

# Student FAQs (COVID-19)

CLASSES BEGIN

FALL 2020: **AUG. 24**See our [Instructional Plan](#) for info about Online and Hybrid Learning this Fall.[Show/Hide All](#)

## College Operations

### What are the college's hours of operation?

[View our hours of operation.](#)

### When will the campuses be open again?

Campuses are open for Student Affairs & Enrollment Services and [Library open labs](#). You can schedule appointments for student services [here](#).

## Admissions

### How do I apply to college?

You will need to submit your college application through [applytexas.org](#). After two business days, you may review your application status by contacting us at 956-872-8311. You may also email us at [admissions@southtexascollege.edu](mailto:admissions@southtexascollege.edu).

### Where do I submit my transcripts?

We recommend that the institution sends us your official transcript though mail to 3201 W. Pecan Blvd. McAllen, TX. 78501, or electronically to [admissions@southtexascollege.edu](mailto:admissions@southtexascollege.edu).

### How do I register for classes?

To register for classes, log into [JagNet](#) with your student username and password and press on **Registration**. If you have any questions regarding registration contact us by [scheduling an appointment](#) or watch our [step-by-step](#). You may also email us at [registration@southtexascollege.edu](mailto:registration@southtexascollege.edu).

### How do I withdraw from a class?

You may withdraw from a course by emailing your instructor, requesting their permission to withdraw. Make sure to include your full name, A-Number, semester, subject, course number, section number and photo identification in the email. Once your instructor has responded with their approval, forward the email to [admissions@southtexascollege.edu](mailto:admissions@southtexascollege.edu).

### Is graduation canceled?

The commencement ceremony for Spring 2020 has been postponed. Further updates will be emailed to students via their JagMail. Make sure to check your JagMail regularly.

### Does that mean I'm not graduating?

Although the commencement ceremony is postponed, you will be awarded upon satisfactory completion of your degree. Diplomas will be mailed out starting mid-July, but you may receive your diploma up to late August.

### Will there be classes in the Summer?

Yes, classes will continue in an online format during the Summer Semester.

### Will there be classes in the Fall?

Yes, at the moment we are planning to begin classes as usual in the Fall Semester. If there are any changes to the scheduling or format of these courses, it will be announced through this website and through your student email.

## Advising & Counseling

### Should I speak to an advisor or counselor?

If you are a student in good academic standing, you should speak to an Advisor. If you are on academic suspension or would like to seek emotional support, you should speak to a counselor.

### How can I speak to an advisor?

You may request to speak to an advisor by emailing us at [advising@southtexascollege.edu](mailto:advising@southtexascollege.edu).

### How can I speak to a counselor?

You may request to speak to a counselor by emailing us at [counseling@southtexascollege.edu](mailto:counseling@southtexascollege.edu) or call us during office hours at 956-872-2173.

If this is an emergency, please call 911. Please know that 24-hour help is available by calling 1-877-289-7199 for Hidalgo County. Help is also available for Starr County by calling Border Region Behavioral Health Center at 1-800-643-1102. The National Suicide Prevention Lifeline is 1-800-273-8255 Press 1 for Veterans line. To access the Crisis Text Line, text 4669 to 741741.

### How can I complete the Academic Improvement Plan?

You may complete the online module found on the [Academic Counseling webpage](#).

## Cashiers

### How do I contact the Cashiers office?

Monday – Friday 8am – 5pm:

- Visit the [Cashiers website](#).
- Email: [stc\\_cashiers@southtexascollege.edu](mailto:stc_cashiers@southtexascollege.edu)
- Phone: 956-872-3455
- [Schedule an Appointment](#) (include A#, Contact info); a specialist will return your call

## Cashiers - Holds

### What are Holds?

- **A1 Holds** – Balances less than \$100.00. These do not block registration however, you will not be able to access grades or transcripts.
- **AR Holds** – Balances greater than \$100.00. These block registration, grades, and transcripts. Payment may be paid via [JagNet](#); see [online payment instructions](#)
- **LO Holds** – Emergency loan and prior-term balances. These block registration, grades, and transcripts. Payment may be paid by accessing [CWA \(Customer Web Access\)](#). See [online payment instructions](#).

### I have a hold on my account, can you remove the hold?

Yes, to permanently remove a hold, payment in full is required. You may pay online via [JagNet](#) or [CWA](#), or call Cashier Payment Center at 956-872-3455.

To temporarily remove the hold, a payment arrangement is required. Please email Cashiers at [stc\\_cashiers@southtexascollege.edu](mailto:stc_cashiers@southtexascollege.edu) or call Cashier Payment Center at 956-872-3455.

