



Frequently Asked Questions (FAQs)

Student Update: March 17, 2020, 8:30pm

General Questions

Will NMC's campus on Saipan, Rota or Tinian be open?

To ensure the safety of students, students are asked to stay home. NMC campuses on Saipan, Tinian, and Rota will remain off limits to all students at this time and until further notice. Continue to monitor your student email for updates.

When will classes resume?

NMC classes which are conducted entirely online will continue as scheduled. However, the college is suspending all face-to-face classes through March 17, 2020, and transitioning a majority of face-to-face classes to Virtual Learning formats (in Moodle with Zoom features) beginning Wednesday, March 18th, 2020. Virtual drills will also be conducted between Wednesday, March 18th and Monday, March 23rd. Please note that classes will resume in Moodle on Monday, March 23rd, 2020. Because the current situation with COVID-19 continues to change, any changes that are made to this timeline will be announced.

How will NMC's Spring Semester calendar be impacted?

The Academic Calendar and course schedules are subject to change. Every possible effort will be made to ensure communication of information to all stakeholders. At this time, the College expects that spring semester will end as stated in the Academic Calendar.

I am a student with a work-study position. Will I be able to continue earning hours?

Please contact your immediate supervisor for more information.

Will the Commencement (Graduation) Ceremony be rescheduled?

NMC is considering plans to postpone the commencement event which is scheduled for May 23, but will evaluate that decision and keep all stakeholders informed of any changes.

What will happen to NMC's upcoming student events and activities?

Adjustments to student events and activities will be made when necessary, including the use of technology to allow online/virtual participation. If we are not permitted to gather, we will develop alternative strategies for all events. Updates will be made as soon as there is determination that a scheduled event must be adjusted.

What do I do if my tuition and fees payment is due during the two-week campus closure

Any due dates within the next two weeks will now be due on March 30 (this is subject to change and updates will be provided accordingly).

What is social distancing?

Social distancing refers to the practice of staying away from large gatherings and crowded areas. It involves keeping enough distance between people to "reduce the risk of breathing in droplets that are produced when an infected person coughs or sneezes." The Centers for Disease Control and Prevention (CDC) recommends about 6 feet of space.

Additional Information

Please contact the Student Hotline at 285-2059 or 285-7651. Students are also encouraged to log into Starfish to request help at www.marianas.edu/starfish using your NMC email and password (Note: Be sure to log out of your email first before logging into Starfish)



Academic Instructions Related to Remote Instruction

What is the difference between an online (asynchronous) and virtual (synchronous) learning?

Online or asynchronous learning allows access to courses at your most convenient time, whereas, virtual or synchronous learning requires that an instructor and all enrolled students log on simultaneously. Synchronous learning allows for active participation and immediate feedback.

How can I access zoom from home?

Zoom has been integrated and can be accessed by signing into your NMC Online Moodle. If you have not downloaded the zoom app, please take time to go to marianas.zoom.us and sign-up using your marianas.edu student email then download the zoom app on the Google Playstore or Apple app store.

What happens if my class does not show on NMC Online Moodle?

For assistance with NMC Online Moodle, please contact our distance learning coordinator, Mr. William Hunter, directly via email at william.hunter@marianas.edu. "How to" videos are available via Youtube.com using the following links:

How to join a Zoom session with NMC Online Moodle

<https://www.youtube.com/watch?v=arCvCXk7Gdk>

How to use Zoom Cloud meetings with a smart phone

<https://youtu.be/Gm64tT8qdKE>

If my class requires internship, observation, clinical, or practicum hours and I am not able to complete the required hours, what will happen?

Please work directly with your instructor/ supervisor to develop a plan for completion of all hands-on learning experiences.

How will final examinations be administered?

Please check with each course instructor for the format of your final work.

Academic & Student Support Services

What if I need tutoring for my class?

