**FAYETTEVILLE STATE UNIVERSITY**

**ACADEMIC AFFAIRS**

**STUDENT FAQs**

**TABLE OF CONTENTS**

[WHO DO I CONTACT FOR HELP? 5](#_Toc35759855)

[CLASSES 6](#_Toc35759856)

[How long will classes be online? 6](#_Toc35759857)

[Can I attend classes in person if I live nearby? 6](#_Toc35759858)

[I don’t have internet access at my home - how can I participate in online classes? 6](#_Toc35759859)

[Will faculty be available via phone or email? 6](#_Toc35759860)

[How will clinical and lab requirements be handled? 7](#_Toc35759861)

[How will I complete my coursework if I am in the Department of Performing Arts? 7](#_Toc35759862)

[How does this impact seniors that have registered for ETS testing on-ground? 7](#_Toc35759863)

[Will I be allowed to stay on campus if my internship facility allows me to continue working? 7](#_Toc35759864)

[Are we adding another week at the end of the semester to make up for the extra week of spring break? 7](#_Toc35759865)

[Will the finals schedule change? 7](#_Toc35759866)

[Will 2020 summer sessions start on time? 7](#_Toc35759867)

[Academic Support 7](#_Toc35759868)

[Will tutorial services be available for students? 7](#_Toc35759869)

[With reduced campus operations (i.e. health services, dining, library, etc.), are students allowed on campus? 8](#_Toc35759870)

[How do I contact ITTS if I need help? 8](#_Toc35759871)

[Will the library be open during spring break/when classes move online? 8](#_Toc35759872)

[TEXTBOOKS 8](#_Toc35759873)

[How will I receive my textbooks for my 2nd 8-week courses? 8](#_Toc35759874)

[How do I return my books at the end of the semester? 8](#_Toc35759875)

[How can I get my Banner account password reset? 8](#_Toc35759876)

[WHAT TO DO IF I AM HAVING TROUBLE WITH MY ONLINE CLASS 9](#_Toc35759877)

[I’m a student who is not very familiar with Canvas for online learning. How can I prepare for online classes when they start? 9](#_Toc35759878)

[What should I do if I am not doing well if my face-to-face class has been changed to an online class? 9](#_Toc35759879)

[Is there a student hotline I can call if I don’t get a response to my calls or emails to faculty and academic advisors? 9](#_Toc35759880)

[Have the course and university withdrawal dates been extended? If so, when? 9](#_Toc35759881)

[Will the deadline for completing missing assignments for incomplete grades caused by COVID-19 be extended beyond the 8th week of the following semester? 10](#_Toc35759882)

[COMPUTERS AND INTERNET ACCESS 10](#_Toc35759883)

[Is the computer lab open? 10](#_Toc35759884)

[Does the University have loaner laptops for students who are unable to purchase? 10](#_Toc35759885)

[OTHER INFORMATION 10](#_Toc35759886)

[Will I have to pay extra for the classes that are now moving to an online format? 10](#_Toc35759887)

[Are all on campus events canceled or postponed? 10](#_Toc35759888)

[Is Founders Day postponed/canceled? 10](#_Toc35759889)

[Is spring commencement postponed/canceled? 11](#_Toc35759890)

[Office of Admissions 11](#_Toc35759891)

[Is the Office of Admissions open? 11](#_Toc35759892)

[Will I be able to speak with an admission counselor? 11](#_Toc35759893)

[Is the Freshman First-Steps Orientation canceled? 11](#_Toc35759894)

[Should I cancel my campus tour because of Coronavirus? 11](#_Toc35759895)

[Will Fayetteville State University be rescheduling Spring Open House? 11](#_Toc35759896)

[How can I contact the health services center? 11](#_Toc35759897)

[If the campus is closed, how will I be able to get my banner account password reset? 12](#_Toc35759898)

[How can I get in contact with my academic advisor? 12](#_Toc35759899)

[What is my application status? 12](#_Toc35759900)

[How will I know if I have been accepted? 12](#_Toc35759901)

[How do I operate Canvas? 12](#_Toc35759902)

[How do I get my password to my email account? 12](#_Toc35759903)

[My SAT and ACT March test were canceled, what do I do? 13](#_Toc35759904)

[Office of Scholarships and Financial Aid 13](#_Toc35759905)

[If I withdraw from a current class, will it affect my aid? 13](#_Toc35759906)

[Please explain withdrawing from a class, dropping from a class and withdrawing from the university and the impact of financial aid? 13](#_Toc35759907)

[Will I still be able to continue to receive my federal work study funds until I reach my awarded amount for the semester? 13](#_Toc35759908)

[Will I be required to submit a timesheet to continue to receive my federal work study funds? 13](#_Toc35759909)

[If I had not begun to work or submit a contract to begin work for the spring term, is it too late to do so? 13](#_Toc35759910)

[Am I required to work virtually to receive my federal work-study pay? 14](#_Toc35759911)

[If I just completed my FAFSA and verification documents, will I receive my award offer as usual? 14](#_Toc35759912)

[Will processing time be delayed by Covid-19? 14](#_Toc35759913)

[How can I get in contact with the Office of Financial Aid? 14](#_Toc35759914)

[Can I still complete my scholarship application? 14](#_Toc35759915)

[What is the best method of submitting financial aid documents? 14](#_Toc35759916)

[When will I be awarded my summer I financial aid if eligible? 14](#_Toc35759917)

[Will I receive notification if I am not eligible for summer I financial aid? 14](#_Toc35759918)

