

## Frequently Asked Questions (FAQs)

### **Will all Spring 2020 classes be completed online for the rest of the semester?**

Currently, Nunez is transitioning to online classes. We will likely continue to deliver our courses in this format for the remainder of the semester; however, we plan to re-open campus when it is safe to do so. Check updates on [www.nunez.edu](http://www.nunez.edu) and read your email often.

### **Has Nunez 2020 Graduation been cancelled?**

The graduation ceremony is scheduled for May 21, 2020 at 7pm. We will post information about any rescheduled events on our website.

### **I do not have computer access at home, is there help available to me?**

Beginning March 30<sup>th</sup>, Nunez Community College will offer computer lab spaces for faculty and student-use. At this time, space capacity will be capped at 10. As the need arises, we will accommodate by allocating additional computer and workspaces.

### **How will my financial aid be impacted by all these changes?**

Students earn their financial aid awards by participating in class. At this time, the delivery method for your classes has transitioned to online. You should continue to participate in your class by completing all assignments, the same as if you were participating in a face-to-face class. If you have specific financial aid questions, please email [financialaid@nunez.edu](mailto:financialaid@nunez.edu).

### **I have never enrolled in an on-line course and do not know where to begin. Can you help me?**

Online courses are administered in the Canvas platform. For specific information on how to navigate Canvas, access the Canvas Course at <https://nunez.instructure.com/enroll/BT9XTA>

If you need assistance with a Canvas problem, complete the online form here:

<https://docs.google.com/forms/d/e/1FAIpQLSc2RAJQCgocdquBVC5sCIPVruwuRIqEok53-avFX5OyqWF9VA/viewform>

(do not use Internet Explorer web browser)

### **How do I get in touch with my instructors?**

Beginning March 30<sup>th</sup>, all students should have access to their instructors via email. Access Canvas to review your course syllabus to identify email addresses for your instructors. If you have difficulty in connecting with your instructor, call 504-278-6467.

### **I am unable to view my Fast Lane 2 class in Canvas, can you help?**

Fast Lane 2 classes will begin March 30<sup>th</sup> and end on May 15<sup>th</sup>. If you are unable to view your course in Canvas, please complete the online form at

<https://docs.google.com/forms/d/e/1FAIpQLSc2RAJQCgocdquBVC5sCIPVruwuRIqEok53-avFX5OyqWF9VA/viewform>

### **I need to buy a textbook in the bookstore for my FL2 class. What should I do?**

For contact information regarding the bookstore, click: <https://nunez.textbooktech.com>

Shipping is available.

### **When will the testing center become available?**

The testing center will open on March 30<sup>th</sup> for Accuplacer, HiSET and for ADA testing accommodations. Students should reserve their space at <https://www.nunez.edu/admissions/placement-testing>

### **Is the Methodist Health Center open on campus?**

Yes. It is best to make an appointment by calling 504-278-6318.

The Methodist Health Center is in the Kane Center, Room: A145.  
Hours are 8:00 AM - 4:00 PM Monday through Thursday.  
The Kane Center is located at 3700 LaFontaine St.

**Is the library, bookstore, fitness center and CoffeeHouse open on campus?** The library, bookstore, fitness center and CoffeeHouse are all closed at this time. On March 11, 2020, Governor John Bel Edwards issued Proclamation Number 25 JBE 2020 declaring a Public Health Emergency as a result of COVID 19. On March 16, 2020, Governor Edwards issued Proclamation Number JBE 2020-30 providing additional restrictive measures in an effort to slow the transmission and spread of COVID-19. These restrictions include limitations on the number of people authorized to gather in a single location and a requirement that all state agencies provide for attendance at meetings via teleconference or video conference. This order of the Governor is in effect through close of business on April 13, 2020. We will post updates on [www.nunez.edu](http://www.nunez.edu).

**I am a student worker and am worried about the ability to earn a paycheck since campus is closed. Should I start looking for other employment?**

All student workers assigned to a campus position for the Spring 2020 semester will continue to receive their work-study wages during the campus closure. If you have any questions, email [bmaillet@nunez.edu](mailto:bmaillet@nunez.edu).

**I am struggling in math and need help. Are there any online resources available?**

Online tutoring links for math and other subject areas can be found here: <https://www.nunez.edu/current-students/tutoring>. Also, communicate with your professor if you are in need of additional assistance.

**I have so many questions and would like to speak to someone. Is there a phone number I could call?**

Beginning March 18<sup>th</sup>, the following phone line will be answered from 8:00am – 8:00pm: 504-278-6467

**For any other questions, please visit [www.nunez.edu](http://www.nunez.edu) and click on Student Support  
You can also call 504-278-6467, or email [admissions@nunez.edu](mailto:admissions@nunez.edu)**