

Learner Services Update – 08/07/20

Audiences: All Learners, Visitors, and Faculty & Staff

Fall classes begin August 19th and are offered on-campus at this time. Please check your email and Sakai daily for important updates from your professor. Your professor may send important updates on COVID-19 protocol specific to your course.

Current COVID-19 campus safety requirements for Learners, Faculty & Staff, and Visitors are as follows:

- Enter campus at the A-10 or E-42 entrance for a no-touch temperature check, NSCC ID scan, and respond to COVID-19 health screening questions.
- Wear a face covering; a limited number of disposable will be available.
- If your temperature is 100.4 degrees or higher, you will not be permitted to enter campus.
- Practice social distancing



BACK-TO-COLLEGE TIPS
Protect Yourself from COVID-19

Watch your distance
Stay at least 6 feet apart from others, when possible

Wash your hands
or use hand sanitizer with at least 60% alcohol

Wear a face cover
in public spaces and common areas

The more closely you interact with others and the longer that interaction, the higher the risk of COVID-19 spread.

CS18091-A 07/14/2020

During fall semester regular updates regarding class and service operations will be shared and updated weekly.



NSCC Learner Services Offices include the service areas listed below:

Admissions, Advising Center, Bookstore, Business Office, Career & Activities Office, Financial Aid Office, Food Services, Registrar’s Office, and the Success Center.

When you visit a Learner Services Office that is located in the C-wing hallway you will be asked to wait outside the office and a staff member will assist you when available. We will do our best to keep wait times to a minimum. Keep in mind that wait times may be longer during peak times.

Learner Services Office Hours

Walk-ins and appointments are available during the days and hours listed below.

Days	Hours	Location
Monday and Tuesday	8:00 to 6:00 p.m.	On Campus and Remote
Wednesday and Thursday	8:00 to 4:30 p.m.	On Campus and Remote
Friday	8:00 to 12:00 p.m.	Remote

Admissions Office: 419-267-1320, Admissions@NorthwestState.edu

Accuplacer Placement Testing is available. Visit <https://northweststate.edu/testing/> for more information or to sign up.

If you need assistance completing your admissions requirements, please visit, email, or call to make a virtual or face-to-face appointment. Additionally, you can participate in our upcoming Virtual Admissions Q & A sessions being held Tuesday, August 11th from 2:00 - 3:00.

If you have questions regarding CCP, please contact your CCP Advisor.

Advising Center: 419-267-1390, Advising@NorthwestState.edu

Advisors will be available to meet in-person or remotely. Please visit, email, or call the advising center. Bi-Weekly Zoom Express Advising is available for fall registration. The next session is Thursday, 13th from 11AM – 1PM. Join via this link: <https://zoom.us/j/92106936044>.

Bookstore: 419-267-1308, kstapleton@NorthwestState.edu

To order textbooks for the fall semester visit <https://books.northweststate.edu/>. There are two ordering options:

- 1) Ship to your home (allow processing time + 2-day delivery) or shipped to the Bookstore.
- 2) Visit the on-campus Bookstore Monday thru Thursday from 9AM – 4PM.



Business Office: 419-267-1311, BusinessOffice@NorthwestState.edu

Payment for fall classes is due Thursday, August 13th. If payment or payment arrangements are not received by Friday, August 14th you may be dropped from your fall 2020 classes. Please log in to your myNSCC and check the balance due. If a balance is due please visit, call, or email the Business Office for more information. To accommodate social distancing guidelines our occupancy is set to 2 visitors at a time. In person payments are being taken Monday through Thursday 8am - 4:30pm.

Career and Activities Office: 419-267-1330, mjacobs@NorthwestState.edu

Join your classmates on **Mondays at 6:00pm** for “**Campus Conversations.**” By joining these weekly Zoom meetings you can connect with the latest information about classes and campus updates. Get answers to questions and stay connected. Check your NSCC email for details.

Join us for Meditation Mondays. Sessions will be offered by Pure Yoga on Mondays from 9-9:30 and 4:30-5:00 through July 27. Check your NSCC email for details.

Stay connected to the latest career advice and local & regional job postings by visiting CollegeCentral.com/NSCC. This free service provides career opportunities, resume submission and podcast advice on a variety of topics related to your career development.

Financial Aid Office: 419-267-1333, FinAid@NorthwestState.edu

If you need any assistance with completing your FAFSA or financial aid file, please contact our office at FinAid@NorthwestState.edu or by calling 419-267-1333 and we would be happy to assist you either by email, phone, Zoom, or schedule an on-campus appointment with a financial aid representative.

