

## **Q&A for SF State Students – March 17, 2020**

### ***What do I do if I haven't heard from a faculty member about one of my classes?***

Faculty are preparing to offer your classes via remote instruction starting on March 16th. Your faculty should be reaching out to you regarding the next steps. If you haven't heard from a faculty member, please reach out to them directly via email. If you do not receive a response, please email the [department](#) where the course is offered (for example for PHIL 110 you would email the Philosophy Department). Be sure to include specific information about your course including the department prefix and course number, title of the course, section number, faculty member's name, and your name and student ID number. The department chair will assist you.

### ***How can I receive academic advising support at this time?***

Professional academic advisors in the college-based resource centers, the Educational Opportunity Program, and the Undergraduate Advising Center are meeting with undergraduate students remotely via Zoom, chat, phone, and/or email (if you are a graduate student, please see the question below). To make an academic advising appointment, please click on the button below. After scheduling your appointment, you will receive a confirmation and additional information about your remote appointment (at this time, **all appointments are occurring remotely**, not in person.)



See the [guide to scheduling an advising appointment](#) if you need help. The [Advising Hub](#) can help you determine the best office to support your needs.

### ***What if I am a graduate student and need assistance?***

The [Division of Graduate Studies](#) is operating at full capacity and the entire team is here to support you. The division has enacted a virtual plan to assist you with admission processes and questions, advising, and progress to graduation. See our [website](#) for email contact information for common questions/concerns. In addition to emailing us, you can leave phone messages at (415) 338-2234. Voicemails and emails will be answered within one business day.

### ***What do I do if I need tutoring?***

Tutoring is open and ready to support you via Zoom. Please email [tutoring@sfsu.edu](mailto:tutoring@sfsu.edu) from your **SFSU email account** with your name, student ID, course for which you are seeking tutoring (DS 412, BIOL 100, ENG 114, etc.), and available days/times for an appointment. You will receive a prompt reply with details regarding your online appointment.

### ***How do I file to graduate?***

Submit your intent to graduate online in your [Student Center](#). The Registrar's Office has extended the deadline to appear in all May 2020 commencement material. If you submit your intent online

by **March 20, 2020**, your name will be published in the commencement booklet. After submitting your intent to graduate, please submit an electronic copy of your [graduation application](#) from your **SFSU email account** to your advisor or [department office](#). No wet or paper signature (i.e. signed with pen on paper, the old-fashioned way) is needed for forms that are submitted via an SFSU email account. The advisor or department office will then review and forward for any required approvals. Once complete, the department chair will send your form directly to the Registrar's Office via email.

***How do I file a course substitution for degree requirements in my major or minor that are not reflected on my Degree Progress Report?***

If you need to file a [course substitution](#) to update a major or minor degree requirement on your Degree Progress Report or an [authorization to amend major/minor courses](#) to alter a previously submitted graduation application, please submit an electronic copy of the form from your **SFSU email account** to your advisor or [department office](#). No wet or paper signature (i.e. signed with pen on paper, the old-fashioned way) is needed for forms that are submitted via an SFSU email account. The advisor or department office will then review and forward your form. Once complete, the department chair will send your form directly to the Registrar's Office via email.

***Can I still change to CR/NC grading option if I am concerned about the grade I may receive in a course?***

We have extended the deadline for students to change to the CR/NC grading option until Monday, April 27<sup>th</sup>. Please see the [Registration website](#) for instructions on how to choose CR/NC grading. Please speak with an [academic advisor](#) if you need help determining if switching a course to CR/NC grading is the best option for you.

***How do I withdraw from an individual class for this semester?***

During this time, we know that you may be experiencing challenges that make it difficult to continue in your classes, however, we do not recommend withdrawing from courses. We are here to help you successfully complete your coursework this semester so that you can continue your progress towards graduation. Please consider speaking with an [academic advisor](#) or seeking tutoring by emailing [tutoring@sfsu.edu](mailto:tutoring@sfsu.edu) before withdrawing from any coursework.

If after seeking guidance and support, you still find it necessary to pursue withdrawing from an individual class, please email your professor directly to inquire about this option. If your professor agrees to grant you the individual course withdrawal, they can submit the request online. After your request for withdrawal is reviewed by your department and college, an automatic email notification will be sent to your SFSU email to let you know whether your withdrawal has been approved or denied.

