/2019-20/releases/20200316k2au00>

#### **Will student events still be held on campus?**

- All campus-based student events and outside events are currently canceled. Details about rescheduling will be provided as they become available.
- Information on remote access programs for students will be forthcoming.

#### **Will there be a spring 2020 Commencement exercise?**

- All commencement services are canceled. Students will be able to graduate, consistent with academic progress and standards, but the actual May ceremony will be canceled. We know this is a special day for our Hawks and their families. We are currently looking at an alternate way to celebrate our graduates and will communicate a plan as soon as possible.

## ***HOUSING***

### **Do I need to move out of my residence hall?**

- Currently all SGSC residence halls are closed. Students will receive specific instructions from the Dean of Students, Ms. Sandra Adams, regarding how to sign up for a time slot to return to campus to retrieve your belongings from the residence hall. Students must follow those instructions and students are not allowed to return to campus without an appointment.
- Students will receive instructions on Thursday, March 19, 2020, from SGSC's Dean of Students Ms. Sandra Adams via their SGSC student email account.
- Exceptions to housing will only be considered for those students who are in most extreme, documented circumstances. Exceptions will be granted only on a temporary basis. Information regarding how to file an appeal will be included in the email.
- Residential students who receive mail and/or packages at the college should put in a change of address form with the U.S. Postal Service as soon as possible for future mail to be forwarded to them at their address. Be sure to select your correct address when ordering packages through delivery services such as Amazon, etc.

### **Will I receive a refund for the unused portion of my housing dining, and other services?**

- SGSC is working as quickly as possible to issue partial refunds on a pro-rata basis to students required to move out of on-campus housing and those who no longer have access to dining services. Other fees may also be partially refunded, and more information will be forthcoming soon. Please continue to check your SGSC email account for further information.

## ***INFORMATION TECHNOLOGY***

### **Are laptops available for loan from the college?**

- For assistance, contact your instructor or SGSC Information Technology at <http://talon.sgsc.edu/help/>
- Technology Support - Contact the Helpdesk at <http://talon.sgsc.edu/help/>
- For additional information, resources are available at <http://www.sgsc.edu/departments/itstudentresources.cms>

## ***INTERNATIONAL STUDENT AFFAIRS***

### **How do I get information about international student issues?**

- Please contact Dean of Students Ms. Sandra Adams at [sandra.adams@sgsc.edu](mailto:sandra.adams@sgsc.edu) or Assistant Director of Admissions Ms. Jamica Coates at [Jamica.coates@sgsc.edu](mailto:Jamica.coates@sgsc.edu).

## ***ON-CAMPUS SERVICES***

### **What student services will still be available to me during spring semester?**

- Meal services - Dining hall services will not be available at the Douglas or Waycross locations. Follow the guidance of Valdosta State and Georgia Southwestern for availability of food services on their campuses.
- Counseling Services – For assistance, complete this form and submit online for a staff member to be in touch: <http://www.sgsc.edu/current-students/welcome.cms>
- Disability Services – Students receiving accommodations should contact Stanley Sinkfield, Coordinator of Disability Services at [stanley.sinkfield@sgsc.edu](mailto:stanley.sinkfield@sgsc.edu).
- Technology Support - Contact the Helpdesk at <http://talon.sgsc.edu/help/>

### **Will students be able to go to the library?**

- SGSC librarians are offering virtual online library assistance. Check the library homepage for details: <http://www.sgsc.edu/academics/homepage.cms>
- Students can return their books to the Douglas campus via the drop box located in front of the library. Students may also return books in the residence halls on the day of their checkout.

### **Will the bookstore be open?**

- The bookstore will be moved to online only. You can access the bookstore here: <https://www.sgscbookstore.com/>