



## CAMPUS RESOURCES: COVID-19

**As the Big Bend Community College campus navigates the daily changes associated with COVID-19 and trying to mitigate its spread, the way we provide many of the college's resources to our current and future students has changed. Many resources will now only be available remotely and many offices will not be scheduling in-person appointments until further notice.**

Many departments are offering virtual assistance. For a list of those departments and links to their virtual Zoom Lobbies [CLICK HERE](#).

You can also utilize our virtual "chat" feature located in the bottom right-hand corner of the college's homepage [HERE](#).

**ABAWD:** The Able-Bodied Adults without Dependents office is open and will be conducting phone, email, or in-person appointments while practicing responsible social distancing. You can reach the office at (509) 793-2081 or by email at [carmenr@bigbend.edu](mailto:carmenr@bigbend.edu).

### Hours of Availability

- Mon-Thurs: 7:30 a.m. to 4:30 p.m.
- Friday: 7:30 a.m. to 2 p.m.
  
- Zoom Lobby Hours (live assistance available) Monday-Thursday from 9:00 a.m. to 11:00 a.m.
- Join Zoom Meeting: <https://bigbend.zoom.us/j/498259554>

**Advising:** All appointments are currently being conducted via phone or Zoom videoconferencing. To find your assigned advisor, follow the directions [here](#). Walk-in advising is available through Zoom on Mondays from 3:30 - 6:30 p.m. and Tuesdays from 10:00 a.m. - 1:00 p.m. [here](#). For additional advising assistance, please email [advising@bigbend.edu](mailto:advising@bigbend.edu).

### Hours of Availability

- Mon-Thurs: 8:00 a.m. to 5 p.m.
- Friday: 8:00 a.m. to 2:30 p.m.

**Admissions and Registration:** The Admissions and Registration office is currently offering services remotely until further notice. If you have a question about advising, please contact your advisor. If you have questions about classes or grades, please contact your instructor(s). Please email all other

admissions and/or registration questions to [admissions@bigbend.edu](mailto:admissions@bigbend.edu) and a staff member will get back to you during regular business hours. Please include your name and student ID number in your email. You can also call 509.793.2089 and leave a voicemail. Please leave your name, student ID number, and a good call back number or email address in your message.

#### Hours of Availability

- Mon-Thurs 7:30 a.m. to 5 p.m.
- Fri 7:30 a.m. to 2:30 p.m.

**BBC Bookstore:** The bookstore is open for shopping with a mask requirement and social distancing. Students are encouraged to order their books online at the [bookstore's website](#). For more information, call (509) 793-2037.

#### Hours of Availability

- Mon-Thurs: 8:30 a.m. to 4 p.m.
- Friday: 8:30 a.m. to 1:30 p.m.

**BBC Learning Center Childcare:** The Childcare Center is not accepting any children until further notice. For more information, please call (509) 793-2173 or email [angelaw@bigbend.edu](mailto:angelaw@bigbend.edu).

Hours of Availability: Emails and phone calls will be returned during the following hours.

- Mon-Fri: 7:30 a.m. to 4:00 p.m.

**Big Bend Technology:** For IT support please email [support@bigbend.edu](mailto:support@bigbend.edu) or call 509-793-2206.

**Business Office:** BBCC's business office is closed to the public. Students are able to make tuition, fee, and residence hall payments online or over the phone. If you are making "full payment" login online [HERE](#). If you are making partial payment, you may do so over the phone. The college encourages online and phone payments whenever possible. For more information, call (509) 793-2018.

#### Hours of Availability

- Mon-Thurs: 7:30 a.m. to 4:30 p.m.
- Friday: 7:30 a.m. to 2 p.m.

**Career Center:** The Big Bend Community College Career Center is currently operating and communicating remotely by phone, email, or through videoconferencing. Contact the Career Center at (509) 793-2069 or by email at [jodyb@bigbend.edu](mailto:jodyb@bigbend.edu).