Tutoring and mentoring services continue at the College. Project PROA tutors will be available beginning Thursday, March 19, 2020. To schedule tutoring services, please contact Project PROA at projectproa@marianas.edu Tutoring services from the Learning Support Services (LSS) will be available beginning March 23, 2020. To schedule an appointment with LSS, send an email to nmc.counselors@marianas.edu or send a message through Starfish. Tutoring and Proof-Reading services will be available virtually from the English Learning Lab. To schedule an appointment send an email to elsie.skang-ngewakl@marianas.edu or kenneth.silapan@mymarianas.edu. Tutoring and mentoring will be conducted via Zoom and/or Google Hangout.

Will the library remain open?

The NMC library will remain closed until further notice. Online library resources can be accessed at <http://library.marianas.edu>. The following online resources are also available to you:

EBSCO Host
(Journals, Magazines, and EBooks)
User ID: nmcstudent
Password: @marianas670

Newsbank
(Access World News)
User ID: nmcstudent
Password: goproa

CREDO References
(Comprehensive reference database and encyclopedic information)
User ID: nmcstudent
Password: goproa



Enrollment Services

Since the campus is closed, how do I obtain a copy of my academic transcript?

Our automated system gives you the freedom to request transcripts online, 24/7, from anywhere in the world. Transcripts are delivered to academic institutions, prospective employers and other recipients through our integrated Transcript Delivery Network or by traditional surface mail. To order a transcript, go to www.marianas.edu/ProaPortal and click on the [Request eTranscript link](#).

You must have one of the following credit/debit cards available to pay for this order:



What about other services, such as applying for admissions, enrollment certifications, changing my major or advisor, etc.?

Students are able to access their student records via the proa portal, you may print your unofficial transcript, class schedule, and update other information. Prospective students may also [apply for admissions](#) and upload supporting documents. Other [Enrollment Services forms](#) are available online under the students services tab, students must use their official nmc student email for any processing or correspondence with enrollment services staff.

How do we register for courses?

Course registration will be conducted on the Proa Portal, please be sure to communicate with your advisor so he or she may authorize your registration. Should you encounter technical issues, please email registration@marianas.edu.

What about Testing Services?

Testing Services will continue as scheduled on campus at the NMC Testing Center, extra precautions are being taken to ensure student safety. Certain tests may be rescheduled due to new capacity restrictions.

Admission Inquiries

For admissions support and related inquiries please contact:

Lisa Rafael
Admissions Counselor
lisa.rafael@marianas.edu

Kenneth Gabrido
Administrative Manager
kenneth.gabrido@marianas.edu

For testing support and related inquiries please contact:

Isabel Matsunaga
Testing Coordinator
isabel.matsunaga@marianas.edu

For registration and records related support please contact:

Marji Tarope
Registrar
marji.tarope@marianas.edu

Jennifer Fejeran-Hanson
Records Administrator
jennifer.fejeran@marianas.edu

Disability Support Services

Will students need to use new technology to go from classroom-type learning to an online/virtual learning platform?

You will continue to use the NMC Online Moodle and technology (laptop, computer, smart phone) with the addition of Zoom for online meetings/lectures with instructors. A tutorial video on Moodle and Zoom will be made available to students, faculty, and employees. A drill Zoom session for faculty is scheduled for Wednesday, March 18, 2020. Afterward, all instructors will be conducting a Zoom session for all their classes until March 25, 2020. For students needing further assistance, a one-to-one tutorial session (Moodle and/or Zoom) can be scheduled by contacting Distance Learning Education Director, Mr. William Hunter at william.hunter@marianas.edu or at 237-6882.





What if I don't have a laptop to do my online class?

A student is encouraged to be proactive and start looking to family members, relatives, or friends to loan them a laptop if they do not already have one. A student receiving services from the Disability Support Services Office is encouraged to contact their DSS Counselor, Ms. Lucille Deleon Guerrero, for assistance in securing the use of a temporary laptop at lucille.dlguerrero@marianas.edu or at 237-6874.

No laptop, no problem!

