

## Continuing Student Services FAQs

We combined a list of frequently asked questions by our students. If your question is not listed and you require assistance, please email us at [studentservices@hostos.cuny.edu](mailto:studentservices@hostos.cuny.edu) and someone will get back to you within 24/48 hours.

### Commencement:

#### 1. I am graduating, will we have a commencement ceremony?

Hostos Community College's 50<sup>th</sup> Commencement Ceremony will be digital. During the ceremony, your name will appear on the screen along with your photo(s), a message you submit, and your major. The pre-recorded video to be released on Friday, May 29, 2020 on **YouTube** at 10:00am.

Whether you're graduating or cheering a graduate on, Commencement is something you won't want to miss! This digital celebration will be no different. Make sure to save the date and keep an eye out for updates and for information we will need from you! Please check back to the commencement page often as information will be updated on a weekly basis.

Who is graduating? Ceremony is open to all graduates' from Sept. '19, Jan. '20, Feb. '20, June '20, and Sept. '20.

For more up to date information follow us on FB: Hostos Graduation and IG: @hostosgraduation

### Student Technology Needs:

#### 2. How can I get Wi-Fi access?

[Spectrum](#) is offering free WiFi service to New York homes with students K-12 & college students

- Families can call (844) 488-8395 to enroll for 60 days free WiFi
- Installation fees will be waived for new student households

Over 650 companies have signed the FCC (Federal Communications Commission) "[Keep America Connected Pledge](#)" including Altice, AT&T, T-Mobile, Verizon and Comcast Service.

Therefore:

- Hotspot data will be expanded to provide *unlimited data* to all customers
- Services will not be terminated for customers due to inability to pay
- Late fees will be waived for residential/small business customers

[LinkNYC](#) provides fast, free public Wi-Fi, phone calls, device charging, and a tablet for access to city services, maps and directions. They also offer free wifi connections to those closest to their Link locations

- Check for a [LinkNYC location near you](#)
- Follow the [LinkNYC How To](#) page to connect your device or call [844-LINK-NYC](tel:844-LINK-NYC) for assistance.

#### 3. How do I use Blackboard? Skype?

Hostos has created a site with tutorials for all of your needs. Check the [Hostos Ready Checklist](#) page for specific information.

#### 4. I don't know my professors email. How can I get it?

Go to our [campus directory](#) and type in their either their last name or first name.

## Student Services:

### 5. I need tutoring! Is the HALC (Hostos Academic Learning Center) open?

Yes, the [HALC online tutoring](#) is open until, May 15, 2020, including Spring Break.

In order to receive tutoring, follow the next steps:

- A. Using your Hostos email, send an email to [HALCtutoring@hostos.cuny.edu](mailto:HALCtutoring@hostos.cuny.edu)  
Let them know:
  - a. Subject:
  - b. Tutor Name:
  - c. Day:
  - d. Time:
- B. Send your tutoring request one hour before, as reservations are not being made.
- C. Check the HALC schedule here:  
<https://apps.hostos.cuny.edu/HALC/tutoring/Default.aspx>
- D. Once email is received, you will be sent a link to a Blackboard Collaborate session and your tutoring session will start at the requested time, not before nor after.  
*Please be informed that tutoring sessions are limited to an hour and half, first come first serve.*  
Only 4 students per session and all sessions are recorded.

If you have any questions, please send us an email to: [HALCtutoring@hostos.cuny.edu](mailto:HALCtutoring@hostos.cuny.edu) and feel free to include your phone # in case we need to reach out to you.

### 6. Is the Writing Center still open?

Yes, The Writing Center is offering eTutoring.

- Login to your account on <https://hostos.mywconline.com/>
- Choose an available time slot with a specific tutor
- Follow the steps to upload both your draft and assignment directions handout
- Wait 36-48 hours
- You will be notified when your tutor has completed reviewing your assignment!

### 7. Can I talk to a librarian for help with a research project?

Yes, Librarians are online and ready to help via chat. Check the [Hostos Library Website](#) to learn how to download articles and additional resources you may need.

