

STUDENT FAQS on COVID: Veterans Services understands how frustrating this time may be for many of you, and we are working hard to find solutions. Please keep checking San Jacinto Veterans' website, and our Blackboard announcements for updates. For information regarding labs, clinicals, tutoring, accessibility services, etc. we strongly encourage you to read all emails you are receiving from the College and from your instructors, as well as keeping an eye on the general FAQs on the College's website.

1. Can I still register for Summer classes, and use my VA and/or Hazlewood benefits?

Yes, you can still register for classes that have not yet started, including all Summer classes. We have several options to assist you:

- A. Request a virtual appointment via the NEW link on the Veterans website <https://www.sanjac.edu/veterans> or this link on the main SJC website: <http://appointments.sjcd.edu/>
- B. Send us an email at veterans@sjcd.edu
- C. Call us at 281-998-6150 and ask to be connected to any of our Veterans Centers

2. Will I get my full housing if my classes change to online?

Recent legislation has given the VA emergency powers to work with veterans who have classes moved to online due to the COVID-19 situation. At this time, all School Certifying Officials have been directed not to change certifications merely based on a change from residential to online when the decision was made by the institution.

3. Does it matter whether the class was ALWAYS online, or was changed to online by the school during this time?

Yes, it does. If the class was initially scheduled to be online, it will be processed as an online class. However, if the class was changed due to the COVID-19 situation, then we are hoping the new legislation will allow us to process it as residential.

4. Where can I send my schedule updates?

You may send any schedule updates to veterans@sjcd.edu and someone will be in touch with you. We are continuing our work on the NEW online certification request portal and hope it will go live very soon.

5. What if I do not have internet services?

Students were sent a survey to complete last week. The survey will help the college understand the students' capabilities of accessing and completing online coursework. Please complete this survey if you have not already.

6. What if I do not have a computer?

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7. If I cannot do classes online, what is the refund and/or consequences?

If the class has not started yet, you may drop the class without academic consequence. If you need assistance dropping, please contact us via email at veterans@sjcd.edu . If the class has already started, you will need to speak to an educational planner, either in Veterans Services or EPCC, before dropping. (To schedule a virtual appointment, students can visit <http://appointments.sjcd.edu/>).

8. What if I am currently paying VA back from my housing allowance?

If you are affected by the COVID-19, have a VBA benefit debt and need temporary financial relief, please contact DMC at 1-800-827-0648 to request assistance.

9. What if I fail my course because I cannot do online courses? Can I appeal for a retroactive withdrawal?

An appeal is always available, although it might not be granted. Please speak personally with an advisor if you feel you might be in this position.

10. What happens to my federal financial aid now?

If you are receiving federal financial aid in addition to your VA or Hazlewood benefits, you will need to address this question directly to them. Students can schedule a virtual appointment by visiting <http://appointments.sjcd.edu/> or using the Advising Chat feature on the [Financial Aid webpage](#).

11. I need additional resources in order to successfully complete this semester. Where can I go if I need food?

The College Food Market will be open with limited operations to serve currently enrolled students by appointment only. Please visit the [Food Market webpage](#) for hours of operation and more information about requesting an appointment. Please keep in mind that we are limited to what food and supplies we receive from our partners at the Houston Food Bank. For this reason, we cannot guarantee the availability of any given item. Additionally, the market may limit the quantities of certain high demand items that each student may be allowed to take. Students can contact the Food Market through the following email addresses:

Central: Central.SEA@sjcd.edu; North: North.SEA@sjcd.edu; South: South.SEA@sjcd.edu

12. Where can I go if I need tutoring?

On Thursday, March 26th at 8:00 am, SSC tutors will become available for online tutoring. Students will be able to schedule an appointment online through TutorTrac at the following link: <http://sjctutortrac.sanjac.edu/>.

13. What do I do if I was receiving accommodations through Accessibility Services?

Accessibility Services Counselors have been reaching out to students by phone to discuss their accommodation needs. Students can email Accessibility.Services@sjcd.edu for any accessibility related questions.

14. Where can I go if I cannot pay my bills?

If you are not already familiar with the Texas Resource “2-1-1”, we strongly encourage you to look at this. The resource is available for all

Texans in need, but some of the programs are just for Veterans. Here is the link: <https://www.211texas.org/>. Programs can help with food, housing, utilities, health and more. In the Find Help box, just enter the word “veterans” for resources specific to veterans, as shown below. Results include interactive maps to help you find locations closer to you.



15. Where can I go if I am feeling overwhelmed and stressed?

Mental health counseling services have been moved to an online format and will continue for the foreseeable future. Counseling will now be provided online. To schedule a virtual appointment, students can visit <http://appointments.sjcd.edu/> or use the Advising Chat feature on the EPCC webpage.

16. Where can I go if I get ill?

As always, in case of a medical emergency, dial 9-1-1.

Many doctors and clinics (such as the clinics at HEB, Walgreens, CVS, etc.) are offering online appointments during this time. Also, if you are not already familiar with the Texas Resource “2-1-1”, we strongly encourage you to look at this. The resource is available for all Texans in need, but some of the programs are just for Veterans. Here is the link: <https://www.211texas.org/>. Programs can help with food, housing, utilities, health and more. (In the Find Help box, just enter the word “veterans” for resources specific to veterans.)

If you are too sick to continue in your classes, please contact the Veterans Centers by phone or email for immediate assistance.