



Student FAQs
Hurricane Harvey's Impact on Instruction
August 31, 2017

Which ACC locations are open and which are closed?

The main campus, Shadow Creek campus for evening classes, UHCL Pearland campus, and all Dual Credit locations will resume classes on Tuesday, September 5th.

Is the semester going to be extended?

No; the ACC Fall semester will not be extended. (Go to <http://www.alvincollege.edu/Campus-Calendar> for a review of dates for the fall semester.) Your instructors will revise course materials and calendars to accomplish expected course learning outcomes. Class hours and time will not be extended and day of classes will remain the same. Every effort will be made to work with you so that you can complete and submit your assignments as required.

How do I know if I need to drop my classes since I've missed a week or more of class?

Our goal is to help ACC students remain in college. Prior to dropping your class, please contact Advising Services and/or your faculty member for assistance in seeking out resources before making a decision to withdraw. Hurricane Harvey has dramatically impacted all of us, some more than others. ACC is committed to helping you be successful and, unless your circumstances are unavoidable, we want to help you salvage your semester. You can be successful!

Will dropping classes affect my financial aid?

Yes; the Financial Aid census date is October 13th for 16-week classes. All monies will be adjusted through October 13th for dropping and/or adding classes. You must be still enrolled in six hours at the time of a loan disbursement. This is why it is critical you communicate with your advisor or the Financial Aid department prior to withdrawing from a class.

Will dropping a class due to changes in my life circumstances caused by Hurricane Harvey be considered as an exclusion from the Six-Drop rule?

Please contact Advising Services prior to dropping a class so an advisor can help you determine if the drop will count toward the six-drop limit. Highly individualized circumstances, such as becoming homeless after a natural disaster, will be allowable and will not count toward your six-drop limit. The college will extend the 100% refund period until September 14th for students who need to withdraw due to the impact of Harvey on their personal lives. Withdrawals will not be indicated on transcripts for students who withdraw prior to September 14th.

Will the deadlines for payment plans be extended?

Yes; we have adjusted the payment plan to move the 2nd payment due on October 10th and the 3rd payment to November 7th. No late fees will be assessed on payment plans.

How will the College handle my financial aid refund check and/or any withdrawal refunds?

Unfortunately, due to the effects of Hurricane Harvey, refund checks have been delayed. Financial Aid refund checks scheduled for distribution on September 1st will now be completed by September 14th. The Financial Aid Department understands the urgency needed in receiving disbursed funds and is working diligently in processing funds as quickly as possible.

Can I obtain assistance if I am in dire circumstances and am unable to replace my textbooks, clinical uniforms, etc. to complete my semester successfully?

Donations are currently being collected to assist students with replacing school related items that may have been lost or damaged as a result of the hurricane. You are strongly advised to communicate with your instructors and advisors to let them know of your circumstances so we can support you to be academically successful for this semester. In addition, ACC is seeking out food pantry and toiletry donations to help supplement your needs. Please contact your advisor or the Vice President for Student Services Office at 281-756-3517 to coordinate support to assist you with your needs.

Will I have to pay late fees for library materials due during the time ACC was closed? No fees or fines will be assessed by the College during dates of mandatory closure.

I am struggling with the impact from Hurricane Harvey, is there someone I can talk to for help?

ACC understands that many of our students have experienced a traumatic experience and will be there to assist students with the needed services and resources in the upcoming semesters. ACC counselors are available to assist you and can be reached at **281-756-3531**. In addition, the ACC Counseling website at <http://www.alvincollege.edu/Counseling-Community-Resources-Wellness> is updated with a list of community resources to access for additional supportive services.

What about my Dual Credit course?

Dual credit classes will follow the same process as other ACC classes. Your faculty member will let you know about any changes.

Will Clinical Hours for Nursing and Allied Health programs have to be made up?

Your faculty will provide detailed information about pending requirements.

Will Continuing Education classes linked to credit classes (overlays) be extended?

Classes will continue as scheduled.

What can I do if I'm enrolled in an online course and still don't have electricity?

If possible, come to ACC's main campus and utilize our computer facilities or seek out public facilities with computer access. Please let your faculty know about any challenging circumstances that you are facing due to Hurricane Harvey.

If you have other questions or need assistance regarding your online course, visit with your faculty member and/or access the [Support Ticket link](#).

What hours are computer labs open at ACC?

Cyber Lab:

Building A, 1st floor, Room A-173

Hours

Monday and Tuesday 8:00 am to 7 pm

Wednesday to Friday 8:00 am to 5 pm

Learning Lab Location A-204B

Building A, second floor, across from the Library

Hours

Monday - Thursday 8 a.m. - 9 p.m.

Friday 8 a.m. - 4 p.m. (except during summer sessions)

What hours are Student Services open (Advising, Admissions, and Financial Aid)?

Hours

Monday and Tuesday 8:00 am to 7 pm

Wednesday to Friday 8:00 am to 5 pm