[Office of Military Affiliated Students 15](#_Toc35759919)

[What is the impact, if any, to my GI Bill benefits due to FSU moving classes online as a result of the COVID-19 pandemic? 15](#_Toc35759920)

[GoArmyEd Guidance Concerning COVID-19 15](#_Toc35759921)

[**Office of the Registrar** 15](#_Toc35759922)

[How will I get access to someone in the Office of the Registrar? 15](#_Toc35759923)

[I can't register because there's a financial hold on my account, what do I do? 16](#_Toc35759924)

[What if I cannot register for a course due to prerequisite error? 16](#_Toc35759925)

[I don't think online classes are for me. What are my withdrawal options? 16](#_Toc35759926)

[I don’t have internet access at home. I may need to withdraw from the University. 16](#_Toc35759927)

[How will the pandemic affect my receipt of my diploma from fall 2019? 16](#_Toc35759928)

[How will the pandemic affect my spring 2020 graduation? 17](#_Toc35759929)

[**Will the semester be extended?** 17](#_Toc35759930)

[**Office of the Bursar** 17](#_Toc35759931)

[Will there be any adjustments/refunds to Tuition, Room and Board? 17](#_Toc35759932)

[Have book returns been extended? 17](#_Toc35759933)

[What do I do if I have a hold on my account? 17](#_Toc35759934)

[How do I make a payment if I have a balance? 17](#_Toc35759935)

[APPENDIX A - CONNECTIVITY RESOURCES IN RESPONSE TO COVID - 19 18](#_Toc35759936)

[RESOURCES FOR STUDENTS 20](#_Toc35759937)

[Canvas Training, Help, and Support 20](#_Toc35759938)

[Getting Help with Canvas 20](#_Toc35759939)

[Upswing Online Tutoring 20](#_Toc35759940)

[Bronco Alerts 20](#_Toc35759941)

[Exam Proctoring Resources 20](#_Toc35759942)

[Web Conferencing Tools 20](#_Toc35759943)

[Conferences in Canvas 20](#_Toc35759944)

[Zoom Host Tutorials 21](#_Toc35759945)

[Zoom Attendee Tutorials 21](#_Toc35759946)

[Microsoft Teams 21](#_Toc35759947)

[FSU Academic Support 21](#_Toc35759948)

[Writing Resources 21](#_Toc35759949)

[Expectations, Etiquette, Protocols & Tips for Success! 22](#_Toc35759950)

[Privacy and Accessibility 22](#_Toc35759951)

# WHO DO I CONTACT FOR HELP?

There are several faculty and staff available to help you as we deal with this COVID-19 pandemic. If you are unable to reach your instructor or the department chair (or don’t know the name of the department chair), please reach out to any of the following listed below:

**Broadwell College of Business and Economics**

Dean Lee Brown: jbrown84@uncfsu.edu (910) 672-1592

**College of Health, Science, and Technology**

Dean Afua Arhin: aahrin@uncfsu.edu (910) 672-1106

**College of Humanities and Social Sciences**

Dean Sam Adu-Mireku: sadu-mireku@uncfsu.edu (910) 672-1042

**College of Education**

Dean Marion Gillis-Olion: molion@uncfsu.edu (910) 672-2525

**Graduate School**

Dr. Alison Van Nyhuis: avannyhu@uncfsu.edu (910) 672-1112

**University College**

Dean Gerald Mitchell: gmitche5@uncfsu.edu (910) 672-1829

**Office of the Provost**

Provost Pamela Jackson: pjackson@uncfsu.edu (910) 672-1460

Other contacts you may need are below:

**Registrar**

Mrs. Sarah Baker: sdbaker@uncfsu.edu (910) 672-2850

**Admissions**

Ms. Ulisa Bowles: ubowles@uncfsu.edu (910) 672-1371

**Financial Aid**

Mrs. Kamesia House: kmhouse@uncfsu.edu (910) 672-1712

**Enrollment Management**

Ms. Thalia Wilson: (910) twilson11@uncfsu.edu 672-2852

**Office for Adult Learners**

Mrs. Jane Smith: jsmit101@uncfsu.edu (910) 672-2262

**International Education**

Dr. Sharmila Udyavar sudyavar@uncfsu.edu (910) 672-2971

# CLASSES

## How long will classes be online?

Classes will be delivered online or through an alternative course delivery (not in-person) for the remainder of the spring 2020 semester.

## Can I attend classes in person if I live nearby?

No. Your instructor will provide you with instructions on how your class will be conducted, but there will be no face-to-face classes throughout the rest of the semester.

## I don’t have internet access at my home - how can I participate in online classes?

Please contact ITTS if you do not have Internet access because you live in a rural area. FSU has purchased a limited number of hotspot subscriptions. Students who need assistance should submit a help ticket (not an email) via our ticketing system at:  [https://www.uncfsu.edu/faculty-and-staff/its-resources/helpdesk](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uncfsu.edu%2Ffaculty-and-staff%2Fits-resources%2Fhelpdesk&data=02%7C01%7Cpjackson%40uncfsu.edu%7C240f23e5ebc7476636fc08d7ccd5ac93%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203090410758625&sdata=syrFMHzSkncDNBi54jBwimFcoJP4X8zeiP2hvDnWZw8%3D&reserved=0).   Submitting a ticket will ensure your request is routed to the appropriate staff member in a timely manner.

You can also call ITTS at (910) 672-4357 for assistance.

