



# Helping Seawolves Stay on Track during COVID.

**What you need to know about right now. April 7<sup>th</sup>, 2020**

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Dear Seawolves,

I know the past several weeks have been challenging as you've adjusted to the realities of life during COVID. If you are feeling stressed, anxious, or a bit overwhelmed, know that you are not alone. **UAA is still here to help!** Your professors, advisors, counselors, and staff are working remotely and want to hear from you. Please reach out for help, guidance, or just a friendly chat. Below are some FAQs with important dates, deadlines, and resources to help you get through this. Don't hesitate to contact me if I can answer a question or point you to a resource. Stay strong, safe, and well.

Claudia Lampman, Ph.D., Vice Provost for Student Success <http://www.uaa.alaska.edu/studentsuccess>

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## **I am struggling to keep up with my classes. What kind of tutoring and academic support is available for students?**

[The Learning Commons](#) has transitioned the Writing Center, Math Lab, Academic Coaching Center, and Communication Center to online delivery. They also have resources for Blackboard and technology support. If you need research help from home, you can use the Library's [Ask Us](#) link to librarians via chat, email, texting, and [online appointments](#). You can even get some articles or book chapters from interlibrary loan [delivered to your inbox](#).

## **What are my options if I've had a hard time keeping up in a course, but I don't want a failing grade to hurt my GPA?**

This Friday, April 10<sup>th</sup>, is the deadline to [withdraw from a class](#). You also have the option to switch from a letter grade to [Credit/No credit](#) or discuss the possibility of an incomplete grade with your professor. Be sure to check with your academic advisor if you are a military or veteran student or have concerns about the impact of withdrawal or other changes in grading on your financial aid.

## **Is it possible to get a refund for my parking pass? What about a refund of tuition or fees if I withdraw from a class?**

You can apply for a [partial refund of your parking pass](#). If you withdraw from a class, you can [petition for a refund](#) of tuition and fees. If you ask for a refund you will need to submit a personal statement explaining why alternate delivery in that class was not a successful option for you.

## **I am experiencing a serious financial hardship as a result of COVID19 (e.g., loss of employment). Is any financial assistance available to help me stay at UAA and finish my classes?**

You can apply for emergency financial assistance through the [UAA Student Emergency Fund](#) if you are in danger of withdrawing from UAA and have exhausted all other forms of aid.

## **What resources are available through UAA if I am feeling anxious, stressed, overwhelmed, or depressed?**

Both the UAA [Student Health and Counseling Center](#) (SHCC) and the [Psychological Services Center](#) are here to help! The SHCC is open BY APPOINTMENT ONLY from 8AM to 5PM daily to serve mental and physical health needs as appropriate under current mandates. Telehealth services are available for some types of

appointments. Call us prior to coming at 786-4040 as the doors to Rasmuson Hall are locked! More information is available at our website: <https://www.uaa.alaska.edu/students/health-safety/health-counseling-center/>

**I do not have a reliable internet connection or computer to complete my courses. What are my options?**

The [UAA Consortium library](#) has internet access and laptop computers for student use. An open computer lab with enough space for proper social distancing is also open. You MUST have your UAA/APU ID and use the card swipe system to enter the building.

IT services is also standing by to help with information about discounts on internet services from local providers. A limited number of mobile hotspots (Verizon) and Google Chromebooks are available to students who don't have other options. Reach them at 907-786-4646, toll-free 1-877-633-3888 or at [uaa.techsupport@alaska.edu](mailto:uaa.techsupport@alaska.edu). The [UA Virtual Campus website](#) has lots of tools for remote learning.