If you decide to pursue an individual course withdrawal, and you are currently receiving financial aid, you should consult with the Financial Aid Office by emailing [finaid@sfsu.edu](mailto:finaid@sfsu.edu).

***Should I withdrawal from all my classes for this semester?***

During this time, we know that you may be experiencing challenges that make it difficult to continue taking classes, however, we do not recommend withdrawing from all your courses. We are here to help you successfully complete your coursework this semester so that you can continue your progress

towards graduation. Please consider speaking with an [academic advisor](#) or seeking tutoring by emailing [tutoring@sfsu.edu](mailto:tutoring@sfsu.edu) if you need academic support.

If after seeking guidance and support, you still find it necessary to pursue withdrawing from the entire semester, please send an electronic copy of the [current term withdrawal form](#) from your SFSU email account to the Registrar's Office records-related account, [records@sfsu.edu](mailto:records@sfsu.edu). No wet or paper signature (i.e. signed with pen on paper, the old-fashioned way) is needed for forms that are submitted via SFSU email account. The Registrar's Office will review your request, and an email notification will be sent to your SFSU email to let you know whether your semester withdrawal is approved or denied.

If you decide to pursue a full semester withdrawal, and you are currently receiving financial aid, you should consult with the Financial Aid Office by emailing [finaid@sfsu.edu](mailto:finaid@sfsu.edu).

### ***I'm currently in an academic internship? What should I do?***

With the transition to remote academic instruction and that many businesses/community organizations have transitioned to remote work and/or have temporarily suspended their services as well, we realize that there are many questions around your academic internship. We want to prioritize student and community health, and we urge you to practice social distancing and adhere to the recent [San Francisco and Bay Area counties' Public Health Order](#) requiring people to stay home except for essential needs, effective March 17, 2020.

This is an evolving situation and these below action steps are meant to be general, as each course and placement site is unique to their discipline and department requirements. We wish to emphasize that you make decisions that are in your best interest of your health and safety.

1. Please contact your course instructor as many faculty/departments are working with students to provide as much flexibility and accommodation as allowed to support you without penalty, in regards to alternative experiences/assignments, potentially reducing hours, etc.
2. It is recommended you check-in with your internship site supervisor to inquire about their current protocol in response to COVID-19 and inquire potential tasks you can do remotely, if possible to continue your internship.
3. If you are able to continue your internship remotely, please review and submit the [Student Informed Consent form](#) (if you have not already done so) and submit to your course instructor or to the following:
4. For CHSS & CLCDA internship courses submit to Michelle Chu | [michelec@sfsu.edu](mailto:michelec@sfsu.edu)
5. For CoSE & Lam Family CoB internship courses submit to Eunice Kim | [eunicek@sfsu.edu](mailto:eunicek@sfsu.edu)
6. For more information, please visit the [Institute for Civic and Community Engagement](#)

### ***I currently am taking a course with a community service learning (CSL) component. What does that mean now?***

With the transition to remote academic instruction and that many businesses/community organizations have transitioned to remote work and/or have temporarily suspended their services as well, we realize that there are many questions around your service-learning site placement. We want to prioritize student and community health, and we urge you to practice social distancing and adhere to the recent [San Francisco and Bay Area counties' Public Health Order](#) requiring people to stay home except for essential needs, effective March 17, 2020.

This is an evolving situation and these below action steps are meant to be general, as each CSL course and placement site and/or CSL project is unique to their discipline and course instructor requirements. We wish to emphasize that you make decisions that are in your best interest of your health and safety.

1. Please contact your course instructor as many faculty/departments are working with students to provide as much flexibility and accommodation as allowed to support you without penalty, in regards to alternative experiences/assignments, potentially reducing hours, etc. Additionally, many CSL faculty are suspending their CSL component because many activities take place in and with the community– please check-in with your course instructor.
2. It is recommended you check-in with your site supervisor if you are at a CSL placement site to inquire about their current protocol in response to COVID-19 and inquire potential tasks you can do remotely, if possible.
3. If you are able to continue your CSL placement remotely, please review and submit the [Student Informed Consent form](#) (if you have not already done so) and submit to your course instructor or to Glendie Domingo | [glendie@sfsu.edu](mailto:glendie@sfsu.edu).
4. For more information, please visit the [Institute for Civic and Community Engagement](#)

***What tips do you have to help in my learning via remote modalities?***

Please see the [Keep Learning](#) resource for assistance learning via remote modalities.