

**Florida SouthWestern State College
Hurricane Ian Response FAQs**

Office of Admissions

- Can I still apply for the Fall Mini-B term if I missed the application deadline?
 - Yes. FSW will continue to accept applications for transfer and re-admit students through Friday, October 14. After completing the admissions application, there are additional enrollment steps you will need to complete. The Office of Admissions will help guide you through your next steps. Fall B classes start October 17, 2022 and the last day to register for classes is October 24, 2022. If you are unable to complete your remaining steps in time to register for the Fall B term, you can update your admissions application to the Spring term which starts January 9, 2023.

- Who do I contact in the Office of Admissions if I have questions about my application for the Fall Mini-B term?
 - Please email us at admissions@fsw.edu or call the Office of Admissions at your preferred campus location <https://www.fsw.edu/remoted/contact>.

- My high school transcript was mailed/sent to the Lee campus. How can I find out if it has been received?
 - Please email us at admissions@fsw.edu or call the Office of Admissions at your preferred campus location <https://www.fsw.edu/remoted/contact>.

- I applied for the Spring 2023 term. How can I find out if I've been admitted and next steps?
 - Please visit our How to Check the Status of Your Application webpage at <https://www.fsw.edu/admissions/status>. Still have questions, please email us at admissions@fsw.edu or call the Office of Admissions at your preferred campus location <https://www.fsw.edu/remoted/contact>.

- Can I tour the campus?
 - The Lee Campus is not currently open for in-person campus tours. We encourage you to check out our virtual campus tour. The Charlotte, Collier, and Hendry/Glades locations are open to welcome students for campus tours. We encourage you to do a virtual or in-person tour as you consider FSW as your destination for high education. Check out our virtual tour or sign up for an in-person campus tour where available at <https://www.fsw.edu/tours>.

Office of the Registrar

- I don't think I can complete my Fall Full or Mini-B term classes. How can I withdraw from my courses?

- FSW's staff and faculty will be taking all possible initiatives to help students continue their Fall term classes. Prior to making the decision to withdraw from your Fall courses, we encourage you to speak with your faculty member(s) to discuss ways to complete your classes and your Advisor to discuss the impact on your academic progress.
- If after your conversations with your faculty and advisor you still want to withdraw, you have two options:
 - You can let your faculty member know you will not be returning and request an H22 grade. Selecting this option allows you to return to retake the same course in the Spring 2023 or Summer 2023 term at no additional cost. See more information on the H22 grade below.
 - You can withdraw from the course in your FSW Portal. The last day to withdraw from Fall Full term classes is November 9, 2022. The last day to withdraw from Fall Mini-B term classes is November 17, 2022. If you withdraw from a class, you will receive a grade of "W" for the class. Withdrawals do not alter or waive a student's responsibility from paying tuition and other fees. (Refunds will not be granted.) Course(s) receiving a grade of "W" are included in attempted courses when determining a standard of academic progress. A student will be limited to two withdrawals per course. Upon the third attempt, the student will not be permitted to withdraw, and will receive a grade for that course.
- What is the H22 grade and how do I receive one?
 - An H22 is a grade that will automatically be issued to any student registered for a Fall Full and/or Mini-B term class who is not able to resume/complete that course due to Hurricane Ian circumstances. No action is required by the student who cannot return to class (es) in order for this grade to be posted by faculty at the end of the Fall Term 2022 in lieu of a regular letter grade.
 - An H22 designation will allow you to retake the course at no additional cost (including textbooks) in the Spring 2023 or Summer 2023 term only.
 - The H22 will appear on your transcript, but will not adversely impact your GPA or financial aid status.
 - If you re-register for and complete the course within the published timeframe, that earned letter grade will then be noted on your transcript and calculated into your GPA.
 - If you do not retake and complete the course for which the H22 grade has been issued in the published timeframe, the H22 will automatically become a grade of "W" (withdrawal) as currently defined. See the question above for more information regarding course withdrawals.
 - **Please note:** The H22 grade is not for resumption of your current class, but rather for a complete re-registration and re-take during Spring 2023 or Summer 2023 at no cost to the student.
- Will the Fall Full term end date be extended?

