

## Student FAQ

The health and wellness of students and staff of Alamo Colleges District is our highest priority. Out of an abundance of caution, the Alamo Colleges District has made some temporary changes to the way we provide instruction and operate in light of the growing concerns related to the coronavirus.

- Alamo Colleges District campuses and buildings are closed to students and staff through April 9 in compliance with the Mayor's Stay Home, Work Safe Emergency Order on March 23.
- **All Alamo Colleges are transitioning to remote teaching, working and learning.**
- Students should not return to campuses for classes and will be instructed on how to continue classes and receive support remotely.
- Students with Work-Study jobs should not report to work. Expect to receive further information from your supervisor.
- Updates for both work-study and financial aid students will be posted as they become available on the financial aid homepage: <https://www.alamo.edu/admission--aid/paying-for-college/financial-aid/> (scroll down to the news section for the latest information)
- All study abroad programs for summer are canceled. We will continue to evaluate future programs as the situation evolves.
- Update your AlamoAlert (RAVE) settings and Contact Information. Instructions are [located here](#).

## Academics

**Classes for all of the Alamo Colleges resumed on March 23 for all students.**

**Face-to-Face courses are offered through remote teaching and learning until further notice..**

Face-to-face classes meet remotely as a class at the regularly scheduled time and day using a video conferencing tool called Zoom. Each Face-to-Face class also has a Canvas course established to help facilitate remote learning.

Canvas is the primary means of communication from now on for face-to-face courses while in remote learning. Faculty use the Canvas announcements and inbox features to share information about coursework.

Students should review their course syllabus, consistently watch for messages in Canvas regarding coursework, and participate in Zoom sessions during the remote instruction period.

In preparation for remote learning, students are strongly encouraged to monitor their Aces email and Canvas for ongoing updates. In addition, students are strongly encouraged to take the one-hour training called [Remote Ready Boot Camp: Student](#), which is available to them in Canvas.

<https://www.youtube.com/watch?v=foDG6YMaUHo&feature=youtu.be>

## Advising & Registration

### Advisors Are Here to Support You

**Message from your Advisor:** As you transition to remote learning, I want you to know that my number one priority is you and your success. I will be here to guide you every step of the way.

**Communicating with your Advisor:** To keep you informed, we are reaching out to you via remote means, including online updates and support, text messaging, phone calls and even video conferencing. Reach out to me with any questions or concerns that you have as you begin engaging in your courses remotely. I am available to you via email using your student ACES email. You will also receive a weekly text message from me. When you do, you can text me back and I will respond to your text within 24 to 48 hours. I am here to help you stay on track for the semester as well as for the duration of your academic and career journey.

**Advising Appointments Go Remote:** Advising appointments are held using a video and phone conferencing tool called Zoom. You will receive a Zoom calendar invitation through email. If you are new to remote learning or if you have questions about Zoom, you are strongly encouraged to take the one-hour training called *Remote Ready Boot Camp: Student* accessed through your Canvas course list in ACES. If Zoom is not an option for you, please let me know. We can use other means of communication, such as email and phone calls, to fulfill your appointment requirements.

## Advocacy & Counseling

The Alamo Colleges District is prepared to assist students with issues that can negatively impact stress, focus and student performance. We will provide case-management support and this may come in different forms. Some of the

services available include a food, emergency aid, counseling, and referrals for public assistance.

The Alamo Colleges Helpline is available **Monday-Thursday 8 am-7 pm and Fridays 8 am- 5 pm at (210) 486-1111.**

#### Advocacy Centers

[Northeast Lakeview College](#)

[St. Philip's College](#)

[Northwest Vista College](#)

[San Antonio College](#)

[Palo Alto College](#)

## Communication

### Stay Informed, Stay Connected:

- Find the support resources you need.
- Keep up with your coursework.
- Stay up to date with the latest Alamo Colleges news. Follow the links listed below to stay in the know.
- [ACES](#) e-mail account: The official form of communication. We will be sending you updates, so please check regularly.
- [CANVAS](#): Your instructors may be communicating with you through your CANVAS course.

