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**TOWN HALL FAQ’s & CORRESPONDING RESOURCES**

**COMMUNITY MEETINGS**

Q: Can individual service offices have monthly or biweekly town halls?

A: Yes, there will be town halls with student-facing offices such as Registrar, Bursar, and Financial Aid, collectively.

**DISTANCE LEARNING SUPPORT**

Q: How can students obtain the laptops that are being provided? Are the laptops only being provided to students graduating in spring and summer 2020?

A: Visit <https://www.york.cuny.edu/news/device-distribution>

Q: Is the Collaborative Learning Center (CLC) still offering tutoring?

A: Yes, tutoring services are available in several disciplines using Blackboard Collaborate Ultra. Hours are: Mondays - Thursdays 9 am - 8 pm; Friday 9 am - 5 pm; and Saturday 9 am – 3 pm.

Q: Does the Writing Center have online support?

A: Yes, you can make an appointment through the CLC website: <https://www.york.cuny.edu/academics/collaborative-learning-center>

Q: Are there professional internship programs in the Career Services Center such as a virtual program?

A: The York College Career Service’s website - [york.cuny.edu/career-services](https://www.york.cuny.edu/student-development/career-services), has up-to-date information on resume reviews, job searches, internships, various informative webinars, and information to secure internships during the COVID-19 pandemic. Log on to the Career Services website and look at [Internships](https://www.york.cuny.edu/student-development/career-services/intern-volunteer) or call 718-262-2282 to schedule a virtual or telephone appointment with a staff member. Look for weekly email blasts with upcoming opportunities and deadlines.

A: Many such programs exist and students should direct their inquiries to specific departments.

Q: Is it possible to have academic advisement turn into virtual support or for the department to reach-out to students?

A: Students who have not declared a major should contact the [Academic Advisement Center](https://www.york.cuny.edu/academics/advisement); students with declared majors should contact their department chair, who will direct them to their advisor.

Q: Will we continue with distance learning in the fall?

A: The summer will follow the distance learning format; the fall is undecided and depends on the COVID-19 situation. See: [*A Guide to Student Resources to Distance Learning*](https://www.york.cuny.edu/student)

Q: Can the College consider sending reminders to all students to check their YorkMail, and also update their email address on Blackboard?

A: In the current distance learning environment, all students must check Bb daily. Instructors also remind students to do so.

**GRADING SYSTEM**

Q: Who should students contact to discuss the pass/fail option?

A: Students with questions regarding the campus pass/fail option can contact [registrar@york.cuny.edu](mailto:registrar@york.cuny.edu) and a response will be provided within 1-2 business days.

A: Summer 2020 courses will be held online; CUNY will provide guidance as to grading and we will share that information when it becomes available.

**STUDENT LIFE**

Q: Where can I find updated student information?

A: <https://www.york.cuny.edu/student>

Q: When will the spring semester end?

A: The last day of classes is May 15. Finals are scheduled for May 16-22. The end of the semester is May 22.

Q: Will the spring parking passes be valid through the Fall 2020 semester?

A: A decision has not yet been made. More information will be shared when available.

Q: How will elections of SGA be addressed?

A: The election process will be held completely online, and the election deadline date was pushed back to May 15, 2020.

The Election Committee has certified eligible candidates and notified all students who expressed an interest in running for SGA regarding their status as candidates. Students who were not certified have been notified of their right to appeal. Campaigning will take place virtually and is subject to the same community and campaign standards that were discussed in candidates’ meetings in February. Virtual campaigning will begin on April 16 and continue through the last day of voting. Online voting will be open to all registered students from May 9-15. Information on voting will be sent via email announcement and through the Cardinal App.

Q: How will the recent cuts to the student activity fee affect students?

A: As per the University, 25% of the student activity fee for both full and part-time students will be waived. The amount waived will be applied to student CUNYfirst accounts. If students have balances, the waiver will be applied toward the open balances. Students in programs where the student activity fee was paid by a program (e.g., SEEK, College Now, etc.) will not receive the waiver.

Q: For students who would like to continue their education and may be afraid to come back on campus due to all of the uncertainty, are more online classes being considered?

A: CUNY has stipulated that all Summer 2020 classes will be conducted via the distance education format. The Office of the Registrar has updated the Schedule of Classes to change all courses to online. At this time, the [Fall 2020 Schedule of Classes](https://www.york.cuny.edu/registrar/course-schedule-and-fees) remains similar to previous years, with a combination of online, hybrid, and in-person classes.