For others, there are several connectivity resources available for students that do not have internet access at home. For example, Spectrum is providing free broadband access for all students for the next 60 days. For other services by Internet Providers, please see Appendix A – Connectivity Resources

## Will faculty be available via phone or email?

Yes, please call the faculty member’s office phone or send an email (both should be listed on your syllabus). All office phones have been forwarded and will be answered by the faculty member. If you are having trouble reaching someone, please refer to the names listed at the top of this FAQ.

Faculty will continue to hold office hours virtually and will very likely use conferencing tools (i.e. Microsoft Teams, Zoom, Google Hangouts, Canvas Conference, etc.), telephone, email, etc. to communicate with your class.

## How will clinical and lab requirements be handled?

Please contact Dean Afua Arhin at (aahrin@uncfsu.edu or (910) 672-1106). She can connect you with the department so that your questions can be answered.

## How will I complete my coursework if I am in the Department of Performing Arts?

Please contact Dean Sam Adu-Mireku at (sadu-mireku@uncfsu.edu or (910) 672-1042). He can connect you with the department so that your questions can be answered.

How does this impact seniors that have registered for ETS testing on-ground?

The ETS test will be given online. University College has replaced all paper ETS exams with online exams. You should receive an email about testing dates and procedures.

## Will I be allowed to stay on campus if my internship facility allows me to continue working?

No. Unless a student has an extenuating circumstance that prevents return to a permanent residence (and an exception has been granted by the university), all students must vacate the dorms by 8pm on Sunday, March 23, 2020.

## Are we adding another week at the end of the semester to make up for the extra week of spring break?

No, the spring 2020 schedule will not change.

## Will the finals schedule change?

No, the final exam schedule remains unchanged.

## Will 2020 summer sessions start on time?

Yes, the summer 2020 sessions should start on the day listed in the Academic Calendar.

# Academic Support

## Will tutorial services be available for students?

The campus will offer a broad array of academic support options for the remainder of the semester.

The writing and math labs will continue to operate virtually. Supplemental Instructors and Peer Tutors will also be able to assist. Please contact Ms. Kelisha Graves at (910) 672- 2245 or kgraves1@uncfsu.edu if you need assistance.

The tutoring platform, Upswing, is available to all students. Instructions on using UpSwing can be found in Appendix B – Student Resources.

There is a help guide in Appendix B that provides step by step instructions on how to use all of the online academic support resources. If you need assistance, please contact Dr. Bonnie Grohe at (910) 672-1768.

Many faculty members will be using virtual tools, such as webinars, and will host virtual tutoring sessions. You can also contact your instructor for individual assistance.

## With reduced campus operations (i.e. health services, dining, library, etc.), are students allowed on campus?

The computer lab is open to support students. The hours for the Open Use Computer Lab (LSA125) are Monday – Friday from 8am – 8pm, Saturdays from 1pm – 5pm, and Sundays from 3pm – 8pm beginning Monday, March 23, 2020.

Please call all other offices for assistance. Even if an office is not open, staff are working to address any issues you may have.

## How do I contact ITTS if I need help?

Students who need assistance should submit a help ticket (not an email) via our ticketing system at:  [https://www.uncfsu.edu/faculty-and-staff/its-resources/helpdesk](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uncfsu.edu%2Ffaculty-and-staff%2Fits-resources%2Fhelpdesk&data=02%7C01%7Cpjackson%40uncfsu.edu%7C240f23e5ebc7476636fc08d7ccd5ac93%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203090410758625&sdata=syrFMHzSkncDNBi54jBwimFcoJP4X8zeiP2hvDnWZw8%3D&reserved=0).   Submitting a ticket will ensure your request is routed to the appropriate staff member in a timely manner.

## Will the library be open during spring break/when classes move online?

No, but all of the library’s online resources will be available to students. Directions to access the library remotely are below.

**Off Campus Access to Research Databases & Articles:**

Go to the Chesnutt Library website. The library’s website can be found at the bottom of the University's webpage. On the library’s homepage, click on the "Databases" link to gain access. You will be prompted to enter your campus network username and password to gain full access. This is the same credentials used to access your school email account.

# TEXTBOOKS

## How will I receive my textbooks for my 2nd 8-week courses?

The bookstore will ship your textbook to the permanent address listed in Banner.

## How do I return my books at the end of the semester?

Business and Finance has mailing labels that will be sent to you so that your books can be returned at no charge.

## How can I get my Banner account password reset?

 If you need help resetting your password, visit [bit.ly/fsu-password-reset](file:///C%3A%5CUsers%5Ctwilson11%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5CD3JR7AVC%5Cbit.ly%5Cfsu-password-reset). FSU has a 24 hour Help Desk. Use the link below to fill out a request and a representative will contact you.

<https://forms.office.com/Pages/ResponsePage.aspx?id=9ObhsvFkckidocqKmnxB93LTyu3P1wtNkSJ1UyRlhyhURFZWUVY5VVBHREZWMjJXVk1GWURBSkJLTS4u>

# WHAT TO DO IF I AM HAVING TROUBLE WITH MY ONLINE CLASS

# I’m a student who is not very familiar with Canvas for online learning. How can I prepare for online classes when they start?

Go to the Student Resources listed in Appendix B. The Student Resources document has step by step instructions on how to use Canvas and other software tools.

