

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, phone calls, and Zoom regarding scheduling, services, and resources. The **MLC Zoom virtual Front Desk** (<https://jjay-cuny.zoom.us/j/3436473247>) will be available Monday & Wednesday 9:30 am-1:00 pm (*with more coverage to be added throughout the semester*). Students will be placed in the waiting room until a staff member is available to let them into the Zoom call to provide assistance.

**Please note**, the more readily available and better method of contact is email – [languagecenter@jjay.cuny.edu](mailto:languagecenter@jjay.cuny.edu).

General center hours of operation: **Monday – Thursday 9am-5pm & Friday 9am-4pm.**

See the MLC webpage for details on specific tutor availabilities and course support <http://www.jjay.cuny.edu/tutoring-hours-and-course-support>.

**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, Skype, or Google Meet. Students can contact the MLC at [languagecenter@jjay.cuny.edu](mailto: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** - 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** - 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 language courses above 101 for these languages.

### **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/rkVsZrGKxLx9dCGz8>. We will follow up with survey assessments 7-10 days after completion. The follow up will also include further instructions and details on placement requirements and/or registration.
- **FRENCH:** If you want to register for a French course above 101, please email the MLC for placement scheduling assistance ([languagecenter@jjay.cuny.edu](mailto:languagecenter@jjay.cuny.edu)). If you are only interested in registering for 101, please indicate this in your email to the MLC.
- **All Other Languages:** Please inquire with the MLC via email for placement scheduling assistance.

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

- **Taking the placement exam:** The MLC will assist students who need to complete the placement exam with scheduling and setting up the exam account. Students will then receive an online meeting calendar invite to either Zoom, Skype, or Google Meet. 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 result 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, safety, and success. Please let us know if you have any questions.

Thank You,  
Manny, MLC Manager