### How can I request a transcript if I have a hold?

**Official Transcripts** require either payment in full or, contact [Cashiers](#) for a payment arrangement (50% initial down payment required). Contact [Admissions](#) to request an official transcript.

**Unofficial Transcripts** are available by [appointment](#) only. Access to JagNet is required.

### How can I have a Loans Hold (LO), but I have never applied for a loan?

Loans Hold is the name of the hold, it does not specifically mean you obtained a Loan. A LO Hold may pertain to a debt regarding an Emergency Loan, or a balance owed from a previous semester.

## Cashiers - Payment Options

### What are Installment Plans?

[Installment Plans](#) are available online during the open enrollment period. Eligibility requirements apply and a down payment is required. Enroll online via [JagNet](#); see [online enrollment steps](#).

### I have an installment plan and was not able to make the payment, am I going to be dropped?

If all your classes are secured by the installment plan, you will not be dropped; continue attending your classes.

If a class(es) were added after the enrollment of your installment plan, then they may be dropped; contact Cashiers: [stc\\_cashiers@southtexascollege.edu](mailto:stc_cashiers@southtexascollege.edu).

### Will installment plans be available for the upcoming semester?

Yes, we offer several online [installment plans](#); a down payment based on the amount due plus a \$35.00 processing fee is required at enrollment.

[Online enrollment](#) is available via JagNet.

### What are Emergency Loans?

- [Emergency Loans](#) are a short-term loan and must be repaid.
- Loans are subject to availability during the open enrollment period.
- Eligibility requirements apply and a down payment is required.
- Online enrollment may be available by May 18, 2020.

#### Will Emergency Loans be available for the upcoming semester? –

Yes, we offer [emergency loans](#) in the summer and fall; a down payment of 25% is required at enrollment. Online enrollment may be available by May 18, 2020.

#### I do not know what my emergency loan balance is and my JagNet account shows a zero balance. –

Your student account shows a zero because the emergency loan balance is on a separate database called CRC (Campus Receivable Collector).

You can access your account on [CWA \(Customer Web Access\)](#) and make payments online. Login using your JagNet username and password.

#### How can I pay my Emergency loan and/or Textbook loan? –

The college now offers online payments for emergency loans: [Emergency Loan Payment Instructions](#).

#### I have an emergency loan and was not able to make the payment am I going to be dropped? –

No, you will not be dropped if you are registered; continue attending your classes.

## Cashiers - Making Payments

#### How do I make a payment if the college is closed? –

- Pay online via [JagNet](#) or [CWA \(Customer Web Access\)](#): Pay with your Credit Card, Debit Card, or Checking Account.
- Pay by phone to the Cashier Payment Center: 956-872-3455
- Mail payment to: ATTN: Cashiers Department, P.O. Box 9701 McAllen, TX 78577  
(Do not mail Cash. Include your student ID A# on your check/money order).

If you do not have a credit card/debit card, you may purchase a pre-paid/reloadable debit or credit card at any store of your convenience. The pre-paid card can then be used to make payments online via JagNet.

It is critical that you maintain your pre-paid/reloadable debit or credit card in a secure location and do not destroy it after use. Applicable refunds are issued to the same card used for payment, therefore, if card is destroyed you may not be able to access your refund.

#### I need to reset my JagNet password to make a payment for my old balance, can you help? –

You may contact the IT Service desk at 956-872-2111.

The service desk has access to the CRC (Campus Receivable Collector) system to check for a balance and verify your identity.

#### How can I make a payment online for my installment plan? –

Visit [Online Payment Instructions](#).

#### How can I make a payment online for the current term? –

Visit [Online Payment Instructions](#).

**How can I make a payment online for a prior term or Emergency Loan?** –

See [Prior Terms or Emergency Loan Payment Instructions](#).

**Can I make an online payment with two (2) different cards? I want to pay half with a debit card and the rest with a credit card.** –

No, payment with two (2) different cards is not available online for balances found in [JagNet](#). However, available options for payments with more than one card are:

- Pay by phone to the Cashier Payment Center: 956-872-3455
- [Schedule an Appointment](#) (include A#, Contact info), a specialist will return your call Monday - Friday 8am-5pm.

**Can I make an online payment for the Emergency Loan and/or a prior term balance with two (2) different cards? I want to pay half with a debit card and the rest with a credit card.** –

Yes, payment can be made with two (2) different cards for Emergency Loans and/or prior term balances. Log into [CWA \(Customer Web Access\)](#).