## What should I do if I am not doing well if my face-to-face class has been changed to an online class?

There are several things you can do if you are having problems completing a class that has been converted to an online class. You should talk with your instructor to see if he or she can help you. If that doesn’t work, you can:

* Request an Incomplete grade for the course. This will not affect your GPA. You do not have to retake the course if you request an Incomplete. Instead, you will be given an extended amount of time to complete the course (6 months) when we resume having face-to-face courses.
* Request an administrative withdrawal. You must complete the course withdrawal form. You will not be penalized for withdrawing from the course. The administrative withdrawal will not count toward the five W’s a student can earn throughout his/her academic career. You will have until April 23rd to request an administrative withdrawal.
* Request a Pass/Fail grade. The registrar’s office is currently working on this option. We should have it available to students in a relatively short amount of time.

## Is there a student hotline I can call if I don’t get a response to my calls or emails to faculty and academic advisors?

Please contact the dean of your college if you are unable to reach your instructor, advisor, or any other person you need to speak with. The names and contact information for deans are listed at the top of this document.

## Have the course and university withdrawal dates been extended? If so, when?

Students will be permitted to withdraw without penalty if their face-to-face class has been converted to an online class. Students can also withdraw without penalty **until April 23rd** if they would like to try the online format, but find they are unable to successfully complete the class. Students must complete the course withdrawal form. Instructions on how to complete the withdrawal form are found [here.](https://www.uncfsu.edu/assets/Documents/How%20to%20Withdraw%20From%20Classes%20Using%20Self-Service%20June%202016.pdf)

**Remember, course and university withdrawal dates have been extended to April 23, 2020.**

## Will the deadline for completing missing assignments for incomplete grades caused by COVID-19 be extended beyond the 8th week of the following semester?

For students who have transitioned from a face-to-face class to an online class, the deadline to complete “I” grades has been extended and all work must be completed within 6 months. **Please note that if you are assigned an I grade, you do not retake the course. Instead, you are only expected to complete any outstanding work.**

# COMPUTERS AND INTERNET ACCESS

## Is the computer lab open?

The computer lab is open to support students. The hours for the Open Use Computer Lab (LSA125) are Monday – Friday from 8am – 8pm, Saturdays from 1pm – 5pm, and Sundays from 3pm – 8pm beginning Monday, March 23, 2020.

## Does the University have loaner laptops for students who are unable to purchase?

Yes, we have a limited number of computers to distribute. We also have a limited number of hotspot subscriptions for those who live in rural areas and do not have an Internet Provider. If you need a laptop or hotspot subscription, please submit a help ticket (not an email) via our ticketing system at:  [https://www.uncfsu.edu/faculty-and-staff/its-resources/helpdesk](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uncfsu.edu%2Ffaculty-and-staff%2Fits-resources%2Fhelpdesk&data=02%7C01%7Cpjackson%40uncfsu.edu%7C240f23e5ebc7476636fc08d7ccd5ac93%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203090410758625&sdata=syrFMHzSkncDNBi54jBwimFcoJP4X8zeiP2hvDnWZw8%3D&reserved=0).   Submitting a ticket will ensure your request is routed to the appropriate staff member in a timely manner.

You can also contact ITTS at (910) 672-14367.

# OTHER INFORMATION

## Will I have to pay extra for the classes that are now moving to an online format?

No, there will be no charge to students who are transitioning from a face-to-face class to an online class.

## Are all on campus events canceled or postponed?

Yes, all campus events for the remainder of the Spring semester have been canceled or postponed.

## Is Founders Day postponed/canceled?

Founders Day has been postponed.

## Is spring commencement postponed/canceled?

Spring commencement has been postponed. You will receive correspondence from Chancellor Valentine on commencement.

# Office of Admissions

## Is the Office of Admissions open?

The Office of Admissions is currently closed to the public, but we are working remotely to assist you with your needs. To schedule an appointment to speak with a counselor, please visit <https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Foffice.com%2Fbookings&data=02%7C01%7Cbvann%40uncfsu.edu%7Cb1949aeb30d640290a3a08d7c763db91%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637197104008940309&sdata=ElP%2FnNqeiiXz1H6YB%2BSrD7uPLKGcDgxKfiivWYNT%2B%2Fg%3D&reserved=0>.

## Will I be able to speak with an admission counselor?

Yes, you may give us a call at 910.672.1371 to be connected with a counselor. We will be more than happy to assist.

## Is the Freshman First-Steps Orientation canceled?

No, Freshman First-steps will still be taking place as of right now. You will be notified if any changes occur.

## Should I cancel my campus tour because of Coronavirus?

Due to the COVID-19 outbreak and potential impact in communities, the Office of Admissions has cancelled all campus tours for the month of March. We are waiting to get the final say on whether we can open tours up again in April. We apologize for any inconvenience this may have caused. If you have any questions or concerns, you are more than welcomed to reach out to us via email or by phone at (910) 672-1371. Please note, if your campus tour is canceled you will receive an email and/or phone call.

## Will Fayetteville State University be rescheduling Spring Open House?

At this time, we will not be rescheduling Spring Open House. However, we encourage you check your Broncoville Portal for all upcoming event invitations such as Fall Preview! Visitors can currently use the University's [virtual tour](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youvisit.com%2Ftour%2F61316%2F%3Ftourid%3Dtour1%26pl%3Dv%26m_prompt%3D1&data=02%7C01%7Cbvann%40uncfsu.edu%7Cbbc9cf12101244df029608d7c60b2a67%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637195623608317294&sdata=2lN1SlYLwGAA9HieBrCzqsuLjTA7gdXj81THIU5eQAs%3D&reserved=0) to explore campus.

