

**SHASTA COLLEGE  
CORONAVIRUS (COVID-19)  
FREQUENTLY ASKED QUESTIONS**

LAST UPDATED: MARCH 17, 2020

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## **1. Is the college closed?**

**March 18 to March 20:** Online instruction ONLY for existing online classes. Campus remains closed to students and the public. Instructors and support staff may enter.

**March 23 to March 27:** New Spring Break - NO instruction for any class. Campus remains closed to students and the public.

**March 30:** Instruction resumes for ALL classes, including newly-converted online classes and some face-to-face lab classes. Campus is open on a reduced-use basis. Any operations that can be conducted remotely should be. For instance, calling and talking to a counselor vs. coming in to see one. Specific classes that involve labs have been notified if they should come to campus to complete their assignments.

**April 6 to April 9: No longer spring break – classes continue this week.**

**Friday, April 10** will remain a District holiday, all Shasta College facilities will be closed and no classes will be held.

For the most current status of all Shasta College facilities please refer to our website [www.shastacollege.edu/COVID19](http://www.shastacollege.edu/COVID19).

## **2. What are you doing to stop the Coronavirus from spreading?**

Several measures have been put into place to keep the campus community healthy and safe, including:

- ✓ All large Shasta College events are cancelled through April
- ✓ All sporting events, practices, and other athletic competitions are postponed indefinitely
- ✓ All planned District travel, including field trips, has been suspended indefinitely.
- ✓ Enhanced cleaning protocol have been implemented at all facilities to ensure high-traffic areas like classrooms, dining areas, and student housing are thoroughly disinfected
- ✓ Distribution and placement of hand and surface sanitizers throughout public facilities has been expanded
  - Disinfectant wipes containing at least 70% alcohol content have been provided for staff at the front desk in the library and learning centers, for faculty in classrooms with multiple computers, and in division offices.
- ✓ Provided information, resources, and preventative actions to staff and students via email
- ✓ Distributed posters across campuses from the Center for Disease Control (CDC) with strategies to help prevent the spread of respiratory diseases like COVID-19

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As of writing this, no individuals (students or employees) at Shasta College have tested positive for the virus. We share your concerns and want to assure you that the college is actively addressing this rapidly evolving situation

Our administration and Campus Safety professionals are working closely with the California Community Colleges Chancellor's Office; Shasta, Tehama, and Trinity Counties Departments of Public Health; and other public health agencies to monitor developments regarding the COVID-19 pandemic and to determine how to best maintain instruction while minimizing the risk for students, faculty, and staff.

If there is an immediate risk to the campus community, the college will notify students and employees using the emergency notification system with updates and information to protect the health and safety of the campus community.

### **3. Are events canceled?**

Yes.

All large Shasta College events are cancelled through April.

All sporting events, practices, and other athletic competitions are postponed indefinitely.

All planned District travel, including field trips, has been suspended indefinitely.

The college will support alternative methods of meeting using communication technology. Employees have free access to ConferZoom, allowing them to have online meetings with up to 300 participants. Learn more at [conferzoom.org](https://conferzoom.org).

Non-instructional activities, including participatory governance meetings, division meetings, staff meetings, and hiring committee activities, will be evaluated on a case-by-case basis and participants will be notified. Where possible, meetings will be conducted using communication technology allowing for appropriate social distancing

Nonessential gatherings must be canceled, postponed, modified, or brought online.

### **4. Is the college going online?**

For the short-term, to address public safety needs and proactively reduce the opportunity for the transmission of the coronavirus, yes. All face-to-face classes that can be transitioned online will be. Those that cannot move to an online delivery format due to labs will have special accommodations made. As the situation continues to evolve and we receive additional direction from state and local officials we will update our timeframe on when classes will return to being delivered onsite. Students should anticipate finishing out the Spring Term through online instruction.

### **5. How can we move everything online when some students might not have access to online education?**

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Moving all possible instruction and operations online will at least provide the opportunity to continue classes and educational services for many of our students.