## Cashiers - Payment Arrangements

**I would like to register and I have a balance for a previous semester but I cannot make the full payment. Do you accept partial payments?** –

Yes, you may set up a payment arrangement and pay half of the outstanding balance to have access to registration, grades, and transcripts.

Email Cashiers at: [stc\\_cashiers@southtexascollege.edu](mailto:stc_cashiers@southtexascollege.edu) or, contact the Cashier's Payment Center: 956-872-3455.

**I'm unemployed due to COVID-19, and I am unable to afford making my monthly payments. What is the possibility of extending my payment due dates?** –

Unfortunately there are no extensions available since payment arrangements are a binding legal contract. However, you have until the end of the month to catch up on your monthly payments. Please email Cashiers at [stc\\_cashiers@southtexascollege.edu](mailto:stc_cashiers@southtexascollege.edu) or contact the Cashier Payment Center at 956-872-3455.

## Cashiers - Refunds

**When do I get my financial aid book allowance and final refund?** –

A schedule of refund financial aid book allowances and final refunds is made available each term. See [refund schedule](#).

**When do I get my 3rd party refund?** –

Third party refunds are disbursed only upon financial aid approval from the date the funds are added to the students account.

Third Party sponsors are other outside sources of financial assistance that are available to our students.

**What are my Refund Options?** –

**E-Refunds** – Sign up for direct deposit.

- Funds are transferred instantly to your preferred bank account.
- Eliminate the risk of stolen or lost checks in the mail.

**Paper check** – Default refund method.

- A check will be mailed to the address on file.
- In order to avoid any possible delays in receiving your disbursements, please update your address and phone number in [JagNet](#).

### How do I sign up for Direct Deposit?

See [Refund Options](#) for the required steps to update your Contact Information and Enroll in e-Refunds.

### I did not receive my refund and it has been more than two weeks. Where is my refund?

- [Verify your mailing address via JagNet](#) (update if necessary)
- Email [Cashiers](#)

## Cashiers - Reinstatements

### I was dropped for non-payment from my course. How can I get reinstated?

The process is as follows:

- If you have a hold, you may email Cashiers at: [stc\\_cashiers@southtexascollege.edu](mailto:stc_cashiers@southtexascollege.edu) (to expedite your response, please include your ID #, starts with an A).
- To reinstate your course(s): email [admissions@southtexascollege.edu](mailto:admissions@southtexascollege.edu).
- After your courses are reinstated you need to contact Online Learning Support at [support@southtexascollege.edu](mailto:support@southtexascollege.edu) to activate the course on line.

### Will my reinstated course(s) be dropped if I don't make a payment?

Yes course(s) will be dropped if payment is not made.

The reinstatement fees assessed after March 13, 2020 will be waived for the Spring 2020 semester as per the College's Board of Trustees due to COVID-19.

## Financial Aid

### Will there be financial aid for Summer Pell-eligible students?

Yes, the Pell grant is available for Summer semester for eligible students.

A. If you were awarded the Pell grant under full-time status (12+ credit hours) for both Fall and Spring, you may be eligible to receive an additional semester Pell grant award for Summer; we call this Year Round Pell. Here are some of the requirements to receive the Year Round Pell grant during Summer:

- Be Pell Grant eligible
- Be registered for at least 6 credit hours\*
- Be meeting Financial Aid Satisfactory Academic Progress
- Have not reached the Pell Lifetime Eligibility Limit
- If registered for less than 6 credit hours, you must complete 2020-2021 FAFSA at [fafsa.ed.gov](https://fafsa.ed.gov) to be considered for Pell Grant funds in the summer.

\*Please note that if you register for 3 credit hours Summer I and 3 credit hours Summer II, your aid will not disburse until Summer II.

B. If you were not awarded 100% of your Pell grant funds because you did not enroll full-time (12+ credit hours) during Fall and/or Spring:

- a. You may use the remainder amount of your current award year Pell Grant amount with no minimum credit hours requirement to receive it, assuming you meet Pell eligibility requirements, or
- b. You may receive a combination of the Pell remainder amount and Year Round Pell, up to a semester Pell grant award, depending on enrollment, if you meet the requirements discussed above.

**Will there be financial aid for Summer TASFA students?**

Although TEOG does not cover classes in the summer, we are able to assist students who maintain Satisfactory Academic Progress, while funds are available. Please note that these funds may only cover a portion of your bill.

**When will I see my award for Summer on JagNet?**

We are working on summer aid during the month of April. Your award will be posted during the month of May. Continue to monitor your JagNet account during this time.

