Hello,

We apologize for any delays in our outreach. We thank you for your patience and cooperation during this time.

The MLC will not be open for any on-campus support until further notice:
All support will be provided online and remote via Zoom, Skype, Google Meet or Google Voice. In addition to tutoring online we are supporting the use of Duolingo, MLC eportfolio, Quizlet and other digital resources to support your learning.

The MLC staff will provide customer service via emails and/or phone calls with your appointment info and which platform you will be tutored on. We will be supporting the communication and delivery of MLC services and resources digitally only Monday – Thursday 9am-5pm & Friday 9am-4pm. See the MLC webpage for details on operation hours https://www.jjay.cuny.edu/modern-language-center. The first day of MLC tutoring for the FALL 2020 will be September 1st.

Tutoring:
The MLC has officially moved to online tutoring support via Zoom, Skype, Google Meet and Google Voice. Please check Tutor Trac to schedule an appointment - https://www.jjay.cuny.edu/tutor-trac-scheduling-tutoring-appointments. Students can request the online platform that works best for them.

MLC Language Placement Exam services are only being provided online and remote until further notice:
This is done via Zoom or Skype. Students can contact the MLC at languagecenter@jjay.cuny.edu if they have any questions regarding the details of the set up and proctoring. Also, the general placement exam schedule can be found here http://www.jjay.cuny.edu/studentslanguage-placement-exam-other.

What has changed is there is a survey that needs to be completed first by students interested in Spanish. Also, the placement exam is not being required for French 101 only for the interim of
distance learning in CUNY but students still need to email the MLC for the CUNYfirst milestone/permission before they can register.

**What hasn’t changed** is the placement exam is not required for all the 101 courses in language (Arabic, Chinese, Japanese, Portuguese, Italian, German). Students can register for 101 in any of those languages without any placement exam or milestone/permission intervention. The exam is only required for registration into sections higher than 101.

**Placement Exam Important Information Update:**

- **SPANISH:** If you are interested or need to take Spanish as a language course, please complete this survey first: [https://forms.gle/JkWwL5F7dRwChf267](https://forms.gle/JkWwL5F7dRwChf267). We will follow up with you afterwards with placement information.

- **FRENCH:** If you want to register for French, please email the MLC for placement help ([languagecenter@jjay.cuny.edu](mailto:languagecenter@jjay.cuny.edu)).

- **All Other Languages:** Please inquire with the MLC via email.

After completing the survey, students will receive communication regarding the next steps in the process within 7-10 days.

- **Taking the placement exam:** The MLC will reach out and set up a date and time, and the exam account for each student. Students will then receive an online meeting calendar invite to either Zoom or Skype. Students must share their desktop screens and keep their mics on for the duration of the exam so the staff member can monitor their progress.

Outreach regarding registration, the exam, and placement results processing times will vary as well. We apologize for any delays in advance. Please bear with us as we try our best to reach out as fast as we can. We thank you for your patience.

The MLC wishes all of you good health and safety. Please let us know if you have any questions.

Thank You,

Manny, MLC Supervisor