If you do not have a laptop, you can join your "Live Synchronous Class Zoom Session" via your smartphone using the Zoom Cloud Meetings app available in the Play Store or App Store. You can also access NMC Online (Moodle) with your smartphone's browser or by downloading the Moodle Mobile App available in the Play Store or App Store. Once you've downloaded the necessary apps, even without a laptop, you can still participate virtually in your courses.

I have a disability. How can I request accommodations/services?

The following steps outline how you can go about registering with the Disability Support Services Office:

1. Make an appointment with DSS Counselor, Ms. Lucille Deleon Guerrero, by calling 237-6874 or sending an email to lucille.dlguerrero@marianas.edu. The DSS Counselor may arrange for a virtual meeting via Zoom to begin the process of requesting for reasonable accommodations.
2. Provide medical documentation that states your disability or diagnosis to your DSS Counselor.
3. Complete the DSS Application, Intake, and Accommodation Request forms and submit to your DSS Counselor. You may request a hard copy of the forms from the DSS Counselor.
4. The Dean of Learning and Student Success will review and approve your request for reasonable accommodations.
5. The DSS Counselor will inform you of the status of your request for reasonable accommodations.
6. Your instructor will be notified of your need for reasonable accommodations.

Documentation requirements

Documentation from a licensed physician, therapist, or psychologist stating diagnosis of your disability will be required. If your IEP has an attached documentation from a licensed physician, therapist, or educational psychologist, it can be used.

Submitting Documents

Please email supporting documents to the DSS Counselor, Ms. Lucille Deleon Guerrero, at lucille.dlguerrero@marianas.edu

Reasonable Accommodations

Students with disabilities are still eligible to use accommodations in online courses, although the type of accommodations needed may be different than what is needed in a traditional classroom setting.

Notetaker

Since you will be transitioning to an online or virtual learning platform, lectures will be recorded with closed captioning and posted on Moodle for you to access at any time. A copy of your instructor's notes or PowerPoint slides will be provided to you via email or posted on Moodle.

Will the DSS Office continue to provide counseling services?

DSS Counselor, Ms. Lucille Deleon Guerrero, will provide office hours, as needed, via Zoom from 8:00 a.m. to 5:00 p.m. on Mondays through Thursdays and from 8:00 to 10:00 a.m. on Fridays.





Extended Test Time

Another typical accommodation for online courses is extended test time. Moodle allows instructors to extend test time for a particular student. If necessary, the DSS Counselor will make arrangements to proctor an exam via Zoom.

Video Captioning

Videos that are shown in class or in online courses should have captioning, not just for students with hearing impairment, but for everyone. Videos should be captioned before they are added to Moodle.

Student Survey to Identify & Address

If you are currently registered with the Disability Support Services Office and have not yet taken the Student Survey to identify & address your technology needs, please contact your DSS Counselor, Ms. Lucille Deleon Guerrero at 237-6874 or email her at lucille.dlguerrero@marianas.edu, so she can send you a link to take the online survey.

Assistance in completing the survey will be provided, upon request.

NMC Contacts

Admissions & Records

Manny Castro
admissions@marianas.edu

School of Business

Velma Deleon Guerrero
velma.dlguerrero@marianas.edu

Criminal Justice Program

Zerlyn Taimanao
zerlyn.taimanao@marianas.edu

Disability Support Services

Lucille Deleon Guerrero
lucille.dlguerrero@marianas.edu

Distance Learning Education

William Hunter
william.hunter@marianas.edu

English Language Institute

Lorraine Maui
lorraine.maui@marianas.edu

Financial Aid Office

Daisy Propst
daisy.propst@marianas.edu

Finance Office

shellyann.tudela@marianas.edu
catherine.villagomez@marianas.edu

IT Learning Technology

Daisie Camacho-Renguul
daisie.camacho@marianas.edu
(670) 237-6828

Liberal Arts Program

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velma.dlguerrero@marianas.edu

Natural Resources Management Program

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alfredo.de.torres@marianas.edu

Nursing Program

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rosa.aldan@marianas.edu

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