

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, 2022. 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 Mini-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 Mini-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/remote/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/remote/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/remote/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 higher 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 classes?
 - 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 classes, 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 will allow you to return and retake the same course in the Spring 2023 or Summer 2023 Term at no additional cost. See below for more information on the H22 grade.
 - You can withdraw from the class 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.) Classes 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 class. Upon the third attempt, the student will not be permitted to withdraw, and will receive a grade for that class.

- 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 or 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, 2022. 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 class(es)?
 - 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 classes, 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 class(es)? If I receive an H22 grade(s)? If I fail one or more of my courses this term?
 - If you withdraw from a/some class(es), 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 classes 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 class(es) 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 classes this term, but complete the term, you will not have to pay back any financial aid funds for the term; however, failing your classes 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 classes 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 class(es)?
 - 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 12, 2022 through Friday, October 21, 2022, Advisors will be available to see students on a first-come first-served 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 21, 2022 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.

- How will H22 impact me if I receive funding from Bright Futures?
 - H22 classes will be treated the same as a “Withdrawal”
 - The amount of funds paid by Bright Futures for the classes will be backed off of the student account and returned to the Florida Department of Education. The student is required to pay the funds to FSW.
 - Renewal eligibility for Bright Futures for 2023-2024 requires the repayment of the funds to FSW.
- When retaking the class in spring or summer will I receive funding from Bright Futures for the classes?
 - Yes, as long as you have hours of funding eligibility available.
 - Renewal eligibility for 2023-2024 is contingent upon meeting all Bright Futures renewal eligibility criteria, including repayment of withdrawn hours and H22 hours.
- How will H22 impact me if I receive funding from Vocational Rehabilitation or CareerSource?
 - H22 grades will not negatively impact a student receiving Vocational Rehabilitation or CareerSource funding.
- 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 on a first-come first-served basis in Building AA and will be available from 8:30 a.m. to 4:30 p.m. on Wednesday, October 12, 2022 - Friday, October 14, 2022.
 - 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 12, 2022 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 days 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>.

Campus Status and Courses

- What is the status of the campus and classes?
 - The FSW Collier, Charlotte, and Hendry/ Glades locations reopen and resume on-site and online/remote classes on Wednesday, October 12, 2022. Class will proceed as normal at these locations.
 - The FSW Lee Campus will remain closed until further notice and individuals are asked to stay clear of campus wise to provide space for the work conducted by vendors and essential personnel. All Lee Campus classes will be delivered online/remotely beginning Wednesday, October 12, 2022. Please wait for further instruction from your instructors for additional information and revised syllabi.

Campus Events

- Will Student Engagement and/or other offices at FSW be hosting events to attend?
 - At this time, in person events are being placed on hold for the Lee Campus. However, virtual events will continue for the Lee Campus. If interested in other on-campus events, please visit Bucs Corner for additional updates.

FSW LightHouse Commons and Housing

We are working on a return plan, as we speak, and what that will look like. As soon as that plan is finalized it, will be shared with residents immediately as we know residents and their families are anxiously awaiting that information.

- When Can We Return to LightHouse Commons?
 - At this time LightHouse Commons is open to residents.

- What if I am on the Housing Installment Plan? What should I do regarding payments for October?
 - We urge you, if you can, to continue to make your payments as normal.
 - Please know that we empathize with you and your families, as we understand the financial impact that occurred as a result of Hurricane Ian.
 - The Office of Housing & Residence Life will continue to work with all students, the best we can, regarding housing payments and provide you with any appropriate resources if and when those become available.

- Will there be any sort of refund for the time we had to evacuate or if LHC is closed for the Fall?
 - This is part of our discussions however no decision has been made on this at this time.

- Can I break my housing contract, and receive a refund for my Fall housing costs, since all classes will go to remote for Lee Campus?
 - This is also part of our discussions; however, no decision has been made at this time.

- Were there damages to our suites?
 - Our Facilities staff has done an amazing job preparing LHC to re-open.
 - Part of this preparation has been performing many walkthroughs of LHC since Hurricane Ian has passed and we are happy to report there was minimal damage to LHC as a whole and we have no reports of any major suite damage.
 - If any suites were impacted, we would contact those residents directly.

