



**Temple College
COVID-19 FAQs for Students
March 24, 2020**

Will the spring semester be cut short or extended?

At this point, there are no plans to shorten or lengthen the spring semester. The main difference is that instruction and support services have moved to an online modality. Please check your email and D2L for instructions from your faculty on your specific course requirements and updates.

How will I finish my classes this semester?

If your course is currently taught in a classroom, it will transition into an online environment. Please log in to D2L. If you need assistance logging into D2L, please contact the Temple College Help Desk at 254-298-8450 or email helpdesk@templejc.edu. Your faculty members will use this platform to share announcements, course requirements, discussion boards and more. It is important to stay in touch with your professors, familiarize yourself with D2L and check your email often. If you do not have access to a computer, the college has a limited number of laptops available for loan. Please write helpdesk@templejc.edu or call 254-298-8450 to request a laptop.

How can I get help from my professors?

Faculty members have been working very hard to build online courses that will allow you to be successful. Because they understand students may be nervous about transitioning from face-to-face classes to online classes, they are building supplemental support and good communications. Faculty members are being asked to maintain virtual office hours through the use of e-mail, phone, D2L chat, TEAMS, Skype, and other methods. Look for details from your individual professors on how best to communicate with them. The best way to reach professors is through Temple College e-mail. If you call their office phone, make sure to leave a message as it will be forwarded to their email. Please make sure to leave your name, what class you are enrolled in, and a return phone number.

How do I get books from the Bookstore?

As of today (March 24), the Bookstore plans to remain open. Students who need books may also order them online at www.templecollegebookstore.com. The bookstore is offering free shipping during this time, and is also accepting Financial Aid for those eligible.

How will internships and clinical requirements be affected?

The Health Sciences Division and other divisions are developing contingency plans for clinical placement, internships, co-ops, and field experiences.

I am concerned about taking online classes. What should I do?

We understand your concerns but don't worry. We are here to help you successfully finish the semester. Make sure to check your email and D2L account for access to your course and instructions from your professors. We are adding several support services such as online tutoring, writing center support, and faculty resources available to help you complete the semester. Faculty and staff will be available through various modes of communication to answer questions, hold virtual office hours and support you in any way.

How long will we be doing our classes online? What about summer classes?

We are monitoring this situation on a daily basis with health officials. Currently, we are planning for the remainder of spring semester classes to be offered online.

Beginning March 30, we will be registering students for summer classes in face-to-face, online and hybrid modalities. We are prepared to take care of all your summer registration processes remotely beginning today. Contact information for advising, registration, financial aid, testing, and other services is provided at the end of this document.

What will happen to events already planned on campus?

Campus events have been postponed or cancelled. This includes all spring Fine Arts events and all athletic events for the rest of the semester.

Since all our local school districts have closed, what is happening to the dual credit courses that are held at high schools?

We ask all high school students enrolled in dual credit courses to login into D2L, check their email, and continue their courses online by following their professor's directions. We are working with our high school partners and counselors to help you with this transition.

What is happening to classes offered at the Texas Bioscience Institute (TBI)?

TBI is moving all classes and operations to an online/remote environment beginning March 23 and extending until further notice. The TBI facility itself is closed. Visit www.templejc.edu/tbi for details.

What is happening to classes offered in Hutto and Taylor?

All courses collegewide are moving online beginning March 23. This includes all classes at Hutto, Taylor and TBI in addition to classes at the Temple campus. Please log in to D2L and check your email for updates from your faculty members with specifics on each course.

What if I am enrolled in an Adult Education and Literacy Class?

Adult Education and Literacy is moving all its classes online. For more information or for specific questions, please write ael@templejc.edu or call 254-298-8620.

What if I am registered for a Business and Continuing Education Class (BCE)?

If you have registered for a Business and Continuing Education class, you will be contacted about the status of your class. Some classes are being rescheduled and others are being converted to an online format. A revised schedule with more remote learning opportunities will be available by March 30. In the meantime, if you have questions, please contact BCE at 254-298-8625 or bce@templejc.edu.

What if I don't have Microsoft Office at home?

Students may download Microsoft Office to their home computer for free. Please note, however, that students who download Office 365 onto their personal devices will do so under agreement with Microsoft and will have to contact the MS support number for any issues that arise. Temple College computer technicians are not bonded to work on/repair personal computers should students accidentally corrupt/override or uninstall the factory Office version that comes with their personally purchased system. Here are instructions for how to download Microsoft Office: <https://www.templejc.edu/live/files/1196-how-to-install-microsoft-office-on-your-home>.

Where do I take a test for online classes or other testing needs?

Testing and course requirements vary by course so please carefully review each syllabus and faculty instructions. Each course will have different course requirements, deadlines, assignments and testing instructions.

The Testing Center was originally scheduled to be open during regular hours starting March 23, but that plan has now changed. Not only the Testing Center but all faculty and staff are working remotely at least until April 6 as we monitor the situation. For now, the Testing Center may only be made available if we have special needs or requests. We will address this on a case-by-case basis.

Testing Center staff will be working remotely to answer questions and make appointments. The Testing Center phone number for the Temple campus is 254-298-8586 and the Testing Center phone number for Hutto is 512-759-5625. The e-mail address for both is testingcenter@templejc.edu.

What do I do if I have been receiving accommodations?

If you are a Temple College student who has been receiving testing accommodations and have questions regarding online testing or exams or have questions about accommodations for online classes, please call or email Misty Reid 254-298-8335 or send her an email at misty.reid@templejc.edu.

If I receive tuition reimbursement from a business or organization such as Baylor Scott & White, how can I submit tuition reimbursements electronically?

Tuition reimbursement may be requested by emailing dianne.mcclure@templejc.edu or lisa.mescke@templejc.edu.

If the college is closed, will other online services like online tutoring and advising be available for students? How do I contact offices or departments I need to reach?

Yes, we will have an increased availability of online resources, online tutoring and student support services to help you successfully finish the semester off strong.

All departments are closely monitoring calls and emails. The fastest way to contact a department is through email. A chat function is also available online. Below is the best email for each department. You also can go to the Temple College website for a full directory of each faculty and staff member.

Admissions & Records - admissionsrecords@templejc.edu

Adult Education & Literacy (AEL) - ael@templejc.edu

Advising - advisingcenter@templejc.edu

Counseling - christine.simon@templejc.edu

Financial Aid - financialaid@templejc.edu

Math Lab - tcmathlab@templejc.edu

Recruitment - Michael.pilgrim@templejc.edu

Retention - retention@templejc.edu

Student Accommodation - Misty.reid@templejc.edu

Student Life - ruth.bridges@templejc.edu

Student Success Coaches - success@templejc.edu

Short-term loans / Book lending - terri.worley@templejc.edu

Testing - testingcenter@templejc.edu

Veterans Affairs (VA) - va@templejc.edu

Writing Center - writingcenter@templejc.edu

Taylor center - taylor@templejc.edu

Hutto center - hutto@templejc.edu