Q: How can students help?

A: Students can help by using their York email account when sending correspondence to York offices. Sensitive student information cannot be sent to personal (non-York) email accounts.

**GRADUATION/COMMENCEMNT**

Q: Can you reiterate details about commencement?

A: As per CUNY Chancellor Matos Rodríguez’s message to the community on April 3, all 2020 CUNY Commencement ceremonies have been postponed indefinitely. See also Interim President Eanes’ [message](https://www.york.cuny.edu/news/message-from-ip-eanes-commencement-postponement) to the college community.

**REGISTRAR**

Q: How can students complete the paperwork needed for Registrar business, such as changing/declaring majors?

A: Students have been submitting their [Declaration of Major Forms](https://www.york.cuny.edu/registrar/registrars-form/declaration-major-minor/view) and [Readmission Forms](https://www.york.cuny.edu/registrar/registrars-form/readmissionapplication3c/view) electronically and the [Office of the Registrar](https://www.york.cuny.edu/registrar) has been processing these forms remotely and notifying students shortly after the forms are processed.

**FINANCIAL AID**

Q: How is paperwork for verification to the Financial Aid Office submitted?

A: Documents may be submitted to Financial Aid through our new secure portal located on our [website](https://www.york.cuny.edu/finaid) or [documents.york.cuny.edu](https://documents.york.cuny.edu/login?came_from=https%3A//documents.york.cuny.edu/).

Q: What sort of provisions are being made for students who work to pay for school and are now out of work? Will they be penalized if they are not able to pay their tuition as expected?

A: Policies are currently being developed to address these concerns.

Q: Is the Petrie grant being expanded to help students in need?

A: It is recommended that students who are interested in the Petrie grant apply to the [One York Emergency Relief Fund](https://www.york.cuny.edu/ia/annual-fund/one-york-emergency-relief-fund) for resources to help during the COVID 19 pandemic.

Q: Regarding One York Emergency Relief Fund, how much will be distributed?

A: Visit <https://www.york.cuny.edu/ia/annual-fund/one-york-emergency-relief-fund>

Q: What are the requirements, who can apply and when will it be distributed?

A: See Institutional Advancement **(**<https://www.york.cuny.edu/ia>**)**

Q: Is this fund only to be used for students or alumni or the whole community?

A: See Institutional Advancement **(**<https://www.york.cuny.edu/ia>**)**

**CAMPUS LIFE & CONSTRUCTION**

Q: Are any renovations being done on campus while we're away? And are there any updates regarding the Performing Arts Center (i.e. if this closure period will affect the overall renovation plan)?

A: Construction is taking place in accordance with City and DASNY policies.

**FACULTY & STAFF CONCERNS**

Q: Will there be any changes to normal processes for tenure, promotion and sabbatical leave? Will the budget issues affect the normal expectations for this year?

A. PSC-CUNY will address these issues.

Q: Do faculty need to submit a plan on how we'll make up the lost time for a course (e.g., to the department or to OAA)? Is there a timeline on when we'll know about the status of summer 2020?

A: Faculty were asked to submit their plans to make up the time for the “instructional recess.” The time for the recalibration period was handled by shortening the spring recess.

Q: Regarding the strategic plan, where are we in the process, and have the goals been finalized?

A: The Strategic Plan will be available in May.

Q: Is there a plan for staff who may need emergency funds/help?

A: Visit <https://www.york.cuny.edu/faculty-staff>

**HEALTH & HOME BALANCE**

The Counseling Center will provide tele-service, Monday–Friday, 9 am–5 pm. Students in need of services can call the office at 718-262-2272 or email jchoi@york.cuny.edu or bpar@york.cuny.edu. A virtual meeting by phone or video conference will be set up with appropriate staff. Please leave a message on the voicemail with your name and phone number.

The York College Food Pantry, **Hungry for Knowledge**, will remain open for the rest of the semester. Hours of operation are Monday, Wednesday, and Friday from 12:00 pm - 3:00 pm. The Pantry receives appointments on our online system at Plentiful App for "Grab and Go" meals. To ask questions or to make an appointment, please email us at foodpantry@york.cuny.edu.

York Information Technology Services hotline: 718-262-5311

IT Service Desk: [helpdesk@york.cuny.edu](mailto:helpdesk@york.cuny.edu)

New York State Coronavirus health hotline: 1-888-364-3065

Health Service Center's: [StudHealthSvcCtr@york.cuny.edu](mailto:StudHealthSvcCtr@york.cuny.edu)