### 8. I started this semester on probation. What if I do not maintain a "B" average?

Students placed on academic probation at the start of the Spring 2020 semester *shall not be penalized with academic dismissal based upon their grades earned this semester (Spring 2020).*

### 9. How do I submit an administrative appeal?

Administrative Appeals are available for students who were unable to finish the semester due to extenuating circumstances beyond their control.

Administrative Appeals must be filed within 2 years from the last day of the semester that the situation occurred. For example, if the situation occurred during spring 2020 semester the last day to submit an Administrative Appeal would be May 15<sup>th</sup> 2022 which is two years from the last day of the spring 2020 semester. Please allow up to 30 business days to receive a response from

the Administrative Appeals Office. If you have any questions, please call 718-319-7924 or email at [sdemadminappeals@hostos.cuny.edu](mailto:sdemadminappeals@hostos.cuny.edu).

**10. What is an Academic/Re-Admission Appeal? How do I file an appeal?**

An [Academic Appeal](#) is for a student who wants to return to school the semester immediately following the one where they are academically dismissed. A **Re-Admission Appeal** is for a student who is out of school for at least 1 semester and wants to return.

You were not able to maintain satisfactory academic progress (maintain a GPA of at least 2.0) for two consecutive semesters are academically dismissed. In order to be re-admitted back into the school, you must submit either an Academic or Re-Admission appeal. The appeal must be submitted to the office of Student Life.

**11. What is a SAP appeal?**

[SAP Appeal](#) is an option available to students who have not met standards for Satisfactory Academic Progress for continued federal financial aid (Pell, SEOG, Direct Loans, Federal Work Study). An appeal can be on the basis of personal injury or illness, the death of a relative, or other special or extenuating circumstances (such as loss of employment, and/or changes in the academic program, etc.). The appeal must explain why you failed to make satisfactory progress and what has changed in your situation that will now allow you to make satisfactory progress in the near future. The appeal must be submitted to the office of Student Life.

**12. Can I register for the summer/fall semester?**

Yes. Registration opened on March 11<sup>th</sup> for students to register for the upcoming summer and fall semesters. Please make sure you work with your Student Success Coach, APAP or College Discovery advisor to ensure you are registering for the appropriate course sequence with your major.

**13. Will summer and fall classes practice distance learning as well?**

Not sure. As of right now, all classes will be as stated on CUNY First (in-person, hybrid or fully online). If your course is to be in-person and we need to extend distance learning due to the Covid-19 crisis, then the date and time for your course will be when your synchronous classes will take place.

**14. Is the food pantry open?**

Yes. The [Hostos Community College Food Pantry](#) is open by appointment to Hostos Community College students:

- **Wednesdays by Appointment Only** | 11:00 a.m. to 3:00 p.m.
- **D Building:** 120 East 149th Street, Bronx, NY 10451
- **To schedule an appointment contact:**  
Fabián Wander, LCSW-Director of Health and Wellness  
fwander@hostos.cuny.edu | Phone: 718-518-6567

**15. I am feeling overwhelmed, anxious and/or scared. Is the Counseling Center Open?**

Yes. The Carlos L. González Counseling Center will remain open from **9 AM to 5 PM**, Monday to Friday. We will continue providing clinical services and academic counseling. To schedule an initial screening please call us at **718-518-4461** or email us at [infocounseling@hostos.cuny.edu](mailto:infocounseling@hostos.cuny.edu). If

you are already receiving counseling services at our Center, please contact your counselor directly to coordinate your upcoming appointments.

*If you are experiencing a mental health emergency during our non-business hours, please contact:*

- [NYC Well 24/7 Crisis Services & Mental Health Support](#) | (888) 692-9355
- [Crisis Text Line](#) | Text HOME to 741741
- [National Suicide Prevention Lifeline](#) | (800) 273 - 8255
- [The Trevor Project](#) for LGBTQ Youth | (866) 488-7386
- [S.A.F.E. Alternatives](#) (800) DONTCUT | (800) 366 - 8288
- [Love Is Respect](#) | 24/7 End Dating Abuse | (866) 331-9474
- [National Sexual Assault Hotline](#) 24/7 | (800) 656-4673
- [National Domestic Violence](#) hotline | (800) 799-7233