



TRI-COUNTY COMMUNITY COLLEGE

FREQUENTLY ASKED QUESTIONS

REGARDING THE COVID-19 PANDEMIC

All Tri-County Community College locations are currently open to essential employees only.

We have transitioned many of our services to alternative formats and staff are returning emails and phone calls in a timely manner.

If you are concerned about an individual class, we encourage you to contact your instructor to discuss your needs. We are addressing some of our Frequently Asked Questions below:

• **Q: IS THERE SOMEWHERE I CAN SEE ALL THE TCCC RESOURCES AVAILABLE TO ME?**

A: Yes! Please visit www.tricountycc.edu or [click here](#) to view our full TCCC Student Resource Guide to learn more about our online departmental services and more!

• **Q: IF I DON'T HAVE RELIABLE OR ACCESSIBLE INTERNET AT MY HOME, WHAT ARE MY OPTIONS?**

A: For students, faculty, and staff who may have concerns about Internet access, the College's Wi-Fi will remain turned on during the closure. The Wi-Fi is accessible from our parking lot, so long as you are close to the buildings. Students are welcome to access the Internet from our parking lots if necessary to complete coursework using the student network.

Our faculty are aware of the limited access of Internet in our rural community, so they are prepared to work with any students who may need alternative delivery options such as snail mail, phone calls, etc.

• **Q: WITHOUT ACCESS TO THE COMPUTER LABS ON CAMPUS, HOW CAN I COMPLETE ASSIGNMENTS?**

A: We understand students may need to download the software to complete class assignments. Please note that Microsoft Office is FREE for ALL TCCC faculty, staff, and students. Click here for more information about downloading Microsoft Office: <https://www.tricountycc.edu/learning-resources/office-365/>.

• **Q: IF THE LIBRARY IS SHUTDOWN, HOW CAN I FIND RESOURCES FOR CLASS ASSIGNMENTS?**

A: The College's Library has a wealth of accessible information, including the Ask-A-Librarian feature. All late fees will be WAIVED for the duration of this closure. Visit <https://www.tricountycc.edu/learning-resources/library/> for more information.

• **Q: WHAT ABOUT MY CLINICAL OR CONTACT HOURS TO FINISH THE SEMESTER?**

A: We understand students are anxious about completing their courses this semester. As this is a rapidly-evolving situation impacting community colleges across the state, the state is currently working to extend the spring semester to ensure students can finish any requirements in order to complete their classes.

• **Q: IF I NEED TO CONTACT A SPECIFIC PERSON AT THE COLLEGE, WHAT DO I DO?**

A: Our faculty and staff will be checking their voicemails and emails frequently. For a full directory of our full-time personnel, visit <https://www.tricountycc.edu/faculty-staff/directory/>.

If you have a question for a certain department, please utilize our "Do You Have a Question?" website feature at <https://www.tricountycc.edu/student-services/help/>. Your questions will be directed to the appropriate person's email.

• **Q: WHAT ABOUT UPCOMING TESTS SUCH AS TEAS, AEMT, ETC. ADMINISTERED IN THE TESTING CENTER?**

A: All tests have been postponed, including previously-scheduled tests in the testing center. We have officially postponed our TEAS exam until further notice. The College is working directly with the NC Community College System Office and other relevant government and health agencies to determine best practices as we move forward. The College will notify all nursing candidates of the new exam dates, as soon as we know.

MONITOR UPDATES AT WWW.TRICOUNTYCC.EDU