## How can I contact the health services center?

You can contact Student Health Services at 910-672-1259 or by email at healthservices2@uncfsu.edu.

## If the campus is closed, how will I be able to get my banner account password reset?

 If you need help resetting your password, visit [bit.ly/fsu-password-reset](file:///C%3A%5CUsers%5Ctwilson11%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5CD3JR7AVC%5Cbit.ly%5Cfsu-password-reset). There is a 24 hour Help Desk that we have available. To put in a request, please feel out this form and a representative will get connected with you as soon as possible. <https://forms.office.com/Pages/ResponsePage.aspx?id=9ObhsvFkckidocqKmnxB93LTyu3P1wtNkSJ1UyRlhyhURFZWUVY5VVBHREZWMjJXVk1GWURBSkJLTS4u>

## How can I get in contact with my academic advisor?

Please note, academic advisors are currently working remotely. To obtain the contact information for your program, please visit <https://www.uncfsu.edu/academics/academic-resources/academic-advising>. Email may be the best option at this time.

## What is my application status?

At any time, you can check the status of your application yourself by clicking here:

<https://broncoville.uncfsu.edu/default.asp>.

Once you click on the link, log in to your Broncoville account to review your application decision. Your dashboard will inform you of any necessary documents or if all requirements have been fulfilled to receive a decision.

## How will I know if I have been accepted?

At any time, you can check the status of your application yourself by clicking here:

<https://broncoville.uncfsu.edu/default.asp>.

Once you click on the link, log in to your Broncoville account to review your application decision. Your dashboard will inform you of any necessary documents or if all requirements have been fulfilled to receive a decision.

## How do I operate Canvas?

To watch a tutorial on Canvas LML, please check out this video <https://www.youtube.com/watch?v=SjRufr1AR_o>. There is also a support line you may call at

1-877-242-4910.

## How do I get my password to my email account?

If you have registered recently, your account may not yet have been activated. Accounts will be available approximately 24 hours after you are **completely registered** and have **no holds on your account**. By chance have you registered for classes? To lookup your network account/email you will visit <https://web.uncfsu.edu/accountlookup/default/network>.

To gain access to your Canvas and/or email visit our homepage then select “Current Students” at the top <https://www.uncfsu.edu/current-students>. The page will give you the shortcuts for all your student resources including the correct link for our webmail.

## My SAT and ACT March test were canceled, what do I do?

Thank you for bringing this to our attention. We are aware that there are delays in SAT and ACT testing due to the current Coronavirus situation. Please note, there will be SAT and ACT makeups this summer. We will be extending our deadline past June 10th. If you plan to re-test, we will certainly re-review your application.

# Office of Scholarships and Financial Aid

## If I withdraw from a current class, will it affect my aid?

No. During the COVID-19 pandemic, course withdrawals will not count against the maximum 16 credit hours permitted. Future withdrawals may negatively impact your eligibility for financial aid.

## Please explain withdrawing from a class, dropping from a class and withdrawing from the university and the impact of financial aid?

* Withdrawing from a class-after drop/add ends will have no impact on aid; however, it may impact satisfactory academic progress
* Dropping a class-enrollment decreases and aid may be reduced if enrollment drops less than full-time, may impact satisfactory academic progress
* Withdrawing from the university- withdraw from all classes, financial aid & satisfactory academic progress may be impacted

## Will I still be able to continue to receive my federal work study funds until I reach my awarded amount for the semester?

Yes. During the COVID-19 pandemic the United States Department of Education has provided guidance on paying work study funds to students who have been regularly working. Please note for the 2020.2021 award year, federal work-study applications will be available April 15, 2020 at [www.uncfsu.edu/student-employment](https://nam10.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.uncfsu.edu%2Fstudent-employment&data=02%7C01%7Ckmhouse%40uncfsu.edu%7Cd2c9970e8f84400f2d9908d7cd10b361%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203343921919493&sdata=m13Acbwv2AaMHiZ06XkLmH6KS86cIWjxWLFwIFUj%2Bn8%3D&reserved=0).

Will I be required to submit a timesheet to continue to receive my federal work study funds?

No. Your average work hours will be reported to payroll by the Office of Scholarships & Financial Aid in lieu of submitting a timesheet.

## If I had not begun to work or submit a contract to begin work for the spring term, is it too late to do so?

Yes. If selected for federal work study for the 2020.2021 award year, please ensure your contract is submitted by the established deadline and you begin your work assignment as indicated on the contractual agreement.

## Am I required to work virtually to receive my federal work-study pay?

No. Per United States Department of Education, you may continue to receive federal work study wages until you have reached your total awarded earnings for spring 2020 semester.

## If I just completed my FAFSA and verification documents, will I receive my award offer as usual?

Yes. For first time freshmen/transfer/graduate students, the award process is currently ongoing. For continuing students, 2020.2021 award offers will be available June 1, 2020, after satisfactory academic progress is reviewed.

## Will processing time be delayed by Covid-19?

No. However, the pandemic is constantly changing and subject to change. If processing is ever delayed, communication will be sent explaining future timelines.

## How can I get in contact with the Office of Financial Aid?

* finaid@uncfsu.edu
* 800.368.4210 or 910.672.1325

## Can I still complete my scholarship application?

Yes, the scholarship application is available at [www.uncfsu.edu/scholarships](https://nam10.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.uncfsu.edu%2Fscholarships&data=02%7C01%7Ckmhouse%40uncfsu.edu%7Cd2c9970e8f84400f2d9908d7cd10b361%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203343921919493&sdata=JtOJkgEcbUeQoTcOgU%2F%2FR0Zg0cIkMujfUqMiSkOV4Ww%3D&reserved=0) for the 2020.2021 award year.