We certainly understand that not all students have access to the technology tools (including computers and high-speed internet) to participate in online classes. We are asking faculty and staff to be as flexible as possible when considering this historic circumstance.

We are also considering all available resources to provide support for students to help close technology gaps that might interfere with their ability to participate in an online environment.

## **6. How do I get on Canvas and other online learning resources?**

From the main Shasta College page click on the icon for SC Online (<http://www.shastacollege.edu/SC%20Online/Pages/134.aspx>). There are a number of tutorials and helpful FAQs that you can access.

## **7. I only take classes that are already online, have these classes been suspended? Has the schedule been changed?**

Current online classes have seen an impact to their schedules but they have not been suspended or canceled. Spring Break being shifted up a week has been the most significant change. Please refer to the schedule below for a look at how classes will be conducted.

**March 16 & March 17:** NO instruction for ANY classes. Campus access is closed to the public. Only Campus Safety and key personnel are allowed on-site.

**March 18 to March 20:** Online instruction ONLY for existing online classes. Campus remains closed to students and the public. Instructors and support staff may enter.

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**March 30:** Instruction resumes for ALL classes, including newly-converted online classes and some face-to-face lab classes. Campus is open on a reduced-use basis. Any operations that can be conducted remotely should be. For instance, calling and talking to a counselor vs. coming in to see one. Specific classes that involve labs have been notified if they should come to campus to complete their assignments.

**April 6 to April 9: No longer spring break – classes continue this week.**

**Friday, April 10** will remain a District holiday, all Shasta College facilities will be closed and no classes will be held.

Please contact your instructor directly to ask about assignment due dates and exam dates.

## **8. I am sick, will I get in trouble for not coming to class?**

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No, you are following health expert's guidelines. Talk to your instructor if you're in one of the lab classes that need to come on campus to finish assignments. They'll work with you to make accommodations to get your lab in.

For everyone else who are ill and taking online classes, please work with your instructor as you typically would if you're going to miss a required on-screen synchronized interaction. Remember, all Shasta College facilities are closed to the public and students until March 30.

Anyone who has a fever, cough, or shortness of breath should stay away from campus, even if the symptoms are mild. To encourage sick individuals to stay away from campus, faculty, and supervisors are encouraged to provide flexibility for students and staff, as well as minimize any penalties for absence due to sickness. If you feel concerns about the faculty member's approach, contact your Dean or the division office for support.

**9. I am on a sports team, do I have practice? Are we going to be able to compete against other colleges?**

No.

All sporting events, practices, and other athletic competitions are postponed indefinitely, in accordance with the March 12, 2020 CCCAA Board decision.

**10. I live in the dorms, am I going to be able to stay on campus?**

Yes, the dorms will remain open and the students are encouraged to use social distancing and to practice good preventative and hygiene practices (wash hands, use hand sanitizer, etc.). Visitors are currently not allowed onto campus or in the dorms and gatherings of 10 or more people in a confined space is highly discouraged. Based on the individual case, students may choose to finish their classes online from their home locations.

**11. Are student health services available?**

The Student Health Services may be contacted by calling 530-242-7582. If you are having a medical emergency, please call 9-1-1 directly.

**12. Can I still schedule a counseling appointment?**

Yes.

Beginning at 9AM on March 18, please call our counselors at 242-7524 and we'll set up a time that you can call or have a virtual meeting with a counselor. If there is a special accommodation where you require a face-to-face interaction with a counselor we will make every effort to help you with that.

**13. Will there be any library services available?**

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Yes.

You'll still be able to access some library services online. Go to [www.shastacollege.edu/library](http://www.shastacollege.edu/library) and scroll down. You'll find the "Ask A Librarian" section where you can chat, call or email with a librarian.

#### **14. Will tutoring services be available when all classes are online?**

Yes.

Tutoring Services will be moving online as well. Go to the "Resources" tab of the website and go to "Tutoring / Learning Centers" you will find an icon for online tutoring (<http://www.shastacollege.edu/SC%20Online/Pages/OnlineTutoring.aspx>).