**Will dropping Spring semester courses affect my financial aid status?**

Under normal circumstances, withdrawing from courses would impact your financial aid. However, given the circumstances, we are going to exercise flexibility. Any courses dropped after March 13th will not impact your financial aid Satisfactory Academic Progress and you will not owe back aid for any course(s) dropped after March 13th.

**How can I check my financial aid status online?**

We encourage all students to use JagNet. Click on the **Financial Aid Status** app to review your status. Be sure to select award year 2020-2021 to view your status for the upcoming Fall 2020 semester or select award year 2019-2020 to check Spring and/or Summer 2020.

**With the campus closures, how do I turn in documents to financial aid?**

Send your documents securely to Financial Aid by using the **Upload Documents** app on JagNet. You can access this feature by clicking on **Financial Aid** on the purple menu located on the left-hand side. All of our forms are available on the Financial Aid Forms page and most smartphones have the capability of scanning documents that you would like to upload.

If you do not have access to a printer, please send an email to [finaid@southtexascollege.edu](mailto:finaid@southtexascollege.edu) with your student ID number and your current mailing address, so that we may send you the required forms.

**How can I speak with a financial aid representative?**

After reviewing your financial aid status on JagNet, you may email your questions to [finaid@southtexascollege.edu](mailto:finaid@southtexascollege.edu). Please keep in mind, that we are only able to answer questions regarding financial aid through this email address. All other inquiries should be directed to the appropriate department.

## Pass / No-Pass Grading Option

**Does the Pass/No Pass grading option apply to all programs?**

Yes, the option is applicable to all programs. However, please remember that some courses (and even programs) require particular grades as prerequisites for future courses. Earning a "P" will still grant you credit for the course in which you are enrolled, but it will not meet the prerequisite for a future course that requires a "C" or better. Only a grade of "S" would meet that prerequisite.

**If I opt for the Pass/No Pass grading option, will it affect my GPA?**

The optional grading system is meant to help students preserve their GPA.

# Testing

## How can I submit my testing scores?

You may email your TSI scores to [testing@southtexascollege.edu](mailto:testing@southtexascollege.edu). If you plan to use ACT scores, these must be requested through your actstudent.org account; SAT scores must be requested through your collegeboard.org account. ACT and SAT must come directly from their respective organizations; scores sent through your personal or student email will not be accepted.

## How do I check my TSI status?

You may review your TSI status through [DegreeWorks](https://www.degreeworks.com). If you believe your status to be incorrect, please email us to [testing@southtexascollege.edu](mailto:testing@southtexascollege.edu).

## Is testing for TSI, GED and HESI still taking place?

No, all testing is currently postponed until further notice.

# Student Support

## Does STC offer free Office 365?

Yes, all students may access their Office 365 applications by logging into [office.com](https://office.com) with their student credentials. You can visit [IT FAQs](#) for additional information regarding Microsoft Office 365 applications and other technology frequently asked questions or call the IT Service Desk at 956-872-2111.

## I need to borrow a computer.

At this time, the college does not have laptops to issue, but we are working on options for providing computer access.

## How can I contact my instructor?

You may contact your instructor using any of the Microsoft Office 365 communication tools via JagNet or Blackboard by using your student credentials. You can visit [IT FAQs](#) for additional information regarding Microsoft Office 365 applications like JagMail and Teams, or call the IT Service Desk at 956-872-2111.

## I need to reset my JagNet or Blackboard password.

Please visit [mypassword.southtexascollege.edu](https://mypassword.southtexascollege.edu) to reset your password. If you continue having problems logging in, contact us at 956-872-2111. Have your student A-Number ready before your call.

## Where can I get Wi-Fi access?

Visit [IT FAQs](#) to view WiFi spots at campus and city locations near you.

## I need help using Blackboard.

For questions on how to use Blackboard, email [support@southtexascollege.edu](mailto:support@southtexascollege.edu).

## I am disabled and need special accommodations for my online class.

You may request special accommodations by emailing [disability@southtexascollege.edu](mailto:disability@southtexascollege.edu).

## COVID-19 FAQs

### Is STC testing for Coronavirus? -

Coronavirus testing is currently being conducted by the county of Starr at our Starr County Campus parking lot. South Texas College is not responsible for the operation of this service. If you have any questions, please contact Starr County at 956-716-4800 for more information.

### How can I volunteer during this health crisis? -

Various volunteering opportunities are available throughout the community. One recognized organization is [Volunteer South Texas](#).

© South Texas College