COVID Specific Information

Effective Winter Quarter 2022, all students attending classes on campus or at college instructional sites or accessing services on campus must be vaccinated or have an approved medical or religious exemption. Students who take online classes, seek online support and services, or participate in College in the High School classes are not required to be vaccinated. Students are required to complete the [Vaccination Attestation Form by clicking here](#). A link to this form will appear in Canvas at the course navigation level. This only needs to be done once.

Vaccinated Students in accordance with Governor Inslee’s proclamation 20-12.5, which states in part: “Institutions of Higher Education (IHE) must require all fully vaccinated [against COVID-19] students who participate in or attend courses, operations, or other activities in person at college locations to attest to vaccination” the following have been established:

All persons, faculty, staff, students, visitors, contractors, etc., **regardless of vaccination status, are required to wear an appropriate face covering while occupying indoor spaces on college property**. In accordance with the Secretary of Health’s face covering order: When outdoors, people who are not fully vaccinated against COVID-19 are encouraged to wear face coverings in crowded outdoor settings, such as sporting events, fairs, parades, concerts and similar settings where there is decreased ability to consistently maintain physical distance between non-household members.

**Furthermore, all students planning to be at any college location, must submit a Daily Health Check Form by clicking here.** A link to this form will also appear in Canvas at the course navigation level.

**For more information about how the campus is preparing for fall term please access this page for continual updates.**

1. **What are BBCC’s Return to Campus Plans?**

We look forward to providing different learning modalities so that you can be successful in college!

Updated October 11, 2021
Fall 2021: Big Bend expanded to in-person instruction, support and services Fall quarter as it continues to operate using a hybrid delivery model.

2. **Will classes be online, hybrid, or on campus?**

Fall 2021: Big Bend intends to expand the number of hybrid classes to give students greater access to in-person instruction. Most academic programs will offer hybrid classes and a few will have all in-person classes. The college will still have some classes entirely online and, for other classes, students will have the option of enrolling in an online or hybrid section of a class.

Remember to look carefully at the class schedule to know if the class you want to take is offered hybrid, online, or in-person.

3. **How do I tell if my class is taught online, hybrid, or fully in-person?**

Click [here](#) to view the BBCC online class schedule to see the modality (online, hybrid, in-person) of how the class is taught.

To learn more about how to tell if a class is online or hybrid click [here](#).

Here are some tips:

- Look at the class information in the “Days” and Start & End Time” columns.
  - If class Days shows ARRANGED and there are no Start & End Times listed, the class is most likely an online class.
  - If specific days and class times are listed, the class is either offered in-person or hybrid.
- Click on the plus sign on the far left side of table next to the name of the class to open a drop down menu showing additional information about the class. The information will state if class meeting times are on Zoom and if the class is offered entirely online.

4. **When can students access student support services in-person?**

Big Bend intends to continue using a hybrid delivery model with expanded in-person support and services balanced with virtual services and supports. The college will update the “Campus Resource Schedule” to reflect changes in how supports and services are delivered.

5. **Does BBCC have vaccination requirements?**

Effective Winter Quarter 2022, all students attending classes on campus or at college instructional sites or accessing services on campus must be vaccinated or have an approved medical or religious exemption. Students who take online classes, seek...
online support and services, or participate in College in the High School classes are not required to be vaccinated. All fully vaccinated students who plan to attend face-to-face or hybrid classes in the Fall 2021 term, or plan to participate in on-campus activities (i.e., club meetings or activities, athletic practice or competitions at college facilities, or other on-site events) are required to complete the Vaccination Attestation Form by clicking here. A link to this form will appear in Canvas at the course navigation level. This only needs to be done once.

6. What are the face mask requirements at BBCC?

All persons, faculty, staff, students, visitors, contractors, etc., regardless of vaccination status, are required to wear an appropriate face covering while occupying indoor spaces on college property. In accordance with the Secretary of Health’s face covering order: When outdoors, people who are not fully vaccinated against COVID-19 are encouraged to wear face coverings in crowded outdoor settings, such as sporting events, fairs, parades, concerts and similar settings where there is decreased ability to consistently maintain physical distance between non-household members.

From the Big Bend CC COVID Exposure, Recovery and Reopening plan, “Big Bend Community College (BBCC) takes the health and safety of our employees and students very seriously. To minimize the spread of Covid-19 on our campus and provide a safe-learning environment, BBCC is asking every one of our employees/students/visitors to help with our prevention efforts by wearing your face mask when on the BBCC campus.”

Failure to comply with this directive is a violation of the Big Bend CC Student Code of Conduct. Please click here to review WAC 132R-04-056; WAC 132R-04-057(7). We thank you for your cooperation and efforts to make this a safe place for learning.

7. What are the rules and guidelines around eating and drinking on campus?

Students should feel free to eat and drink on campus provided they do so safely. Please socially distance and minimize the amount of time you are unmasked while indoors.

8. If I think I have COVID-19 or have been in contact with someone who has been diagnosed with COVID-19 do I need to inform the college?