- What about the food I left in our common area fridge and/or mini fridges?
 - If residents left any food behind in either the common room fridge or mini fridges the items were discarded to avoid contamination due to loss of power over an extended period of time.

Internet, Computer/ WIFI Access

- What if I need internet or computer access at this time?
 - Beginning Monday, October 10, 2022 you can visit the Lee Campus A and AA parking to utilize the WIFI hotpot that has been setup. Tents will also be set up at that parking lot location for Student Services, Help Desk assistance and potential distribution of lap-tops to students, faculty, and staff, if available.

- What additional resources are available at this time?
 - Airbnb Assistance: Airbnb has launched a special website to help Hurricane Ian relocation efforts for impacted residents at [Airbnb.com/hurricaneianflorida](https://www.airbnb.com/hurricaneianflorida). The page features open (vacant and available for rent) properties that are available to be booked outside of the FEMA disaster zones. As communities become fully restored with water and electricity, Airbnb will add more open properties to [Airbnb.com/hurricaneianflorida](https://www.airbnb.com/hurricaneianflorida).
 - For displaced residents of Lee and Charlotte counties, Airbnb is also working with their nonprofit partners to offer vouchers for temporary housing at Airbnb properties. To learn more about how the voucher program works, see Airbnb's full press release at <https://news.airbnb.com/airbnb-org-hurricane-relief-efforts/>. Separately, Airbnb has committed \$250,000 to the Florida Disaster Relief Fund to support Florida communities impacted by Hurricane Ian.
 - Temporary Roof Repairs: USACE Blue Roof Program: The U.S. Army Corps of Engineers has been tasked by the Federal Emergency Management Agency (FEMA) to assist eligible homeowners with temporary roof repairs. The Operation Blue Roof program will begin on October 3, 2022 to provide a temporary blue covering with fiber-reinforced sheeting to help reduce further damage to property until permanent repairs can be made.
 - Operation Blue Roof is a free service to homeowners. The counties that have been identified are Charlotte and Lee. The initial sign-up period is set for 21 days and will end on October 23, 2022.
 - Residents impacted by Hurricane Ian can sign up at [Blueroof.us](https://blueroof.us). Here, you can sign up for Blue Roof assistance using a Right of Entry (ROE) form, which gathers information about your residence. The ROE is a legal document that allows Corps workers to access your property and assess your home's damage. The ROE also allows contracted crews to work on your roof.
 - Operation Blue Roof is a priority mission managed by the U.S. Army Corps Engineers. It protects property, reduces temporary housing costs, and allows residents to remain in their homes while recovering from the storm. This program is for primary residences or a permanently occupied rental property with less than 50 percent structural damage. Vacation rental properties are not eligible for this program.
 - After the blue roof is installed, the structure is declared habitable. Not all roof types qualify for the program. Roofs that are flat or made of metal or clay,

- slate, or asbestos tile do not qualify. All storm debris must be removed for the roof to qualify.
- Residents can also call toll free 1-888-ROOF-BLU (1-888-766-3258) for more information.

Care Services

- Will FSW Care Services still be available while the Lee Campus is closed?
 - Yes, Care Services will continue to deliver services for students including the Care Pantry and are providing open office hours. Please continue to look for communication in your Bucs e-mail regarding hours and more information. 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>.

ADA Accommodations

- Due to the online delivery of classes, will I still be accommodated through ADAptive Services?
 - Yes, you will continue to have your accommodations. Please reach out to ADAptive Services through e-mail at ADaptiveservices@fsw.edu

FSW Dining Services

- Due to the temporary closure of Lee Campus, all dining facilities will be closed until campus officially reopens. Please visit fsw.edu/dining for more information.

Federal Work Study or Another On-Campus Employment

- If I have a position on campus, will there be an opportunity to still work remotely in my position?
 - Please work with your supervisor for any questions regarding your position and hours and to establish expectations for potential remote work.

The Library

- Will I have access to the library?

The library on Lee Campus is closed at this time. However, you still have the option of making an appointment with a librarian to assist you with your needs. Please visit: <https://researchguides.fsw.edu/home>.