

Academic and Student Services FAQ

As we look forward to starting classes in our new online format next week, we wanted to send an FAQ to help students have a quick reference for some of your most asked questions. We are committed to advancing your ongoing learning and progress towards graduation. As always, if you have questions, please email Student.Services@necmusic.edu and the Student Services team will respond as quickly as possible.

As President Kalyn stated, “When the spring semester resumes on March 30, we will once again come together, albeit in a new, virtual environment. We are confident in this approach, and uncompromising in the rigor and quality of an NEC education, now and into the future; we will continue to provide you with the guidance you need to achieve the highest standards of artistic excellence. While this transition admittedly will not be without its bumps, like our colleagues at conservatories and universities around the globe, we will work through the challenges and we will discover a host of new, unimagined opportunities.”

GENERAL QUESTIONS

Q: Am I required to attend/engage with online classes?

A: Yes. NEC is not shutting down, but rather, moving to a new, temporary mode of online teaching and learning, and you remain responsible for completing all required work. In order to earn credit for the classes for which you are registered, you need to participate in your online courses.

Q: How can I access courses?

A: Over the past two weeks, faculty have adapted their courses for online/remote teaching. While some faculty may choose to teach using an alternative platform, such as Zoom, the ITS department has provided all students, faculty, and staff with access to NEO LMS and Office 365 (once you log into your NEC account, you have access to the Office 365 suite of programs, including Word, PowerPoint, Excel, Teams, and more on any kind of device - desktop, laptop, mobile phone, both Mac and PC). Each of your teachers will be in contact with you directly with information specific to each class, ensemble, and studio lesson, etc. It is essential, also, that you check your NEC email regularly to make sure that you have all updated information.

Q: Whom do I contact if I cannot access the online tools I need?

A: Please email ITShelp@necmusic.edu if you are having trouble accessing any of the online platforms you need for your classes. We know some students may have issues connecting without a VPN; if you need assistance with a VPN set up, please email ITShelp@necmusic.edu.

Q: Is Wednesday, April 1 still going to be a Monday Schedule?

A: No. Because of the extended spring break, next week’s schedule will be a regular, 5-day week, so Wednesday, April 1 will follow the usual Wednesday schedule.

Q: Are we adding a week or changing the finals schedule?

A: No, we are not adding a week to the academic calendar. The last day of classes remains Friday, May 1, and finals will still take place May 4-6. We are working with faculty to confirm a schedule for finals, so you will receive specific information from individual teachers.

Q: Are class times changing?

A: Because of the complexities of schedules, most faculty will teach their classes at the normally-scheduled time, but will create flexibility for students who live in different time zones. As a result, some faculty may change the time of their classes, and will notify you directly if this is the case.

Q: What if I am living in a different time zone? Will I still have access to classes?

A: Yes, you will still be able to participate in all of your classes. Faculty are able to use a combined method of synchronous and asynchronous learning, which means that they have the option of recording their classes so that students who are not able to attend at the designated time will be able to view the material on their own time. Please be in touch with your teacher directly if you have questions or concerns.

Q: Can I still withdraw from a class this semester?

A: Yes, please email your academic advisor if you want to withdraw from a class. Withdrawals will be approved via email until 5pm EDT, Friday, April 17th.

Q: How will Academic Advising work?

A: Your academic advisor will email the sign-up schedule one week before the start of your designated advising period. Advising appointments will take place via the Calls option in Office 365 Teams. Prior to your appointment, you will receive an email with your spreadsheet and details about your meeting. Advising and Registration has been delayed by one week; all advising and registration dates can be found at <https://necmusic.edu/college-registration-guidelines>

CURRICULAR QUESTIONS

Q: Can I take my classes as Pass/Fail as opposed to a letter grade this semester?

A: We are currently considering NEC's policies regarding grades and pass/fail options. We will send an update to you by next Monday morning, March 30.

Q: How are promotionals working this semester?

A: We are working with individual departments to decide how promotionals will be done this year. You will receive updated information no later than next Monday, March 30.

Q: How are required recitals going to be handled?

A: We are finalizing options for ways to fulfill this requirement with studio faculty. You will receive updated information no later than next Monday, March 30. There will not be any pre-recitals.

Q: How can I complete the capstone project for my minor?

A: If you are planning to graduate this semester, the department chair and advisor for your minor will contact you about how to complete your capstone project. If you have questions about this, please send an email to your minor advisor. Once a new plan is set for your project, make sure to let your academic advisor know your plan, as well.

Q: Will I be able to complete my internship or my independent study?

A: If you are working on an approved independent study, please reach out to the faculty member to see if any changes need to be made. If you are changing the scope of the independent study, you must let your academic advisor know. If you are registered for an internship through EM, CPP, or MIE, please connect with those departments. Once a plan is in place, please update your academic advisor.

Q: Are large ensembles still going to meet?

A: Yes, there will be times that the large ensembles will meet. The conductors and ensemble administrators are working on topics to be presented. You will receive an email from your ensemble administrator with more information.

Q: Will we still have chamber music this semester?

A: Yes, Merry Peckham sent an email to everyone registered for chamber music this semester with information regarding chamber music for the remainder of the semester. Your coach will contact groups to form a plan for the coming weeks.

Q: What will happen with my cross-registered class?

A: Information on current Cross-Registered classes and how to apply for Cross-registration for future semesters will be released by the NEC Registrar in the coming days.

Q: Is there someone I can speak to if I have a quick question?

A: If you have a question, you can always email Student.Services@necmusic.edu. Micah Gharavi in Student Services will also accept questions through the chat function in Teams, part of the Office 365 suite. He will be available on chat during normal business hours (Monday-Friday from 9:00am-12:00pm and 1:00pm-5:00pm EDT). You can also email your academic advisors.