### Website Updates:

- Check the our website for general COVID-19 updates: <https://www.alamo.edu/coronavirus/>

Social Media: check the college's social media channels for updates and information.

How you can communicate with us:

- E-mail: We will be checking our e-mail regularly, so please reach out to us.
- Chat: Some college websites have a chat feature.

## STUDENT HOTLINE

**Local:**

**21ALAMO (210-212-5266)**

**Toll Free:**

**1-844-20ALAMO (1-844-202-5266)**

**Student Hotline Hours:**  
**Monday – Friday 8 am -5 pm**

## Disability Support Services

We want to make sure you get the support you need to complete your courses successfully.

See Section 5 in the [Remote Ready Boot Camp: Student](#), available in Canvas for a list of services and resources to support remote learners with disabilities .

Disability Services Offices

College	Contact	
Northeast Lakeview College	Phone: (210) 486-5487 Email: <a href="mailto:nlc-dsscounsel@alamo.edu">nlc-dsscounsel@alamo.edu</a>	
Northwest Vista College	Phone: 210-486-4466 Email: <a href="mailto:nvc-access@alamo.edu">nvc-access@alamo.edu</a>	
Palo Alto College	Phone: 210-486-3020 Email: <a href="mailto:cqibbs3@alamo.edu">cqibbs3@alamo.edu</a>	
St. Philip's College	MLK Campus Phone: 210-486-2199	Southwest Campus Phone: 210-486-7175 Email: <a href="mailto:mbotello@alamo.edu">mbotello@alamo.edu</a>
San Antonio College	Phone: 210-486-0020 Email: <a href="mailto:kmccarty10@alamo.edu">kmccarty10@alamo.edu</a>	

## Graduation

### Am I still going to graduate?

Absolutely! The graduation application deadline is extended to April 17 and the graduation application is re-opened. .

Your Advisor is the main point of contact as you progress through your degree and prepare for graduation. Career Services can help you develop a resume and provide tips for interviewing.

Visit [Career Coach](#) to research careers and local jobs that align with your certificate or degree program. You can also access our transfer advising guides to insure your courses transfer and apply.

We are still working on Commencement, so please continue to check the website for updates.

## Library Resources

All checked out materials from the spring semester will be due on Sat, May 16, 2020. Please disregard any emails about late materials. All fines will be waived through May 16th.

The Library will be sending out announcements via Facebook posts, the Library website, and LibGuides. Check these throughout this time.

During this remote period, printed materials will be unavailable for circulation. However, you can access all electronic resources through [the library's website](#).

The Library's Virtual Reference Desk will be staffed from 7:00 AM to 7:00 PM Monday through Thursday and 8:00 AM to 5:00 PM on Friday. We will be closed on Saturday and Sunday. During open hours, you can contact us via chat or phone. We will respond by the next business day.

Remember, the Library is here to support you. Reach out if you have any questions.

## Payment

***Attention: We are extending the payment deadline for Flex II. Please check the website for updates!***

### Financial Aid:

- Financial Aid website at <https://www.alamo.edu/admission--aid/paying-for-college/financial-aid/financial-aid-tv/>
- or call
  - Local: 210-21ALAMO (210-212-5266)
  - Toll-Free: 1-844-20ALAMO (1-844-202-5266)

to speak to a Financial Aid advisor.

### Paying Tuition:

If you need to pay your tuition for the semester, visit <https://www.alamo.edu/admission--aid/paying-for-college/business-office/>.

- **Credit Card:** Pay on-line through your ACES Account
- **Check:** Pay on-line through your ACES account.
- **Cash:** Alamo College is still working on a process to pay by cash. Please check the website for updates.

