

COVID-19 FAQs for Continuing Students

Updated 3/19/2020

When will classes resume?

- As of today (3/18), classes are expected to resume on Monday, March 30th, most likely either completely or partially online. Stay informed by checking this webpage often and retrieving/responding email and phone communications from your professors and advisors.

Will access to classes on Canvas be ready by the time classes resume?

- Yes. The College's plan is to have full access to Canvas by Monday, March 30th.

I don't know how to access course content on Canvas. What should I do?

- Please contact the experts at CanvasSupport@staugustine.edu and they will help you.

I don't have Internet access/a capable device. Would I still be able to connect to the online classroom?

- Yes. The College's plan is to keep facilities open (schedule is still being developed) and support IT staff available for students who need enhanced access.

I don't have Internet access/a capable device and won't be able to make it to campus. Will the College lend/rent out laptops to students who don't have any other way of connecting to online classes?

- If you aren't able to join online classes using your own device, please speak with your instructor to discuss alternative technology options or to develop a customized learning plan.

Whom should I contact if I have an access problem while connecting to a class in real time?

- Please contact the experts at CanvasSupport@staugustine.edu and they will help you.

Are we going to have midterm exams the week classes are expected to resume?

- No. The plan is to have that week for review in preparation for midterm exams the following week.

Are we still having Spring Break the week of April 6th?

- No. Spring Break was moved forward to the week of March 23rd through March 28th.

What if I had already planned to be away the week originally planned for Spring Break?

- The experts' recommendation is to cancel all discretionary travel for the next few weeks, but we understand that plans are sometimes made well ahead of time, and hard to cancel or postpone. Work with your academic advisor and professors to find a solution.

Whom should I talk to in case I have access problem or any other question or concern pertaining to my classes?

- Your professors and advisors will be in contact during these two weeks, while we prepare the College to resume classes. Contact your professors (contact info available from the course syllabus) or your academic advisors (you received a welcome message a few weeks ago with all the details). In case you don't have their contact info handy, email the Office of the Dean of Students at odos@staugustine.edu and we'll direct your email to the right person.

Is the College planning to delay payment due dates considering the student's circumstances?

- St. Augustine College is a family and we understand that many of us are heavily affected by this situation. Bursar's Office remains open; however, but the safety of everyone, we're only accepting phone or mail-in payments (1345 W. Argyle St. Chicago, IL 60640). If you have any question, please call/email us at (773) 878 3525 or bursarsoffice@staugustine.edu

Will tutoring services be available when classes resume?

- We're working on a tutoring plan for the time classes resume. There is no tutoring available for the two-week period ending 3/29/2020.

I'm expected to graduate this semester or by summer (or graduated last fall). Will there be a commencement ceremony this May?

- There is no final decision, but it may be postponed. In case it needs to be postponed, your academic advisor will let you know what the plan is.

Will we have the traditional Graduation Preparation Meeting the first Sunday of April?

- No. Since the preparation meeting is aligned with the actual ceremony, and considering the restriction in public gatherings, the meeting was cancelled. We'll notify everyone expected to participate what the next step will be.

I'm taking an internship/clinical this semester. How would that work out?

- That depends on the facility/organization you're taking your internship at. Contact your professor.

How do I sign my award letter or provide the financial aid pending documents I've been contacted about?

- Each case is different; please contact the Office of Financial Aid for assistance: Emanuel Gonzalez (773) 878 3297 or Henry Cardenas (773) 878 3806.

I know attendance to be very important. How will my attendance be collected?

- The College is planning to have a mechanism in place so your attendance counts.

I'm taking a Culinary Arts/Respiratory Therapy class this semester, or a class that has a lab (Biology or Chemistry). How would that work, since online isn't an option?

- The College is working on a plan for classes that have a hands-on component. Your professor will provide detailed instructions when the time comes.

Will we have a summer semester this year?

- As of today, the summer semester is planned as usual. We foresee a delayed start date, of which everyone will be notified. You'll also be informed of the registration dates/times.

Will advising services be available?

- Yes. Even if we can't have many personal interactions, your advisor will be available by phone or email.

Will the other College services be available?

- Yes. Every College office has a contingency plan for continuity of services.

How could I order a transcript?

- Go to www.staugustine.edu → STUDENT RESOURCES → OFFICE OF THE REGISTRAR → scroll down all the way to the online request form, fill it out, and click SUBMIT. Once Registrar's Office receives the request you'll get a phone call to make the payment.

Will all the sites be open?

- Yes. As of today, the plan is to keep all the sites open until further notice. We are currently open from 9AM to 5PM Monday through Friday at our Main Campus and all of our sites.

How could I access the Library's services from the sites?

- Ask the IT Assistant on duty to help you get in touch with the Library staff at Main Campus or otherwise access online services. Library has its own website: library.staugustine.edu

Will the facilities be open Saturdays?

- During this two-week period we're closed Saturdays; stay tuned for updates.

Does the College have a plan to respond to the COVID-19 outbreak?

- Yes. In the unlikely event of an outbreak on any campus, the College's Contingency Committee (CCC) has a detailed pandemic plan, which has been reviewed and updated for COVID-19.

Are there any COVID-19 cases on a St. Augustine campus?

- We have no confirmed cases of COVID-19. College officials and health professionals are closely monitoring developments related to COVID-19 and will continue to update our community if the situation changes.

Are the St. Augustine campuses safe for students, faculty, and staff?

- Yes. The college is in regular communication with local and state authorities and continues to follow guidance administered from the Centers for Disease Control and Prevention (CDC), as well as the City of Chicago and State of Illinois. We currently have no information indicating that we have, or have had, a case of COVID-19 on any of our campuses. However, out of an abundance of caution and in an effort to promote social distancing, we have closed our campuses while we explore alternative instruction methods