Hours of Availability – Career Center

- Mon-Thurs: 8:30 a.m. to 5:30 p.m.
- Friday: 8:30 a.m. to 3 p.m.
- Zoom Lobby Hours (live assistance available) Tues-Thurs 1:30 pm to 3:30 pm
- Join Zoom Meeting: <https://bigbend.zoom.us/j/498259554>

**Counseling Center:** Counseling services are only available during the [academic year](#). All appointments are currently being conducted via phone or Zoom videoconferencing. For questions, or to schedule an appointment with a counselor please contact [admissions@bigbend.edu](mailto:admissions@bigbend.edu) or call (509) 793-2089.

**Disability Support Services:** All appointments are currently being conducted via phone or Zoom videoconferencing. If you need to setup an appointment with DSS, contact interim DSS Coordinator Azucena Halmsteiner at [Azucenah@bigbend.edu](mailto:Azucenah@bigbend.edu) or call (509) 793-2027.

#### Hours of Availability

- Mon-Thurs: 7:30 a.m. to 5 p.m.
- Friday: 7:30 a.m. to 2:30 p.m.

**Dual Enrollment:** The Dual Enrollment Coordinator will not be scheduling any in-person appointments until further notice. All appointments will be conducted over phone or through Zoom videoconferencing. For any questions, or to setup an appointment, please call (509) 793-2346 or email [edgarm@bigbend.edu](mailto:edgarm@bigbend.edu).

#### Hours of Availability

- Mon-Thurs: 8 a.m. to 5 p.m.
- Friday: 8 a.m. to 2:30 p.m.

**Financial Aid Office:** The Financial Aid Office is currently offering services remotely until further notice. We will not be scheduling any in-person appointments until further notice. All appointments will be conducted over phone or through Zoom videoconferencing. Please email questions to [faidinfo@bigbend.edu](mailto:faidinfo@bigbend.edu) and a staff member will get back to you during regular business hours. Please include your name and student ID number in your email. You can also call 509.793.2088 and leave a voicemail. Please leave your name, student ID number, and number or email address in your message.

#### Hours of Availability

- Mon-Thurs: 7:30 a.m. to 5 p.m.
- Friday: 7:30 a.m. to 2:30 p.m.

General Financial Aid Questions: 509.793.2088 [faidinfo@bigbend.edu](mailto:faidinfo@bigbend.edu)

Work Study & Student Employment: Marbely Sanchez 509.793.2453 [marbelys@bigbend.edu](mailto:marbelys@bigbend.edu)

Student Loans & Veteran Benefits: Elise Warren 509.793.2452 [elisew@bigbend.edu](mailto:elisew@bigbend.edu)  
Outside Scholarships: Cassandra Fry 509.793.2031 [cassandraf@bigbend.edu](mailto:cassandraf@bigbend.edu)

**Library:** The Library building will be closed until further notice. Check here for information on curbside delivery and other options to check out laptops and textbooks: [https://libguides.bigbend.edu/Hours\\_Staff\\_Contacts](https://libguides.bigbend.edu/Hours_Staff_Contacts). The library is available online during regularly scheduled hours (see below) at <http://libguides.bigbend.edu/home>. Use the chat widget located in the "Ask A Librarian" tab on the right on any library webpage. BCC library personnel are available to chat during scheduled hours but the service is available 24/7. All databases are available for off-campus login and access. Videos and webinars on how to use the library are available at [https://libguides.bigbend.edu/Wednesday\\_Webinars](https://libguides.bigbend.edu/Wednesday_Webinars). For more information, call (509) 793-2350 or email [librarymail@bigbend.edu](mailto:librarymail@bigbend.edu).

Hours of Availability Fall, Winter, & Spring Quarters:

- Mon-Thurs: 7:30 a.m. to 9 p.m.
- Friday: 7:30 a.m. to 2:30 p.m.
- Saturday: Noon to 6 p.m.

CLOSED on Sundays

Summer and Break Hours:

- Mon-Thurs: 7:30 a.m. to 5 p.m.
- Friday: 7:30 a.m. to 2:30 p.m.

CLOSED on Saturdays and Sundays

**Outreach & Recruitment:** The Outreach Coordinator will not be scheduling any campus tours until further notice. If you have any questions regarding the admissions process or the Workforce Ed. programs they will be working remotely via email and Zoom videoconferencing. You can contact Vanessa Pruneda at [vanessap@bigbend.edu](mailto:vanessap@bigbend.edu).

