

Merced College Students,

Merced College is here to support you and help you across the finish line as you work to complete your Spring 2020 coursework. We understand that this is a difficult time, but are proud of all your hard work as we transition to learning in a fully remote environment for the remainder of the semester. Over the past couple of days, there have been several questions that have been asked by students that I would like to take the opportunity to address:

**Q)** With the campus facilities closed, what type of technical support is available for students?

**A)** Merced College has worked to provide a number of online supports for students:

- Click [here](#) for Canvas 101 video tutorials
- Click [here](#) for skills for success online tutorials
- Click [here](#) for a list and contact of student services available online
- Click [here](#) for links to technical assistance from the Student Help Desk
- Click [here](#) for a link to low-cost or free internet options
- SmartThinking Online 24-hour Tutoring services is available in all Canvas course shells
- Merced College launched a technology survey via your Merced College Student email. The technology survey is designed to assess student needs, so that we can best try and address needs and provide support.

**Q)** I didn't sign-up for an online class, why should I get a "W" on my transcript if I drop?

**A)** First, please work with available resources and with your faculty member to try and finish the semester strong. If you ultimately decide the modality change, or any other factors from the COVID-19 pandemic will force you to drop one or more of your classes, please select the COVID-19 drop reason code. Selecting this code, then completing the [Excused Withdraw](#) form will denote an EW on a student's transcript. The EW symbol is an "excused withdraw" from class. The EW does not count against a student's GPA, academic progress, academic probation, or course repetitions.

Please be aware that dropping a class may have an effect on your Financial Aid:

If you drop some or all of your classes your financial aid package will be adjusted. Please check your award letter located in the Portal and use the percentages listed below to estimate the change in your award:

6-8 units = 50% of Term Amount  
9-11 units = 75% of Term Amount  
12+ units = 100% of Term Amount

If you drop all of your classes, you may be responsible for paying a portion of your financial aid back. You are encouraged to talk with financial aid staff via email at [financialaid@mccd.edu](mailto:financialaid@mccd.edu) or by phone at 209-384-6031.

**Q)** This is not the class I signed up for, do I get my money back?

**A)** A student's enrollment fees can be returned for students that drop due to the coronavirus outbreak. The change of delivery method from face-to-face to online instruction is a significant program change and not all students will have the same access to courses converted to online instruction. Students receiving the California College Promise Grant, which waived enrollment fees, would not be entitled to receive an enrollment fee refund as the fees were not paid by the student. Students receiving the College Promise funds would also not be entitled to receive an enrollment fee refund as the fees were not paid by the student.

If you drop some or all of your classes your financial aid package will be adjusted. Please check your award letter located in the Portal and use the percentages listed below to estimate the change in your award:

6-8 units = 50% of Term Amount  
9-11 units= 75% of Term Amount  
12+ units = 100% of Term Amount

If you drop all of your classes, you may be responsible for paying a portion of your financial aid back. You are encouraged to talk with financial aid staff via email at [financialaid@mccd.edu](mailto:financialaid@mccd.edu) or by phone at 209-384-6031.

Merced College will continue to provide helpful updates throughout the semester.



**Michael McCandless, Ed.D.**

*Vice President of Student Services*

3600 M Street, Merced CA 95348

(209) 384-6186