## Paying for College:

[Free Application for Federal Student Aid](#)

[Student Financial Aid](#)

[Scholarships and Other Aid](#)

[Veterans Benefits](#)

[Alamo Colleges Foundation Scholarships](#)

## Student Support

To provide access to higher education for our community, all five Colleges offer access to support services for students while we teach, learn and work remotely.

[Northeast Lakeview College](#)

[Northwest Vista College](#)

[Palo Alto College](#)

[San Antonio College](#)

[St. Philips College](#)

[Student Forms Library](#) – fillable and electronically submittable forms for disabilities, enrollment services, counseling, veterans (some under construction)

[Student Code of Conduct](#) - behavioral expectations of students in order to protect and foster the learning environment

[Course Catalog](#) - outlines the rights and responsibilities of students

## Access to Technology

### Software & WiFi

- [Internet: Free from Comcast and Spectrum.](#)
- [Free internet in designated parking spots at the Alamo Colleges](#)

**Canvas:** All courses are facilitated through Canvas, the Alamo Colleges District learning management system. You can access Canvas through ACES.

- [Remote Ready Boot Camp for Students](#) provides “how to” tips for taking courses in Canvas. You’ll find the module in your Canvas course list.

**Zoom:** Your instructors and your advisors will be using Zoom to interact with you.

- Using Zoom via the Web: You do not have to set up an account because Zoom is available via the web: **Alamo.zoom.us**. Faculty and staff will send you meeting invites, and you can join the meetings by simply clicking on the link
- Using Zoom via the App: If you choose to download the zoom app, you must sign in. The company domain name is: **alamo**. Once that information is entered, you will be directed to the ACES login page. Simply log in to your ACES account and your available meetings will appear.

### **Adaptive Equipment**

Eligible students may contact your DSS Office for assistance with the following:

- DRAGON DICTATE: Access keyboard by voice.
- [Kurzweil Web-based Chrome Extension](#)  
Kurzweil Instructions: Select "Read the Web - Google Chrome" / "Add To CHROME" / "Add Extension" / Sync
- [Chromevox Extension](#)  
Chromevox Extension Instructions: Select "Add to Chrome" / "Add Extension" / Sync
- NVDA (for blind/low vision)  
[For NVDA Instructions, follow this link.](#)  
[Download NVDA here.](#)

### **Textbooks**

During this unprecedented time, we remain committed to you, our student. To that end we would like to offer the following updates and resources:

- RedShelf – Follett is partnering with RedShelf, to provide free digital access to students for all eBooks. The student can find the link on our bookstore website and must use their .edu email account to get access.

- Lumen – Our partners at Lumen are offering Waymaker and OHM, available at no cost for courses currently in session.
- Rental Returns – Rental grace periods will be extended to 15 days. Grace period extension will allow more time for in-transit rental check-ins to be processed. Free shipping labels are available to all US rental patrons until midnight of the due date. Current rental patrons will also receive a message this week regarding this extension.
- Students with approved accommodations can request accessible textbooks through the Disability Support Services office at your college.

## Tutoring

The Alamo Colleges District offers online/remote tutoring with both our regular in-house tutors and external tutors through Brainfuse. for all Alamo Colleges students.

**Brainfuse Online Tutoring can be accessed from within ACES or from any Canvas course:**

- Select **Live Help** if you have a quick question – sessions are 30 minutes.
- Select **Tutor Match** if you want to work with an in-house tutor.
- Select **Writing Lab** if you want a paper reviewed in 24 hours.

You have 7 hours for use with Live Help and the Writing Lab. Your time in Tutor Match is unlimited, but please respect the needs of others and only book up to 2 hours twice a week.

**Brainfuse Tech Support:**

- [Brainfuse2020 User Guide](#)
- [Brainfuse.com/help](https://brainfuse.com/help)
- Phone: (866) 272-4638
- Email: [support@brainfuse.com](mailto:support@brainfuse.com)