

Dear WNCC Students,

I hope you are staying healthy during the COVID-19 pandemic and that you are adapting to the changes it has created for you as students as well as in your personal, professional, family, and community lives. Thank you for your patience and understanding as we continue to navigate these uncertain times together.

As of March 30, all WNCC buildings have been closed to the public. For our students who had no other options, and needed to remain in campus housing, rest assured we have put into place ways to provide you continued support and safety during this time. There are essential staff members still serving these students daily and they will continue to do so. All questions regarding Residence Life should be sent via email to [housing@wncc.edu](mailto:housing@wncc.edu).

Now that Western Nebraska Community College has officially moved all operations (both instruction last week, and now Student Services and other offices this week), to being offered remotely, we want to make sure that you are aware that all services can still be accessed through emails, phone calls, and Zoom options. We will do everything we can - while staff are now working from home - to provide continued support and services to all WNCC students.

During this time, the best way to reach most staff members and Student Services departments is via email. Here is a listing of several emails that you may find useful.

**Student Engagement:** [engagement@wncc.edu](mailto:engagement@wncc.edu)  
**Admissions:** [admissions@wncc.edu](mailto:admissions@wncc.edu)  
**Bookstore:** [bookstore@wncc.edu](mailto:bookstore@wncc.edu)  
**Business Office:** [e-accounts@wncc.edu](mailto:e-accounts@wncc.edu)  
**Registrar Office:** [registrar@wncc.edu](mailto:registrar@wncc.edu)  
**Financial Aid:** [financialaid@wncc.edu](mailto:financialaid@wncc.edu)  
**Counseling:** [counseling@wncc.edu](mailto:counseling@wncc.edu)  
**Residence Life:** [housing@wncc.edu](mailto:housing@wncc.edu)  
**Career Pathways and Advising:** [pathways@wncc.edu](mailto:pathways@wncc.edu)

Just so you know, some staff have the ability to receive calls made to their desk phone numbers remotely, others may be returning calls to you that will show up at "No Caller ID" or "Unknown Number" on your phone. Messages can still be left on desk phones, as staff are checking messages throughout the day to return calls. If you are expecting a return call from WNCC, please do accept calls that come in this way (with the "No Caller ID" or "Unknown Number"). Staff also have the ability to schedule appointments with you via Zoom, so that we may continue services to you during this time.

### **Course Registration**

Summer and fall course registration will begin on April 6, and will be handled virtually. You can set up your course plans through your Student Planner now and get approvals from your faculty advisors. Faculty advisors will be in touch with you to set up a virtual appointment by phone, Zoom, or Blackboard Collaborate. Members of the Career Pathways and Advising staff can answer your questions and help via email at [pathways@wncc.edu](mailto:pathways@wncc.edu)

## **Registrar**

The Registrar's Office is able to assist with degree audits online to help you see about your progress toward graduation. Appointments can be made by emailing [registrar@wncc.edu](mailto:registrar@wncc.edu)

## **Counseling**

Counseling is still available to you via phone or Zoom by contacting:

- Norm Stephenson at [stephens@wncc.edu](mailto:stephens@wncc.edu) or by calling 308.635.6090
- Carrie Howton at [howtonc1@wncc.edu](mailto:howtonc1@wncc.edu)
- You may also contact Emily Santero at 308.635.6050 or via email at [santeroe@wncc.edu](mailto:santeroe@wncc.edu) if you would like her to set up an appointment with Norm or Carrie for you
- Additional community mental health resources can be found [here](#).

For Accessibility/ADA needs, please contact Norm Stephenson at [stephens@wncc.edu](mailto:stephens@wncc.edu) or by calling 308.635.6090.

## **Food Pantry**

While the WNCC Food Pantry is not open at this time, there are other resources in the community to address these needs that are available to you and more information is available here:

- [Panhandle Partnership Food Pantry](#)
- In Alliance: Northwest Community Action Partners - 308.432.3393
- In Sidney: Table of Grace Food Pantry - 308.760.0362

## **Financial Aid**

The Financial Aid Office is ready to assist you and here is how to best access their support:

- If attempting to contact the office, call 308.635.6011 (messages are being retrieved) or email [financialaid@wncc.edu](mailto:financialaid@wncc.edu)
- If wishing to schedule an appointment (either phone or Zoom) with a Financial Aid advisor, utilize the "Schedule an Appointment" icon in your student portal.
- To submit documents to the Financial Aid Office, upload and send through our secure file transfer [DocSafe](#).
- Remember to check your WNCC email account provided in your student portal; that's how we'll communicate with you. Check your voicemails if you're expecting a call!
- We are here to help you so don't hesitate to let us know if we can assist in any way. It may take a little longer, so thank you for your patience.

## **Student Engagement**

Just for fun and to keep you engaged, hopefully you have already seen the emails from Student Engagement about the Virtual Challenges this week. If not, check your WNCC email for the details about these challenges and how you can be placed in a drawing each week!

## **Tutoring**

Online tutoring help is available. The Match Center, Writing Center, and our Student Tutors are operating through Blackboard, so don't hesitate to reach out for help. Ask your instructors if there is a specific tutor for your class. Spanish Tutors will be available via Zoom Meetings.

We encourage you to help us with the goal of slowing the spread of COVID-19. Whether you're in the WNCC panhandle region or another part of the country or world with its own restrictions or guidelines, we encourage you to follow the recommendations of the Centers for Disease Control. Maintaining a safe distance from others, regular handwashing, and coughing or sneezing into tissues or your sleeve, are the best ways to reduce transmission.

We understand this is a difficult and an emotional time for our community and our society. One thing you can be confident in is that Western Nebraska Community College is here with you every step of the way. We want to make the next several weeks as productive as possible so that you can continue making progress toward your next semester or graduation.

Please don't hesitate to reach out to us if there are ways, we can provide you with additional assistance. Check the [WNCC COVID-19](#) page for regular updates. Stay safe and healthy, and go Cougars!

Sincerely,

Nina Grant

Vice President of Student Services  
Western Nebraska Community College  
Email: [grante1@wncc.edu](mailto:grante1@wncc.edu)