

Student Services

On-Campus Staffing Schedule & Services

Due to the COVID-19 Pandemic, there will be limited Student Services staff on campus to provide face-to-face services in June and July. Students should attempt to schedule virtual appointments from ACC's website for Advising, Counseling, Testing, Admissions, and Financial Aid. During the days and times listed below, longer than normal wait times to be served on campus should be expected. Before being served by staff members on campus, students must take the online COVID-19 Awareness training. There will be limited numbers of computers available in Building A to provide the mandatory training.

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June 1 – June 30: During the days and times listed above, you will be able to get on-campus help with:

- General Admissions Questions
- Get help completing the Apply Texas Application for Admission
- Get help understanding how to apply for Financial Aid
- Request Transcripts – This can already be done online from home
- Turn-in documents needed for admissions
- Turn-in financial aid documents, if you have an appointment to do so
- Get help with scheduling a virtual appointment with an online advisor
- Get help with scheduling a virtual appointment with all other Student Support Services
- Get help with scheduling the TSI exam
- Get a Student ID card by appointment only
- Pay for my tuition and fees

July 1 - July 31, 2020 – Limited staff available for all services provided on-campus, only during the days and times below. All other services being provided online/virtually during regular hour of operation.

Day	Time on Campus	Location	Service			
Mondays	7:30 a.m. - 12:00 p.m.	Building A - Admissions Lobby	All & COVID-19 Awareness Training			
Tuesdays	2:30 p.m. - 7:00 p.m.	Building A - Admissions Lobby	All & COVID-19 Awareness Training			
Wednesdays	12:30 p.m. - 5:00 p.m.	Building A - Admissions Lobby	All & COVID-19 Awareness Training			
Thursdays	7:30 a.m. - 12:00 pm.	Building A - Admissions Lobby	All & COVID-19 Awareness Training			
Fridays	College Closed	College Closed	College Closed			

July 1 – July 31: During this days and times listed above, you will be able to get on-campus help with:

- Meet with an on-campus or virtual academic advisor
- Meet with an on-campus financial aid advisor
- Take the TSI online and on-campus with an appointment
- Meet with someone to get accommodations for my disability
- Get a student ID card
- Pay for my tuition and fees
- All other services listed above

August 1 – All Student Services will be available during regular hours of operation.

FAQ

- **Will I be able to speak to an advisor in June?** Not on-campus, but you may be able to schedule a virtual appointment to speak with an advisor at a later date. There will be advisors on-campus during the month of July.
- **Will I be able to submit financial aid documents in person?** In June, only if you have an appointment to do so. You will need to arrange for a virtual appointment with a financial aid staff member from the Financial Aid Website or in the Pod.
- **Will I be able to submit documents such as transcripts, for my admissions application?** Yes, during the hours of operation listed above.
- **Will I be able to get an ACC transcript?** Yes, during hours of operation and online at any time from the Pod.
- **Will I need to go back through the COVID-19 checkpoint if I need to return to the campus?** Yes.
- **Will I need to wear a mask when I enter the Student Services lobby?** Yes.
- **Will I be able to get a student ID on campus?** Yes, by appointment only in June and any time during hours of operation in July and August.
- **Will I be able to take the TSI on campus?** Yes, by appointment in June. You may test online with Examity, virtually, anytime during June, July, and August. Visit the ACC Testing Website for more information.