#### **15. What online support is available for PACE students?**

Our PACE offices are working to expand and supplement existing services for online students to accommodate the increased demand. Students should call PACE Main Office (530) 242-7790 option #1 or email us at [paceoffice@shastacollege.edu](mailto:paceoffice@shastacollege.edu). More contact information available on the PACE webpage

<http://www.shastacollege.edu/Student%20Services/DSPS/Pages/Staff%20Phone%20Numbers%20and%20E-mail%20Address.aspx>

#### **16. I need a book for a class, is the bookstore open?**

All books and supplies can be ordered online and the shipping charges will be waived until normal operations on campus have been resumed.

#### **17. I am taking Community Education classes, are these classes continuing?**

The Community Education classes have been canceled for the spring semester.

#### **18. I am taking ESL classes, are these classes continuing?**

Yes. Contact your instructor for online instructions on how to access those classes.

#### **19. Are the Pre-School and Head Start Programs open?**

**March 18 through March 20**, and thereafter, the Pre-School is closed through **April 13, 2020**.

The Shasta Head Start program is temporarily closing all centers. Normal services will begin on **Monday, April 13**. Please refer to <https://www.facebook.com/shastahtheadstart> additional updates.

#### **20. I am a student worker, when will I be able to return to work?**

Your supervisor will be contacting you directly to provide you with further information.

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### **21. Will I receive my financial aid payments?**

Yes.

Financial Aid payments will continued to be disbursed to students. For additional information, please see the webpage: [www.shastacollege.edu/fa](http://www.shastacollege.edu/fa)

### **22. Since the campus is closed, where can I find internet access in the local area?**

For information on resources available to support students, including free internet sites, please visit the webpage: <https://libguides.shastacollege.edu/support/studentservices>

### **23. How do I sign up to receive emergency notifications?**

Please go to the Campus Safety webpage to sign up for RAVE Alerts if you have not already done so. <http://www.shastacollege.edu/Administrative%20Services/Security/Pages/4269.aspx>

### **24. What should I do to stay safe?**

Please refer to the Shasta County Department of Public Health's site for current suggestions or contact your health care provider for specific, personal needs. In general, public health agencies say that the best preventative measures are simple good hygiene practices:

- ✓ If you are sick, or if anyone in your household is sick stay home. Anyone with even mild symptoms you should stay home.
- ✓ Wash your hands often, especially before you eat, after using the restroom or blowing your nose, coughing or sneezing. If you cannot wash your hands with soap and water for 20 seconds, use a hand sanitizer with at least 60% alcohol.
- ✓ Avoid touching your eyes, nose, and mouth in case your hands are not clean.
- ✓ Cover your nose and mouth when you cough or sneeze. Use your sleeve if you don't have a tissue handy and wash your hands. If you have these symptoms, stay at home.
- ✓ Avoid sharing objects like cups, food, and drinks.
- ✓ Minimize contact, and avoid shaking hands and high-fiving. Stay at least 6 feet from sick individuals.
- ✓ Practice healthy habits. Get plenty of sleep, stay active, manage your stress, drink plenty of fluids and eat nutritious foods.

Shasta County Department of Health Services: <https://www.co.shasta.ca.us/index/hhsa/health-safety/current-heath-concerns/coronavirus>

California Department of Public Health: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx>

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Centers for Disease Control (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

## **25. Can I still Register for Summer classes?**

Yes!

Summer registration remains on-track. Please use MyShasta to register online. If you need assistance, contact the Admissions and Records Office at [admissions@shastacollege.edu](mailto:admissions@shastacollege.edu). For more details, please go to [www.shastacollege.edu/admissions](http://www.shastacollege.edu/admissions)

## **26. Additional Information**

If you did not find a response to your question in the FAQs, beginning on March 18<sup>th</sup> at 9AM, you may contact the campus via phone by calling 530-242-7510.