



Class Withdrawal with Tuition Credit

We recognize some of you may find the new instruction methods are affecting your ability to successfully complete classes. In order to provide you with options, Kalamazoo Valley has temporarily altered the withdrawal policy for Winter Semester 2020 classes.

If the alternate delivery methods are just not working for you and you prefer to withdraw, we are ready to offer you a tuition credit. The credit can be used to take any class(es) within the next year.

You can complete the **Winter Semester 2020 Withdrawal and Tuition Credit Appeal Form** to withdraw from a class and apply for the credit. If you already withdrew after the March 12 announcement, because you knew the alternate delivery methods would not work for you, you may also submit the tuition credit appeal. The form is available under My Links when you log into [MyValley](#).

Are you experiencing extenuating circumstances related to or independent of COVID-19? Our standard refund appeal procedures remain available to you. Please contact the Admissions, Registration and Records office at arr@kvcc.edu for details about the refund appeal process.

It is strongly recommended that students receiving financial aid contact the Financial Aid office if you plan on withdrawing from a class.

This will not be an easy decision and there are many implications to consider. We encourage you to discuss these options with your instructor, Student Success Services, Financial Aid, the Learning Center and other resources available to you. If you are a high school student, apprentice, your tuition was paid by your employer or there are other people involved in helping you with your college classes, we also urge you to speak with them before making your final decision.

Need Assistance? Student Services can Help!

Student services are still available via email, voicemail and virtual meetings during regular business hours.

If you need assistance, please contact the following:

Admissions, Registration and Records: arr@kvcc.edu or 269.488.4423

Financial Aid: finaid@kvcc.edu or 269.488.4252

Student Success Services: success@kvcc.edu or 269.488.4311

- Career Services
- Life Resources
- Multicultural Services
- Student Strengths Development
- Transfer Resource Services

Advising and Counseling: counseling@kvcc.edu or 269.488.4311

Tutoring: learningcenter@kvcc.edu or 269.488.4397

Library Services: libref@kvcc.edu or 269.488.4380

IT Help Desk: IT@kvcc.edu or 269.488.4250

Pay Station: paystation@kvcc.edu or 269.488.4292

Bookstore: bookstore@kvcc.edu or 269.488.4030

Office for Student Access: studentaccess@kvcc.edu or 269.488.4397

KVAAP: kvapp@kvcc.edu or 269.373.7946

Apprenticeships: apprenticeship@kvcc.edu or 269.488.4873

Prior Learning: lbrooms@kvcc.edu or 269.488.4873

Internships: intern@kvcc.edu 269.488.4635

Kalamazoo Promise Services: mmorales@kvcc.edu or 269.488.4515

Information from the Financial Aid Office

Greetings from the Kalamazoo Valley Financial Aid Office!

We are open – and we want to hear from you. We miss seeing our students, but we are available to assist remotely.

If you have not done so already, please let us know if you plan on attending the summer semester. You can complete our [Summer Intent Form](#) and email it to us at finaid@kvcc.edu.

We also encourage you to submit your 2020-2021 [FAFSA](#) if you have not done so already. We began notifying students through email of their 2020-2021 Financial Aid Award Offers on March 23, 2020. We will continue to process and award for the 2020-2021 school year. If you received notification of your award, please log into your [MyValley](#) account using the following steps to see what you need to complete to qualify for your award:

- Choose Financial Aid Information (under My Links)
- Choose My Award Information
- Choose Award By Aid Year
- Select Aid Year
- Review your Financial Aid Checklist and/or Select “Award Overview”

And finally, we understand that this unprecedented situation has created a great amount of financial hardship for many families in our area. Please contact us through finaid@kvcc.edu if you are experiencing financial hardship. Many students have options, including loan options, still available to help them through this semester. We are here as a resource and will do our best to help you as much as possible. We look forward to hearing from you.

Alisha Cederberg

Director of Financial Aid

Free E-Books Available through the Bookstore

If you don't have access to your books because you're not in class or due to a temporary loss of income, we have a solution. The bookstore, in cooperation with VitalSource, is offering free access to e-books.

To access this free service, follow these steps:

1. Visit [VitalSource](#) to set up an account (if you've purchased digital books at the college bookstore in the past, you already have an account).
2. Make sure to use your college email address. The books are only free if delivered to verified college email addresses.
3. Select up to seven free e-books from the catalog of 52,000 titles. They are yours to use until May 25.

Before you get started, we encourage you to review the student [FAQ](#).

We hope this service will be of assistance to you as you continue your studies remotely.

Gena Mead

Bookstore Manager

269.488.4030

Metro Public Transportation Service Changes Effective Thursday, April 2

To ensure successful containment of COVID-19, Metro Transit has temporarily suspended regular bus-route service through at least Monday, April 13. Instead, Metro will offer Metro Connect demand-response service for the community's most vulnerable populations as well as its essential workforce.

Trips for essential workforce, medically necessary trips, and grocery and pharmacy will be

verified during scheduling. Rides using Metro Connect can be scheduled by calling 269.350.2970 seven days a week from 8 a.m. to 5 p.m. Transportation will be provided:

- Monday through Friday: 6 a.m. to midnight, with work and medical trips only after 7 p.m.
- Saturday: 6 a.m to 10 p.m. for work and medical trips only
- Sunday: 8 a.m. to 6 p.m. for work trips only.

Saturday and Sunday use of Metro Connect will need to be pre-scheduled the day before. During this time, rides with Metro Connect will be fare-free. Detailed information on scheduling is available at kmetro.com or by calling 269.337.8222.



Texas Township Campus
6767 West O Avenue
PO Box 4070
Kalamazoo, MI 49003-4070
269.488.4400

