



OAKLAND
COMMUNITY
COLLEGE®

Email Updates

Dear Students,

We understand the changes and challenges occurring in your lives as a result of the COVID-19 pandemic, not the least of which includes the transition from face-to-face classes to a remote learning format. Your success is our priority. Below are answers to questions students have been asking about that we believe may be helpful to you.

Academic Support

You are working hard to be successful in the new learning format, and we have the resources to help when you need it.

- Free online tutoring at <http://libguides.oaklandcc.edu/ASC/Tutoring>
- Free online counseling at <https://www.oaklandcc.edu/counseling/online-counseling.aspx>
- Free disability services at <https://www.oaklandcc.edu/access/>
- Free library services at <https://oaklandcc.edu/library/default.aspx>

You can access these and additional resources all in one place at <https://oaklandcc.edu/coronavirus/resources.aspx>.

We encourage you to seek help with your studies through these final weeks of the semester, especially if you are feeling overwhelmed, anxious or isolated. Remember to communicate with your instructor(s) if you need clarification or assistance.

Help with Your Instructor

If your instructor has not been responsive to your contacts or concerns, please submit a complaint at <https://oaklandcc.edu/complaints/default.aspx>, or call the Deans of Student Services at:

Auburn Hills: 248.232.4404 -- Highland Lakes: 248.942.3211 -- Orchard Ridge: 248.522.3510

Royal Oak: 248.246.2611 – Southfield: 248.246.2611

Pass/Fail Grades

Some students have requested a Pass/Fail grading option for this semester. Pass/Fail grades can have significant, negative consequences for our students that will last far beyond the current semester. These may include:

- a loss of transfer credits for students continuing on to other institutions.
- ineligibility for future financial aid, scholarships and veteran's benefits.
- requirement to pay back federal financial aid.
- a loss of prerequisite credits for subsequent courses and admission into competitive programs such as Health Sciences.
- potential loss of status for athletes and international students.

We are reviewing this complex issue carefully and consulting with state and national agencies. We will announce a decision as the semester progresses.

Drop (Withdrawal)

The drop deadline for classes has been extended to provide more time for you to adjust to the remote learning format. We hope the extra time will alleviate some of the pressure you may feel about whether to continue with your class(es).

- Click on your section in MyOCC for the exact drop deadline for your class.
- Counselors are available to discuss your situation before you drop a class.

If you decide to drop from one or more of your classes, you may do so online using MyOCC.

Refunds

To request a refund, you must first drop your class(es). Then do the following:

- Complete a Petition for Tuition Refund form (<https://www.oaklandcc.edu/currentstudents/handbook-and-forms/ads79.pdf>).
- If you have dropped due to COVID-19 concerns or the change to remote learning, note the specifics for your request on your form.
- Submit the form to the following email address at the campus where the class was offered, or if your classes were at more than one campus, select the campus you feel is most appropriate.

Auburn Hills: AHES@oaklandcc.edu -- Highland Lakes: HLES@oaklandcc.edu

Orchard Ridge: ORES@oaklandcc.edu -- Royal Oak: ROES@oaklandcc.edu

Southfield: SFES@oaklandcc.edu

Summer Semester

As federal, state and county authorities ease restrictions placed on colleges, we will incrementally return to face-to-face instruction.

- You can register now for 7-, 10-, 12-, and 15-week courses, including online courses and traditional classroom/laboratory courses which will be delivered remotely.
- As a current OCC student, you can register online from 7 a.m. to midnight daily.

We encourage you to register early, as many classes fill up quickly.

OCC has the tools to help you successfully complete the semester. We are working hard for your success, and encourage you to contact us if you need help.