Yes, please click here to learn more. In order to minimize the spread of COVID-19 on our campus, BBCC is asking every one of our employees/students/visitors to help with our prevention efforts while at work, in the classroom or lab, and in campus facilities. Minimizing the spread can be accomplished by getting vaccinated, diligently wearing a face covering properly, washing hands regularly, and staying home when sick.

9. What are my instructors’ responsibilities if I inform them that I have tested positive for COVID-19 or have been in close contact with someone who has been diagnosed with COVID-19?

BBCC instructors and staff will report the incident and a college staff person will contact you for additional details and to make sure you have the support and resources you need from the college.

Updated October 11, 2021
Why do we do this? The Grant County Health Department requires any person who has tested positive for COVID-19 or any person who has been in close contact with someone who has been diagnosed with COVID-19 to be reported for Institutions of Higher Education, like BBCC. Plus, we want to make sure everyone is safe and adhering to the guidelines set out for us.

10. What measures is the college taking in our campus buildings to ensure a safe learning and working environment?

We ensure a safe learning and working environment by

- requiring all students and employees to receive the vaccine.
- requiring students, employees, and visitors to wear face coverings and maintain 3 feet of distance from other people at all college locations; and
- performing enhanced cleaning and disinfection, especially in communal spaces and high-touch areas.
  - The custodial cleaning program follows the cleaning and disinfection protocols that comply with guidelines from the Centers for Disease Control and Prevention (CDC) for preventing the spread of coronavirus. This includes daily cleaning of high touch points such as door handles, banisters, elevator buttons, public and common area restrooms, and break rooms. In addition, custodial staff have increased the frequency of cleaning and disinfecting activities in classrooms and across campus as an additional preventive measure.
- Placing hand sanitizer dispensers and containers with at least 60% alcohol concentration throughout campus in high traffic areas and locations where soap and hot water are not readily available.

When a person diagnosed with COVID-19 is known to have been on campus, the specific locations where the person spent time are evaluated for enhanced cleaning and disinfection, in accordance with guidance from the Centers for Disease Control and Prevention.

11. Are campus tours available?

We love to show off the Big Bend campus! At this time, campus tours will be limited only to vaccinated, prospective students and immediate family members and who are planning to register for Fall of 2021 Winter 2022 quarters. Please contact our Outreach Coordinator at outreach@bigbend.edu or call 509.793.2072.

In order keep students, staff and employees safe, large group or high school/middle school tours are not being offered at this time. As soon as possible, we’ll be happy to resume larger tours!

Student Services

Updated October 11, 2021
12. How long should it take to get a response from any Student Services department at Big Bend Community College?

We want to get back to you as soon as we can. Sometimes it takes us 1-2 business days, but just know that we work as fast and as hard as we can for our students!

Tutoring

13. How are tutoring services being provided?

For tutoring in subjects not covered by the STEM Center and Writing Center, please contact eLearning Coordinator Mattias Olshausen at 509-793-2350 or elearningadmin@bigbend.edu. Individual or small-group tutors may be assigned to students on a case-by-case basis depending on demand and availability.

You can also view information on our E-tutoring page.

14. What if I don’t have internet or need a quiet space to study?

The William C. Bonaudi Library offers quiet study space and access to the campus WIFI or networked computers, check here.

The college does not currently offer hotspot checkout for internet access. Students needing internet access at home should consider applying for HEERF Relief. Click here to apply.

Money

15. How do I pay for my tuition?

Pay online here: (please have your STUDENT ID# and PIN# ready) or call 509.793.2018 to pay over the phone during normal business hours (M-Th 7:30am-5:00pm).

16. How do I know if I have Financial Aid?

You can review your award status by clicking on the BBCC Financial Aid Portal.

17. What if I am currently experiencing a financial hardship?

If you’re experiencing financial hardship, Big Bend has resources to help you! While there are limitations on eligibility, students can apply here.

Running Start

18. Who do I contact if I have a Running Start question?

Visit the Running Start webpage or email runningstart@bigbend.edu or 509.793.2346.
Advising

19. How do I know who my advisor is?
Your advisor’s name is in the top left corner of your quarterly class schedule. You can view your class schedule here.

Log in to your schedule with your Student ID Number and your global pin (your 6-digit birthdate, MMDDYY, unless you’ve changed it).

You can also find your advisor in your Success Network in Starfish. Log in here then click on Starfish. Go to “My Connections” to find your assigned advisor.

20. How do I schedule an appointment with an advisor?
You can schedule an appointment with your advisor in Starfish. Log in here then click on Starfish. Go to “My Connections,” select your Advisor, then click the blue “Schedule Appointment” tab.

21. How can I see my unofficial transcript?
You can view and print your unofficial transcript here. Log in using your Student ID Number and global pin (your 6-digit birthdate, MMDDYY, unless you’ve changed it).

22. How can I order an official transcript?
You can order an official transcript here.

Registration

23. What are the registration dates for 2021-2022? Click here for Academic Calendar

24. Where do I find my Registration Access Time? Click here for Academic Calendar

You can find your Registration Access Time on the Student Kiosk. Under the Registering for Classes column.

