



TRI-COUNTY COMMUNITY COLLEGE FREQUENTLY ASKED QUESTIONS

UPDATED 9/1/2021

TCCC remains open to the public for on-site services. However, due a surge in covid-19 cases in our service region, we have transitioned face-to-face courses online through at least September 10.

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 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: 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 Computer Support Lab on the main campus is also open.

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: ARE THE LIBRARY AND SUPPORT LABS STILL AVAILABLE?**

A: Currently the Library is OPEN to the public, but if something were to change, the College's Library has a wealth of accessible information, including the Ask-A-Librarian feature. Visit <https://www.tricountycc.edu/learning-resources/library/> for more information. Our Support Labs are OPEN but in order to keep our staff safe, we are limiting time students can spend in these spaces. 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: WHAT ABOUT MY CLINICAL OR CONTACT HOURS?**

A: As this is a rapidly-evolving situation, we will remain in contact with students as more information becomes available. Your instructor will be coordinating necessary clinical/contact hours as those vary from program to program.

- **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: The TCCC Testing Center is open. Please contact the TCCC Testing Center directly to check the status of your scheduled tests.

- **Q: HOW WILL I HEAR ABOUT CAMPUS UPDATES?**

A: Please enroll in our text alert system at <https://www.tricountycc.edu/about-tccc/delays-and-closings/> and be sure to follow us on Facebook at <https://www.facebook.com/tricountycc> for our latest news and updates.

MONITOR UPDATES AT WWW.TRICOUNTYCC.EDU