- Yes. Fall Full term classes will resume on October 12, 2022 and will extend to December 13, 2022 including final exams.
- Will the Fall Mini-A term and Fall Mini-B term end dates be extended?
 - Yes. The last day of Fall Mini-A term classes has been extended to October 14, 2022 including final exams. Fall Mini-B term classes will start on October 17, 2022 and will end on December 13, 2022 including final exams.
- My college transcript/FASTER request was mailed to the LEE campus. How can I find out if it has been received?
 - Office of the Registrar staff members will be able to process your requests. Mail is retrieved once a week from the Lee Campus. However, there may be delays since access is limited. Please watch your Bucs email for confirmation. For official transcript orders, we recommend ordering online via: <https://www.fsw.edu/registrar/transcript>.
 - Have more questions, please email us at registrar@fsw.edu or call the Office of the Registrar at your preferred campus location <https://www.fsw.edu/remote/contact>.
- I ordered/need to order my transcript to “pick up” at the Lee campus, is this an option?
 - No. Since the Lee Campus is closed, all in-person student services have been impacted. For transcript ordering, visit: <https://www.fsw.edu/registrar/transcript>.
- How can I find out if my academic petition was approved?
 - The Petition Review Committee is working hard to stay on track and in line with the published Petition Schedule; however, there may be delays. Watch your Bucs email for communication around the status of your academic petition.
- Has the academic petition schedule changed due to the recent FSW hurricane closure?
 - Staff are working hard to stay on track and in line with the published Petition Schedule; however, there may be delays. Watch your Bucs email for communication around the status of your academic petition.

Office of Student Financial Aid

- When will financial aid funds disburse for Fall Mini-B term classes?
 - Financial aid funds will disburse to student accounts on Tuesday, November 1. If a credit balance results, those funds will be paid directly to the student within 14 calendar days. Please note: Your faculty member must verify your attendance before financial aid funds will disburse.
- How will my scholarship(s) be impacted if I withdraw my course(s)?

- Your withdrawal will not impact scholarships for the Fall semester. However, if you received any federal student aid and have withdrawn from all of your courses, you may be required to pay back a portion of your unearned aid which could result in a balance due to the College. Contact the Office of Student Financial Aid with your specific questions.
- Prior to making the decision to withdraw from your Fall courses, we encourage you to speak with your faculty member(s) to discuss ways to complete your classes and your Advisor to discuss the impact on your academic progress. We also encourage you to consider the H22 grade option instead of withdrawing.
- Will I have to pay back financial aid funds if I withdraw my course(s)? If I receive an H22 grade(s)? If I fail one or more of my courses this term?
 - If you withdraw from a/some course(s) but are still enrolled in others, you will not be required to pay back financial aid funds; however, if you withdraw from all of your courses you may be required to pay back a portion of your unearned federal student aid (Pell grant, federal student loans, etc.) as a result of your withdrawal.
 - Students receiving an H22 grade for the Fall will not, at this time, be required to return financial aid funds. However, if you do not retake the same course(s) in the Spring 2023 or Summer 2023 term, you may be required to repay a portion of the unearned federal student aid.
 - If you fail all of your courses this term, but complete the term, you will not have to pay back any financial aid funds for the term; however, failing your courses will negatively impact your completion rate and GPA to meet satisfactory academic progress (SAP) requirements which may make you ineligible to receive financial aid in future terms.
 - If you fail all your courses and do not complete the term, you will be required to return a portion of any federal student aid received.
 - If you have at least one passing grade, no return of federal student aid will occur; however, keep in mind that failing classes jeopardizes your ability to meet Satisfactory Academic Progress (SAP) requirements which could mean you may be ineligible for federal student aid in the future.
 - Finally, students who are unable to meet SAP requirements as a result of the hurricane may submit a financial aid appeal. Additional information can be found at <https://www.fsw.edu/financialaid/sap>.
- I lost my job and/or have incurred significant expenses because of Hurricane Ian. Is there anywhere I can go for financial help, so I can continue with my course(s)?
 - If you have experienced significant loss of income, you may submit a Change of Circumstances appeal at <https://fsw.studentforms.com>.
 - Students may also fill out a CARE Services Report Form to be considered for gift cards secured with FSW Foundation funds to assist students in need. The form can be found at <https://www.fsw.edu/careservices/report>.
 - Students who lost their jobs because of Hurricane Ian can apply for **Florida Disaster Unemployment Assistance**.