## What is the best method of submitting financial aid documents?

* Email: finaid@uncfsu.edu
* Fax: (910.672.1423)
* Mail: Office of Scholarships & Financial Aid

 1200 Murchison Road

Fayetteville, NC 28301

## When will I be awarded my summer I financial aid if eligible?

April 15, 2020. You must have a completed 2019-2020 FAFSA application on file to be considered for Summer Session I financial aid and be in good academic standing. Additionally, you must be enrolled at least half-time for Summer Session 1 to be eligible for financial aid. Half-time is considered 6 credit hours for undergraduate students and 5 credit hours for graduate students. You are awarded based on remaining financial aid eligibility from the 2019.2020 award year.

## Will I receive notification if I am not eligible for summer I financial aid?

Yes. Email communication will be sent beginning April 15, 2020 regarding summer 1 eligibility and ineligibility.

\*You are encouraged to view Banner Financial Aid to track the status of your documents, review your financial aid award offer and other pertinent information.\*

# Office of Military Affiliated Students

## What is the impact, if any, to my GI Bill benefits due to FSU moving classes online as a result of the COVID-19 pandemic?

Benefit payments may continue at the same rate for some period of time; however, as time progresses, the amounts payable for monthly benefits will decrease or end, even if you are still taking classes.

If there are any questions, please email the Executive Management mailbox at: EDUSERVEXMGMT.VBACO@va.gov.

If you have questions for the Fayetteville State VA representative, please email: veterans@uncfsu.edu

## GoArmyEd Guidance Concerning COVID-19

If you are changing delivery from face-to-face to online and nothing else changes, then no action will be needed for an existing approved Tuition Assistance Form.

For any questions concerning the above process, please contact the GoArmyEd School Support team at 1-800-892-7205.

Questions for Fayetteville State University military representatives, please email military@uncfsu.edu.

# **Office of the Registrar**

How will I get access to someone in the Office of the Registrar?
You may send email. The office will be responding to inquires Monday – Friday from 8:00 am – 5:00 pm.

Email addresses are:

* Terence McCrimmon - Tmccrim1@uncfsu.edu – Undergraduate graduation clearance and degree evaluation questions
* Tamika Jones - tjone22@uncfsu.edu – Graduate graduation clearance and degree evaluation questions
* Debra Taylor - dtaylor@uncfsu.edu – Transcript requests
* Narandai Williams - Nwilli20@uncfsu.edu – Transfer transcript inquires
* Sonya Knight - Sknight6@unfsu.edu – Grades, course withdrawals, university withdrawals, registration issues
* Carolyn Harris - Charri35@uncfsu.edu – Academic Appeals
* Paula Sampson – psampson@unfsu.edu – General office and process questions

I can't register because there's a financial hold on my account, what do I do?
You are expected to settle your financial obligation to the University each semester prior to registration. To resolve a financial hold on your account, please contact Student Accounts at (910)672-1155 or StudentAccountsReceivables@uncfsu.edu

## What if I cannot register for a course due to prerequisite error?

If you have not met the prerequisite, it is at the discretion of the instructor of the class to issue an override. Please email the instructor of the course to request this override. Once issued, you may try again to register for the course.

What if I cannot register for a course because it is closed?

Please email the instructor of the course to request a closed course override. Once issued, you may register for the course by entering the CRN in the registration worksheet and click submit.

## [I don't think online classes are for me. What are my withdrawal options?](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uga.edu%2Fcoronavirus%2Finfo.php%23collapse_38_8&data=02%7C01%7Ctwilson11%40uncfsu.edu%7C57bcecd23b6c40e26b0e08d7cce57171%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203159354395712&sdata=cdFjo4FFR2AN6Du17LRUrg4lZDMf0PYfiRErsBc7F%2F4%3D&reserved=0)

The withdrawal deadline has been extended to April 23, 2020. You should talk with your academic advisor about your concerns before withdrawing from classes.  Should you still desire to withdraw, you may do so through your self-service account. You will receive a withdrawal grade of CW. This withdrawal will not count against the maximum 16 credit hours permitted.

## I don’t have internet access at home. I may need to withdraw from the University.

The university has a limited number of laptops and hotspot subscriptions. Students who need assistance should submit a help ticket (not an email) via our ticketing system at:  [https://www.uncfsu.edu/faculty-and-staff/its-resources/helpdesk](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uncfsu.edu%2Ffaculty-and-staff%2Fits-resources%2Fhelpdesk&data=02%7C01%7Cpjackson%40uncfsu.edu%7C240f23e5ebc7476636fc08d7ccd5ac93%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203090410758625&sdata=syrFMHzSkncDNBi54jBwimFcoJP4X8zeiP2hvDnWZw8%3D&reserved=0).   Submitting a ticket will ensure your request is routed to the appropriate staff member in a timely manner.

Some internet providers are offering short-term internet access for free for students. Please see link below for details.

[https://www.uncfsu.edu/assets/Documents/News%20and%20Events/Connectivity%20Resources.pdf](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uncfsu.edu%2Fassets%2FDocuments%2FNews%2520and%2520Events%2FConnectivity%2520Resources.pdf&data=02%7C01%7Ctwilson11%40uncfsu.edu%7C57bcecd23b6c40e26b0e08d7cce57171%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203159354405708&sdata=Dx5d%2FB%2FAACrwBAO34LVY%2BgjQfiOhq9AQckNV9sCjbxI%3D&reserved=0).