**STEM Center:** The STEM Center is operating virtually! Join our Canvas page for updates, schedules and resources! Join Now: <https://bigbend.instructure.com/enroll/C4NA3M>

Drop-in math and science tutoring is available over Zoom for supported courses. No appointment necessary! Check out the schedule to see when tutoring for your course is available.

For more information, see the STEM Center website or contact Christy Kunkel at [christyk@bigbend.edu](mailto:christyk@bigbend.edu) or 509-793-2185.

Hours of Availability for Fall 2020:

- Monday thru Thursday 9 a.m. to 1 p.m. & 3 p.m. to 7 p.m.
- Friday: 10 a.m. to 1 p.m.

**Testing Center:** The Testing Center remains closed to the public. However, explore your placement options here:

[SUMMER 2020 & FALL 2020 Placement](#): Use high school transcripts or PSAT scores for math and/or English placement OR take the temporary FREE, [online math placement test](#). For English placement, students that do not qualify to use high school transcripts (3.0 grade point average within last 10 years) or another Alternative Placement option will be placed into English 098. The first day of class, students will be evaluated and moved to the appropriate English course. Visit the Testing Center page for more information.

[Alternative Placement Options](#): Smarter Balance Assessment, ACT/SAT, prior learning, and more!

*\*\*Please note that all other testing such as CLEP, Pearson VUE (GED), PSI (non-government) and WSDA remain closed\*\**

Some government agencies and medical related testing such as EMT's, Paramedics, Medical Assistants, etc. have been approved for testing. No one will be allowed in the 1400 Building without wearing a mask, regardless of appointment or not.

Contact information: Kristin Young ([509\) 793-2064](tel:5097932064) | [kristiny@bigbend.edu](mailto:kristiny@bigbend.edu)

**Transitional Studies (ESL/HS+, Open Doors, GED, Computer Lab):** The Opportunity Center (7700 Building) is closed to the public for safety. Students can call our information line at 509-793-2304. Returning students can also contact their Educational Planner via Email or Text Message for registration, or leave a message at 509-793-2304. We are here to help you start your new career!

Remote "Zoom" appointments are also available.

Hours of Availability:

- Mon-Thurs: 7:30 a.m. to 5 p.m.
- Friday: 7:30 a.m. to 2:30 p.m.

For more information call 509-793-2304 or email [BEdAInfo@bigbend.edu](mailto:BEdAInfo@bigbend.edu).

LÍNEA DE INFORMACIÓN EN INGLÉS Y ESPAÑOL: 509-793-2304 or Correo electrónico:  
[BEdAInfo@bigbend.edu](mailto:BEdAInfo@bigbend.edu)

**TRIO-SSS: Advising and Counseling Center:** TRIO-SSS will not be scheduling any in-person appointments until further notice. All appointments will be conducted over phone or through Zoom videoconferencing. For any questions, to pick up or drop-off textbooks, or to setup an appointment, please call (509) 793-2040.

Hours of Availability

- Mon-Thurs: 7:30 a.m. to 5 p.m.
- Friday: 7:30 a.m. to 2:30 p.m.

**Viking Food Pantry:** The Viking Food Pantry will still be available to the Big Bend Campus Community, but only by appointment. For more information on the Viking Food Pantry, please email [vikingfoodpantry@bigbend.edu](mailto:vikingfoodpantry@bigbend.edu) or call (509) 793-2081.

Hours of Availability: By appointment only.

**Workforce Education Services:** WES will be providing online, phone and videoconference options.

Hours of Operation for in-person appointments for intake and student support services:

- Mon-Fri: 8 a.m. to 11 a.m.

Hours of Operation for intake, student support services, referrals, student awards, and participation reports to DSHS will be done via Zoom and email:

- Mon-Thurs: 11 a.m. to 5 p.m.
- Friday: 11 a.m. to 2:30 p.m.

**Writing Center:** Beginning on March 30, Writing Center Services will only be available online via Zoom. There will be no in-person tutoring. For more information, or to schedule a zoom tutoring session, visit them online [HERE](#), or call 509-793-2361 or email Kate Shuttleworth at [kates@bigbend.edu](mailto:kates@bigbend.edu). Tutors will be available online.

Hours of Availability:

- Mon-Thurs: 8 a.m. to 8 p.m.
- Friday: 8 a.m. to 2:30 p.m.