<http://floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants/disaster-unemployment-assistance>

- Students can also apply on **FEMA's** website for additional assistance
<https://www.floridadisaster.org/info/>

Office of Academic Advising

- How can I connect with my Advisor?
 - Starting Wednesday, October 12th through Friday, October 21st, Advisors will be available to see students on a first come first serve basis. Students at our Collier, Charlotte, and Hendry/Glades locations can come in-person to see an advisor. Students at Lee can use our remote services through Q-Less by signing in at <https://www.fsw.edu/qless>.
 - After October 21st, students can schedule an appointment with their assigned Advisor using their student portal. To schedule: Look under the “Student Academics” tab in your FSW portal; locate the “schedule an advising appointment” icon. Students at Collier, Charlotte, and Hendry Glades can select appointments in-person, via zoom, or by phone. Students at Lee will only be able to select appointments via zoom or by phone at this time.
- When will in-person classes resume at the FSW Lee Campus?
 - The FSW Lee Campus will remain closed while repairs are made. All Lee Campus classes will be delivered via online and/or remote format beginning Wednesday, October 12, 2022. Labs and clinicals are being assessed and may be moved to other campuses. Further details will be provided to students in these classes.
- Who should I contact if I was directly impacted by Hurricane Ian and need additional resources (books, laptops, and other educational supplies) to continue with my classes?
 - The FSW IT department will be providing loaner laptops, webcams, and other technology to students. Students will need their Buc Card or driver’s license to check out the equipment. Laptops and webcams are first-come first-served in Building AA and will be available from 8:30 a.m. to 4:30 p.m. on Wednesday, October 12th- Friday, October 14th.
 - The school is also providing a local wireless access point at each campus location including Lot 1 on the Lee Campus.
 - Additionally, in-person IT Help Desk services will also be available beginning Wednesday, October 12th in Building AA.
 - Students may also fill out a CARE Services Report Form to be considered for gift cards secured with FSW Foundation funds to assist students in need. The form can be found at <https://www.fsw.edu/careservices/report>.
 - If you have experienced significant loss of income, you may also submit a Change of Circumstances appeal to be considered for additional financial aid compensation at <https://fsw.studentforms.com>.

Testing Services

- **How can I submit my ACT/SAT scores?**
 - You can request a Zoom appointment by emailing fswtesting@fsw.edu. You will need access to your ACT or College Board account (username and password) and provide a valid government-issued photo ID with signature. Please review <https://www.fsw.edu/testing/submitscores> for more information.
- **How can I take a placement exam?**
 - If you would like to take the placement test in-person, you can take the placement test at our Charlotte or Collier Campus or Hendry/Glades Center, you can make an appointment online at <https://www.fsw.edu/testing/placementregistration/qless>.
 - If you would like to take the test remotely, you can request a Zoom appointment at <https://www.fsw.edu/testing/placementregistration/collierschedule>.
 - Please review <https://www.fsw.edu/testing/placementregistration> for more information.
- **How can I take an Advanced Algebra and Functions (AAF) exam?**
 - If you achieve a high-enough score in the math placement exam, you can have one attempt at the AAF. We will follow up with you via email (fswtesting@fsw.edu) to schedule a testing appointment either through Zoom or at the nearest open FSW location.
- **How can I take the Florida Civic Literacy Exam (or FCLE)?**
 - If you would like to take the placement test in-person, you can take the placement test at our Charlotte or Collier Campus or Hendry/Glades Center, you can make an appointment online at <https://www.fsw.edu/testing/fcle/appointments>.
 - If you would like to take the test remotely, you can request a Zoom appointment at <https://kiosk.na4.qless.com/kiosk/app/home/385?queues=2719>.
 - Please review <https://www.fsw.edu/testing/fcle> for more information.
- **How can I request a ground-course ADAptive Services exam?**
 - *For FSW locations other than Lee Campus students*, you must complete the self-identification process with the Office of ADAptive Services to schedule testing appointments for your exams. Ground-course ADAptive Services exams must be approved and submitted by your professor **at least two business prior to the exam administration date**. Click here to register for a testing appointment <https://www.fsw.edu/testing/groundmakeup>.
 - *For FSW Lee Campus students*: all classes have been converted to online/remote and all students must take their exams using Proctorio. If you need a webcam, please go to <https://www.fsw.edu/oit> to request one. However, if you would

rather take your test at another FSW campus location, you may ask your professor to submit your exam to be taken at that location.

- **How can I request a ground-course Make-up exam?**
 - Make-up exam services are offered at all FSW Testing Services locations *except Lee Campus at this time*. All classes at Lee Campus have been converted to online/remote and all students must take their exams using Proctorio. If you need a webcam, please go to <https://www.fsw.edu/oit> to request one. However, if you would rather take your make-up exam at another FSW campus location, you may ask your professor to submit your exam to be taken at that location. Make-up exams must be approved and submitted by your professor **at least two business days prior to the exam administration date**. Click here to register for a Ground Course Make-up exam testing appointment <https://www.fsw.edu/testing/groundmakeup>.