

Hurricane Helene UPDATES

Wiregrass Students,

We understand there are a lot of unanswered questions and confusion right now in the wake of Hurricane Helene. Please see the following information to hopefully alleviate some of your stressors and concerns:

INTERNET

At this time, there is an ETA for restoration of internet services for the Valdosta campus ONLY of early next week (Oct 14 - 18). Until it is restored, students, faculty, and staff cannot access Okta, Blackboard, and most other Wiregrass software. Faculty and staff on the Valdosta campus can receive phone calls, but other campuses are without service. Updates will be posted to Wiregrass social media as they occur.

CLASS ASSIGNMENTS / DUE DATES

Instructors are currently adjusting class assignments and due dates. We understand there are continued issues surrounding Hurricane Helene. Wiregrass is here to help!

Please reach out to our [Special Populations Department \(229\) 333-2100 ext. 1236](#), the [One-Stop Enrollment Center \(229\) 333-2105](#), or your [individual Instructor\(s\)](#) by phone for more assistance. Most cannot access email until Okta is restored.

Carefully review all texts from your instructors and from Wiregrass, for we will connect with you by every means possible.

HESI / GED / HiSET / Other Tests

Due to the internet outage, the [Testing Center](#) is rescheduling all tests until further notice. Students will be notified once the internet is restored and all tests will be rescheduled. **More tests will be added** to the Testing Calendar to accommodate students whose tests had to be displaced.

REFUNDS

Student financial refunds expected for Friday, October 11, 2024 will be delayed due to the internet outage. Upon restoration of the internet, processes will need to be run internally and funds sent to our third party vendor for disbursement. **This will take a minimum of 1 week.** Updates will be sent as soon as more information is available

PAYMENT DEADLINES - EXPRESS TERM AND CDL

The payment deadlines for Fall Express Term and CDL B Term will be extended until after the WGTC internet is restored.

- Fall Express payment deadline will be within one (1) to two (2) days of internet restoration.
- CDL B Term payment deadline will be within five (5) days of internet restoration.

WEATHER MAKE-UP DAYS

Wiregrass is adjusting the Fall 2024 Calendar to allow for two Weather Make-up Days, should they be needed by specific classes:

- Tuesday, October 15 (Second Day of Fall Break)
- Monday, November 25 (First Day of Thanksgiving Break)

The above two days will be available for instructors to use as needed for weather makeup days (for Hurricane Helene) to help meet Contact Hours required for the class. Instructors will notify students as soon as possible if these days are needed for a given course.