

Big Bend Community College Student FAQs

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COVID Specific Information

Effective Fall Quarter 2022, students attending classes on campus or at college instructional sites or accessing services on campus will not need to prove vaccination status.

All persons, faculty, staff, students, visitors, contractors, etc., regardless of vaccination status, **are no longer required to wear an [appropriate face covering](#) while occupying indoor spaces on college property**

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.

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!

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

In Fall 2021, Big Bend expanded the number of hybrid classes to give students greater access to in-person instruction. Most academic programs were offered hybrid classes and a few were all in-person classes. The college offered some classes entirely online and, for other classes, students will have the option of enrolling in an online or hybrid section of a class. This trend is continuing.

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, 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 and support services. The college will update the “[Campus Resource Schedule](#)” reflecting changes in how supports and services are delivered.

5. Does BBCC have vaccination requirements?

Starting Fall quarter 2022, students will not need to provide proof of vaccination status.

6. What are the face mask requirements at BBCC?

Currently, there are no mask requirements while visiting or taking classes at Big Bend Community College.

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 to make sure you have the support and resources you need from the college.

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 required of 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:

- encouraging 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 in compliance with guidelines from the Centers for Disease Control and Prevention (CDC) in the prevention in the spread of Coronavirus. The process of 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 preventative measure.
- Placing hand sanitizer dispensers and containers, with at least 60% alcohol concentration, 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, which is in accordance with guidance from the CDC.

11. Are campus tours available?

We love to show off the Big Bend campus! Please contact our Outreach Coordinator at outreach@bigbend.edu or call 509.793.2072.

Student Services

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 we work as fast and as hard as we can for our students!

Tutoring

13. How are tutoring services being provided?

We know tutoring helps students succeed and we want to provide you with support. The [STEM Center](#) and [Writing Center](#) both have online Zoom sessions or in person.

For all other subjects:

Contact the library at 509-793-2350 or email librarymail@bigbend.edu

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 campus Wi-Fi for 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 Higher Education Emergency Relief Funds (HEERF). Click [here](#) to apply.

Money

15. How do I pay for my tuition?

You can pay your balance through your ctcLink Student Homepage. Click the "Financial Account" tile and the "Advisors" tab on the left. Your current balance will display. Click the "Payments" tab on the left, then "Make a Payment". To pay over the phone, call 509.793.2018 during our normal business hours (M-Th 7:30am-5:00pm and Fri 7:30am -2:30pm); please have your student ID handy.

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 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?

You can find your advisor through your ctcLink Student Homepage. Click the “Academic Progress” tile and the “Advisors” tab on the left. Your advisor’s name and email address will display.

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 an unofficial transcript through your ctcLink Student Homepage. Click the “Academic Records” tile and the “View Unofficial Transcript” tab on the left. Then, click the green Submit button on the left.

22. How can I order an official transcript?

You can order an official transcript [here](#).

Registration

23. What are the registration dates for Summer/Fall quarters? Click [here](#) for Academic Calendar.

Priority registration for currently enrolled students begins on May 23, 2022, for both summer and fall quarters.

24. Where do I find my Registration Access Time? Click [here](#) for Academic Calendar.

You can find your Enrollment Appointment date/time through your ctcLink Student Homepage. Click the “Manage Classes” tile and then the “Enrollment Dates” tab on the left. Select the correct Term and click the “Continue” button. The **Appointment Begins** column shows you the date and time you can start enrolling in classes for that term.

25. When is the last day to register for classes? Click [here](#) for Academic Calendar.

Students can enroll themselves online via their ctcLink Student Homepage (“Manage Classes” tile) up through 11:59pm the day before classes start each quarter. Once classes start, students must obtain written instruction permission to enroll during the first

few days of classes, forward that permission to admissions@bigbend.edu, and a staff member will enroll you. Specific dates by term are available in 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. Instructor contact information is available in the online [campus directory](#). Forward their permission to admissions@bigbend.edu and a staff member will enroll you. Be sure to include the following details: Course ID (example: ENGL& 101), Class Number (example: 11594), your name, and Student ID number

What does it mean to withdraw from a class, and how do I do it?

You can withdraw from class(es) through your ctcLink Student Homepage. Click the “Manage Classes” tile and then the “Drop Classes” tab on the left. 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](#).

27. How do I add and/or drop a class? (before and after the start of the quarter)

Before the first day of instruction, you can add classes online through your ctcLink Student Homepage. Click the “Manage Classes” tile and then the “Class Search and Enroll” tab on the left. If you are within your enrollment date/time, you will have the option to enroll in the class now or add the class to your shopping cart to enroll later. If it is before your enrollment date/time, classes will move directly to the shopping cart. *Please note that adding a class to your shopping cart means you are NOT enrolled in the class yet!* When it is your date/time to enroll, click the “Manage Classes” tile in your ctcLink Student Homepage and click on the Shopping Cart tab on the left. Select the classes you wish to enroll in and click the “Enroll” button at the top right. To confirm that you are enrolled, click the “View My Classes” tab on the left to see all the classes you are currently enrolled in.

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 through your ctcLink Student Homepage. Click the “Manage Classes” tile and then the “Drop Classes” link. until the last day to drop (as published in the [Academic Calendar](#)).

28. 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 once a day through the last business day before classes start.

29. 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

30. 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 for students to use during the quarter the device is checked out for. 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.

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 Wi-Fi or networked computers. Check [here](#) for details. Students needing internet access at home should consider applying for HEERF (go to the BBCC Financial Aid website for more information).

31. 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](#).

32. 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](#) points out how to check for unpublished courses in your Courses list.

33. 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 your instructor for help.

Graduation

34. How do I learn about applying for graduation?

If you would like to the details to apply for graduation, please click [here](#).

Childcare

35. Will the BBCC Learning Center Child Care reopen for childcare?

Yes, the BBCC Learning Center Child Care is open. You can reach the Center at (509) 793-2173

[Get more 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?

[Click here for BBCC Registration](#)

[Click here for BBCC Admissions](#)

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 Accommodations and Accessibility Support Services?

[Click here for Big Bend CC Accommodation and Accessibly Services](#)

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 aas@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

Counseling/Advising at advising@bigbend.edu or 509.793.2035

Financial Aid at faidinfo@bigbend.edu or 509.793.2061

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