How will the pandemic affect my receipt of my diploma from fall 2019?
If you’ve been cleared and all holds have been resolved (and we’ve been informed that the hold has been removed), your diploma is already on its way to you.  If you graduate in May, your diploma will be mailed to you.

## How will the pandemic affect my spring 2020 graduation?

Students will still be cleared for graduation. Students will be notified within 4 – 6 weeks after final grades have posted as to whether or not they have completed all degree requirements. The office will work closely with faculty, as always, during this process. Your diploma will be mailed to you

## [**Will the semester be extended?**](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uga.edu%2Fcoronavirus%2Finfo.php%23collapse_38_4&data=02%7C01%7Ctwilson11%40uncfsu.edu%7C57bcecd23b6c40e26b0e08d7cce57171%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203159354385716&sdata=gHShOtquUErcOJIpIrAhxwkV9wt%2BUIIoq%2Fq5HMqrq0Q%3D&reserved=0)

We anticipate completing the semester as originally scheduled, on May 8, 2020.

# **Office of the Bursar**

## Will there be any adjustments/refunds to Tuition, Room and Board?

The UNC System Office will make a decision on refunds in the near future.

## Have book returns been extended?

Accommodations will be made for students.

## What do I do if I have a hold on my account?

There are no holds on currently enrolled students with balances.

## How do I make a payment if I have a balance?

M-F 10am – 2pm via phone (910) 672-2606/2117. Tuesday & Thursday 12pm-1pm in person. Or anytime online in via [Banner](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fssbprod-fsu.uncecs.edu%2Fpls%2FFSUPROD%2Ftwbkwbis.P_WWWLogin&data=02%7C01%7Ctwilson11%40uncfsu.edu%7C66651ea8f2ff4b5d3b8908d7ccf4bf72%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637203223873024734&sdata=6%2FdNurfFEbJ7ybVu2okeaNeCjMQeDu018cyZAJOqL%2Bw%3D&reserved=0).

# APPENDIX A - CONNECTIVITY RESOURCES IN RESPONSE TO COVID - 19

A recent [FCC agreement](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdocs.fcc.gov%2Fpublic%2Fattachments%2FDOC-363033A1.pdf&data=02%7C01%7Cleah.kraus%40NCCU.EDU%7C8e7a123753d145a9aaaa08d7c861e84c%7Ce86ab7691eab4e00b79e28ba7a8dbdf6%7C0%7C1%7C637198195175365456&sdata=wLPdA0wZVS8T8gNOpf9JrBVH%2BNBq0qu5UPEGmKlOOVg%3D&reserved=0) stating that providers will waive late fees, not cutoff service for lack of payment and open hot-spots will provide significant relief for students, faculty and staff. The list below is fluid so please check with your cell and/or internet provider for specific offerings. Below is a compiled list of companies and their offerings as of March 13, 2020.

