

Dear Student,

I must say that this has been the hardest event I have had to manage during my career in higher education. As the situation surrounding the impacts of COVID-19 continues to develop, it is important that I share an update with you about our continued move to online learning for the remainder of the Spring Term. I apologize for the lengthy email below, but please take the time to review this important information.

Yesterday, not long after the Mayor executed his Safer at Home Order, the Governor executed a Safer at Home Order for the entire state. I have spoken with both our local and state authorities and have been informed that state colleges are deemed essential for the purpose of both orders. However, in an abundance of caution and in order to best meet the needs of the health and wellbeing of our students, faculty and staff, while balancing the need to get each of you to the finish line for the Spring Term, it has been determined to close the open labs in our libraries that have been available at Downtown and South campuses to serve students without other means of accessing the internet. We will work with students who have used the Library for this purpose to find alternate ways of meeting their needs. The closure of those locations is effective today at 5 p.m. [All other Library services, including tutoring](#), will remain available through online and telephone connections.

Below you will find a list of resources to help you as you navigate through this new normal. We know that these are hard times for you and your families and FSCJ is here to support you. Our [Student Assistance Program](#) is fully operational and is a click or phone call (904) 384-1800 (local) away.

Remember, you can still always get in contact with us through any of the following ways:

- Call the Contact Center, (904) 646-2300
- Email info@fscj.edu
- Request a virtual advising appointment by visiting fscj.edu/advising.

The effect of these Executive Orders for our applied programs with required hands-on learning objectives will vary by course. Where occupancy and social distancing guidelines can be followed, these programs are able to move forward with limited onsite activity. For courses that are not able to meet all learning objectives by the end of the term, instructors have the option with your approval of assigning an “incomplete” course grade to reflect whatever hands-on work could not be completed. Program faculty would then work with students to complete these objectives once we are able to resume onsite activity. Students in these courses will be advised to consult with their course instructors or program administrators for information specific to their situation. Receiving and resolving an incomplete grade would not impact you financially or academically, but it does mean you would need to complete the course of instruction during the summer or fall session where you left off in your instruction.

Students will also continue to have these options:

- **Waiver to Repeat:** You may request to repeat, for no tuition or credit hour fees, all courses that moved to distance learning mid-term. Note that you must repeat all courses on your schedule that changed format. You must repeat the exact same courses (number and prefix) and you must complete all repeats by the end of the Fall 2020 Term. The courses that you took during the Spring will remain on your transcript along with the grades that you earned; they will count in your GPA and in your Satisfactory Academic Progress calculation for financial aid. Also, they will count toward the three (3) attempts per course policy that requires paying the full cost of tuition for the third attempt. But when you repeat those classes, grade forgiveness rules will apply. If you received federal financial aid for Spring, you will not have to return any of that money. But you may not receive federal financial aid for repeated courses.
- **Refund and Disenrollment:** You may request that FSCJ disenroll you from all of the courses that changed to distance learning during Spring Term. You will receive a refund for them and they will be removed entirely from your transcript. Those classes will have no impact at all on your GPA. If you received federal financial aid for that term, you will have to pay it back. You will have to pay for the course(s) if you register to repeat them. The course(s) would not count toward the three (3) attempts per course policy that requires paying the full cost of tuition for the third attempt.

As we continue to review new ways for students to complete their classes, we have moved forward with a proctoring service that you may be utilizing in the future. Information on this service can be found [here](#).

We are continuing to review the options and platforms for our summer term. Please keep in mind, FSCJ will be offering courses this summer! We will be providing an update about our Summer Term on Monday, April 6, 2020.

I have every confidence the entire FSCJ family, students, faculty and staff will persevere. In addition, I have already seen where this crisis has made FSCJ a stronger institution. Across the college, I have witnessed incredible work and innovative solutions by faculty and staff to meet the needs of our students, and to serve our community. We have come together to the aid of our FSCJ family members, as well as, supporting the needs of our community through contributions such as medical supplies to our local hospitals. Your understanding and flexibility has also been welcomed. I cannot stress enough that the collaboration and work by students and FSCJ is impacting so many, and I am confident that when we reach the other side of our new normal, each of us will come back to FSCJ stronger and with a greater sense of unity and purpose. Stay vigilant... stay healthy.... And stay focused!

Important resources:

[All COVID-19 updates](#)

[Student Support Resources for Online Learning](#)

[How to Schedule an Advising Appointment](#)

[Student Food Resources](#)

[Automated Proctoring](#)

[Dell Computer Student Discounts](#)

[Apple Computer Student Discounts](#)

Please take a look at the below message from me. Your FSCJ family is standing by to support you any way that we can.



Dr. Avendano
FSCJ President