Food Pantry – Starting this fall, the NSCC Food Pantry will resume normal hours of operation. We will be open the fourth Wednesday and Thursday of each month from 11:00 am – 1:00 p.m. In order to maintain social distancing and cleaning protocols, we will have bags pre-filled with food and household staple items. Please email us at FoodPantry@NorthwestState.edu to let us know that you plan to visit so we can ensure that we have enough bags ready for pickup each month.

Resources -- We understand that this is a difficult time for students and their families. If you are experiencing a financial hardship, please do not hesitate to contact our Financial Resource Counselor. We are happy to assist you with connecting to on-campus and community resources. Please email us at finaid@northweststate.edu or call 419-267-1333 and ask to speak with our Financial Resource Counselor. Your situation will be kept private.

Registrar’s Office: 419-267-1395, Registrar@NorthwestState.edu

Registrar staff will continue to run processes and will communicate with you via your learner email.



Success Center: 419-267-1457, Success@NorthwestState.edu

Fall semester tutoring options:

Tutoring Option	Subject	Available Times
Walk-in Lab in the Success Center (no appointment needed)	Math, Writing, and Computer & Technology	Beginning 8/26 Monday/Thursday: 10AM-4PM Tuesday/Wednesday: 10AM-530PM
Walk-in Lab in the Success Center (no appointment needed)	Accounting, Business, and Life Science	Beginning in September
E-tutoring (online)	Anatomy & Physiology, Chemistry, Math, Physics, Statistics, & Writing	Anytime via this link: https://etutoringonline.org/login.cfm?institutionid=104 .
Individual Tutoring (face-to-face or via Zoom)	Any	Contact the Success Center to schedule times/dates.

NSCC Counseling Services:

Please – if at any point you feel overwhelmed, anxious, or uncertain about anything – reach out to NSCC Counseling Services and text NSCCHELP to 419-591-6487 and someone will respond to your inquiry and assist you with your needs.

FAQs

When do classes start?

Classes begin August 19th.

Are classes offered on-campus?

Classes are offered on-campus at this time. Please check your email and Sakai daily for important updates from your professor. Your professor may send important updates on COVID-19 protocol specific to your course.

What will the first day of classes look like?

When you arrive on campus you will enter through doors A-10 or E-42 for a no-touch temperature check, NSCC ID scan, and to respond to COVID-19 health screening questions.

What if I have questions about a class I am already registered for?

Check your email and Sakai daily for important updates from your professor. Your professor may send important updates on COVID-19 protocol specific to your course. Or you can find your professor’s email on your student schedule available in myNSCC.



Who do I contact if I have questions regarding CCP?

You should contact your CCP Advisor – Ann Fether at 419-267-1513 or Nichole Gerschutz at 419-267-1229.

Where do I get my student ID?

You will need a state issued ID card in order to obtain your student ID from campus police. Campus police are located inside the Atrium.

What do I use my student ID for?

You must have your NSCC ID card with you at all times. You will use your student ID to check-in when you arrive on campus and to access classrooms.

How do I know what classes to take?

You should contact your advisor. You can visit the Advising Center in-person or call 419-267-1390.

Is there a cafeteria available on campus?

The Café is available in the A-building (2nd floor). Hours are Monday-Thursday 745AM-2PM. There is also food available in the Bookstore.

Where can I find my schedule?

Go to your myNSCC and sign-in, click 'student' and then 'academics'. 'My Schedule' is located on the right side.

How do I access my online class?

Your online class will be available in Sakai. Visit northweststate.edu and the option to log into Sakai is available at the bottom of the page.

What if I need to change my schedule?

You should contact your advisor. You can visit the Advising Center in-person or call 419-267-1390.

I am feeling overwhelmed or anxious about life, school, or work – what should I do?

Reach out to NSCC Counseling Services and text NSCCHELP to 419-591-6487 and someone will respond to your inquiry and assist you with your needs.

I am having financial trouble – do I have any options?

We understand that this is a difficult time for students and their families. If you are experiencing a financial hardship, please do not hesitate to contact our Financial Resource Counselor. We are happy to assist you with connecting to on-campus and community resources. Please email us at finaid@northweststate.edu or call 419-267-1333 and ask to speak with our Financial Resource Counselor. Your situation will be kept private.