25. When is the last day to register for classes?
Click here for the Academic Calendar

26. How do I add a class to my schedule after the quarter begins?
Once the quarter begins, contact the instructor(s) and secure permission to enroll. Forward their permission to admissions@bigbend.edu and a staff member will enroll.

Updated October 11, 2021
27. What does it mean to withdraw from a class, and how do I do it?
You can withdraw from class(es) here. Before the 10th day of the quarter (Fall, Winter, Spring), the class(es) will be completely removed from your schedule and will not appear on your transcript. After the 10th day of the quarter, the class(es) will remain on your transcript with a “W” (withdraw) grade that will not calculate into or negatively impact your GPA.

Financial Aid: Students who complete zero credits, stop attending or officially withdraw from all of their classes on or after the first day of the quarter, may owe a repayment of the aid for which they were not eligible. This policy applies to all federal and state financial aid except work study earnings. The last date the student attended a class or officially withdrew is used to determine the amount of repayment. Additionally, when you drop your courses, it negatively impacts your Satisfactory Academic Progress. To view the effects, please visit here.

28. How do I add and/or drop a class? (before and after the start of the quarter)
Before the first day of classes, you can add classes here. Beginning on the first day of classes, contact the instructor(s) and secure permission to enroll. Forward their permission to admissions@bigbend.edu and a staff member will enroll you.

You can drop classes online here until the last day to drop (as published in the Academic Calendar).

29. I am on a waitlist for a class. How does the waitlist work?
Waitlists automatically enroll students when seats become available. If you have added yourself to a waitlist, you will receive an email notification if you are enrolled into a class; however, please check your schedule regularly for updates. Waitlists run twice a day through the last business day before classes start.

30. I need to contact an instructor. Where is the contact information for all BBCC instructors?
You can locate instructor and staff contact information in the online campus directory. It is arranged alphabetically, by last name.

Computer Help

31. What if I do not have access to a computer or the internet to complete my coursework?
The William C. Bonaudi Library checks out laptops and other technology students can use the entire quarter. We do not recommend trying to use the Chromebooks supplied by many school districts. The library also lends out a limited number of textbooks! Check here for details.

Updated October 11, 2021
The college does not currently offer hotspot checkout for internet access, but students can schedule time in the William C. Bonaudi Library to use the campus WIFI or networked computers. Check here for details. Students needing internet access at home should consider applying for a CARES Act grant (go to the BBCC Financial Aid website for more information)

32. How do I log into Canvas?
Log into Canvas through My Apps on the Big Bend homepage. For a demonstration of this and Canvas basics, please watch this video.

33. When will my courses be posted on Canvas?
Canvas courses will typically be published shortly before or after the official beginning of each quarter. The video above points out how to check for unpublished courses in your Courses list.

34. I have never used Zoom before. Where can I get assistance?
To learn about how to join and participate in a Zoom meeting, please watch the video on this page. If you have trouble joining a meeting in one of your classes, ask the instructor for help.

Graduation

35. How do I learn more about applying for graduation?
If you would like to learn more about the details of applying for graduation at Big Bend Community College, please click here.

Childcare

36. Will the BBCC Learning Center Child Care reopen for childcare?
Yes, the BBCC Learning Center Child Care is open. Please contact them at Phone: (509) 793-2173

Get more help Information and help by clicking on the links below.
How do I get started at Big Bend Community College?
Click here to learn more about how to Get Started at Big Bend CC
Where can I get more information about admissions and/or registration? (link)
Click here for Big Bend CC Registration

Updated October 11, 2021
Where can I get more information about financial aid?
Click here for Big Bend CC Financial Aid

Where can I get more information about Running Start?
Click here for Big Bend CC Running Start

Where can I get more information about Student Residence Halls?
Click here for Big Bend CC Student Residence Halls

Where can I get more information about Veterans Services?
Click here for Big Bend CC Veteran Services

Where can I get more information about Accommodation and Accessibility Services?
Click here for Big Bend CC Accommodation and Accessibility Services at dss@bigbend.edu or 509.793.2027

Where can I get more information about Safety & Security?
Click here for Big Bend CC Campus Safety

Where can I get more information about Career Services?
Click here for Big Bend CC Career Services

Where can I get student technology support?
Click here for Big Bend CC technology support

Contact

How do I contact student services if I have a question?
Accommodation and Accessibility Services at dss@bigbend.edu or 509.793.2027
Admissions/Registration at admissions@bigbend.edu or 509.793.2089.
Associated Student Body (ASB) at asb_info@bigbend.edu or 509.793.2066
Basic Education for Adults at bedainfo@bigbend.edu or 509.793.2304

Updated October 11, 2021
Counseling/Advising at advising@bigbend.edu or 509.793.2035
Financial Aid at faidinfo@bigbend.edu or 509.793.2088
Outreach/Recruitment at outreach@bigbend.edu or 509.793.2072
Running Start at runningstart@bigbend.edu or 509.793.2346
Testing at testingcenter@bigbend.edu or 509.793.2064
TRiO SSS at TRIO@bigbend.edu or 509.793.2040