* [Comcast COVID-19 response](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcorporate.comcast.com%2Fcovid-19&data=02%7C01%7Cleah.kraus%40NCCU.EDU%7C8e7a123753d145a9aaaa08d7c861e84c%7Ce86ab7691eab4e00b79e28ba7a8dbdf6%7C0%7C1%7C637198195175375453&sdata=E6z7%2FPxnSyDacxHZagthNKmKezP%2BSxSHG5%2BqaAtzlyM%3D&reserved=0): offers free WiFi for 2 months to low income families plus all Xfinity hot-spots are free to the public during this time.
	+ Company Opens Xfinity WiFi Network Nationally for Free, Offers Unlimited Data for Free, Confirms Its Commitment to Connecting Low-Income Families
	+ On the heels of [offering new, low-income Internet Essentials customers two months of free internet and raising the speed of that program’s service to 25/3 Mbps](https://corporate.comcast.com/press/releases/internet-essentials-low-income-broadband-coronavirus-pandemic), Comcast today announced additional steps to help ensure people stay connected to the Internet as more schools suspend classes and companies encourage employees to work from home due to the Coronavirus.
* [Charter Free Internet:](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcorporate.charter.com%2Fnewsroom%2Fcharter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more&data=02%7C01%7Cleah.kraus%40NCCU.EDU%7C8e7a123753d145a9aaaa08d7c861e84c%7Ce86ab7691eab4e00b79e28ba7a8dbdf6%7C0%7C1%7C637198195175385449&sdata=tcxa6SfKeTIdIXKuC1MuJjm16Lna89W1cbeR%2Bv4rS9Y%3D&reserved=0)  offers 2 months free internet; requires calling in to their number and setting up a new account.
	+ Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.
	+ Charter will open its Wi-Fi hotspots across our footprint for public use.
	+ Spectrum does not have data caps or hidden fees.
* [AT&T COVID-19 response](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fabout.att.com%2Fpages%2FCOVID-19.html&data=02%7C01%7Cleah.kraus%40NCCU.EDU%7C8e7a123753d145a9aaaa08d7c861e84c%7Ce86ab7691eab4e00b79e28ba7a8dbdf6%7C0%7C1%7C637198195175385449&sdata=uxR%2FcTtMax6tUa%2B4H%2F0amZEHVIijQ2TfbUfOgpE9EcM%3D&reserved=0): offers open hot-spots, unlimited data to existing customers, and $10/month plans to low income families.
	+ AT&T is proud to support our customers by pledging that, for the next 60 days, we will:
	+ Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
	+ Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
	+ Keep our public Wi-Fi hotspots open for any American who needs them.
* [Verizon COVID-19 response](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.verizon.com%2Fabout%2Fnews%2Four-response-coronavirus&data=02%7C01%7Cleah.kraus%40NCCU.EDU%7C8e7a123753d145a9aaaa08d7c861e84c%7Ce86ab7691eab4e00b79e28ba7a8dbdf6%7C0%7C1%7C637198195175395440&sdata=d%2BxTP%2FyVN3IbXfEIt%2F8dwpKLHGVzm0kj4kJOER2XTqk%3D&reserved=0): follows FCC agreement
	+ Verizon’s home broadband plans offer unlimited data for all of your work from home or remote learning needs. For our wireless consumer and business customers, our unlimited plans include WIFI hotspot capabilities, allowing you to connect devices such as laptops and tablets via WIFI.
* [Sprint COVID-19 response](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnewsroom.sprint.com%2Fcovid-19-updates-sprint-responds.htm&data=02%7C01%7Cleah.kraus%40NCCU.EDU%7C8e7a123753d145a9aaaa08d7c861e84c%7Ce86ab7691eab4e00b79e28ba7a8dbdf6%7C0%7C1%7C637198195175395440&sdata=beAcdoSYX4pzzrDUg1NMd479M6NdD2Pes26liVBEW%2FU%3D&reserved=0): follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge.
	+ Sprint signed FCC Chairman Ajit Pai’s [Keep Americans Connected Pledge](https://docs.fcc.gov/public/attachments/DOC-363033A1.pdf). For the next 60 days, we will support our residential and small business customers by: Not terminating service if they are unable to pay their Sprint bill because of the coronavirus, and waiving late fees incurred because of economic circumstances related to the pandemic.
	+ Starting on Tuesday, customers with international long distance calling plans will receive complimentary international calling rates from the U.S. to countries defined by the CDC as [Level 3](https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html).
	+ By next Thursday: Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost. We will provide customers with an additional 20GB of [mobile hotspot data](https://www.sprint.com/en/shop/hotspots.html?credit=undefined&sort=FEATURED) per month for 60 days (a minimum of two bill cycles) at no extra cost.
	+ Coming soon: Customers with mobile hotspot-capable handsets who don’t have mobile hotspot today will now get 20GB as well per month for 60 days (a minimum of two bill cycles) at no extra cost.
* [T-Mobile COVID-19 response](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.t-mobile.com%2Fnews%2Ft-mobile-update-on-covid-19-response&data=02%7C01%7Cleah.kraus%40NCCU.EDU%7C8e7a123753d145a9aaaa08d7c861e84c%7Ce86ab7691eab4e00b79e28ba7a8dbdf6%7C0%7C1%7C637198195175405436&sdata=KE218jDVk30rZIHQ6Gu7oPsz1WyLbzzF4G%2BGsppwUnY%3D&reserved=0): follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge.
	+ ALL current T-Mobile customers on plans that currently have data are provided the unlimited connectivity they need to learn and work.
	+ Starting now - ALL current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming).
	+ Providing T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot / tethering service for the next 60 days – coming soon.
	+ Working with our Lifeline partners to provide customers extra free data up to 5GB of data per month over the next two months.

# RESOURCES FOR STUDENTS

## Canvas Training, Help, and Support

• FSU Online Student Orientation: self-paced course covering Canvas basics & traits &

skills that lead to success in online courses.

• UNC System’s Online Learning 101: Welcome to Online Learning 101, an introduction to

learning online! A series of modules that will help you understand what it means to be an

online student.

• Getting Started with Canvas as a Student: this page compiles essentials for accessing &

participating in your Canvas courses.

## Getting Help with Canvas

1. Canvas Help #: 877-242-4910

2. Canvas Help Chat (Links to an external site.)

3. Canvas Student Guides (Links to an external site.)

4. Canvas Video Guides (scroll down for student videos)

Log into FSU Engage (formerly the MyBronco Portal) to access Upswing

## Upswing Online Tutoring

• Online Tutoring: learn how to access and schedule tutoring sessions with an FSU Tutor

or an Upswing Tutor.

• Essay Review: A writing expert to provide suggestions and edits on your essay.

• Writing Lab: Videos and tutorials to help with the writing process.

• Ana: A virtual text messaging assistant.

Page 2 of 5

## Bronco Alerts

• Bronco Alerts

• LiveSafe App

## Exam Proctoring Resources

• UNC Online: please note: virtual proctoring is available using Examity. F2F proctoring is

not currently available.

• Introduction to Respondus LockDown Browser for Students

• Respondus Lockdown Browser Student Guide

• Respondus Monitor Resources and Instructions

# Web Conferencing Tools

## Conferences in Canvas

• How do I use Conferences in a course as a student?

• How do I create a conference in a student group?

• How do I delete a conference in a student group?

• How do I edit a conference in a student group?

• How do I record a conference in a student group?

• How do I start a conference in a student group?

• How do I join a conference in a course as a student?

• How do I use the Conferences interface as a participant?

## Zoom Host Tutorials

• Scheduling a Meeting: https://youtu.be/ZAYv8sVPTxU

• Meeting Controls: https://youtu.be/4w\_pRMBEALE

• Sharing Your Screen: https://youtu.be/9wsWpnqE6Hw

• How to host a class or webinar meeting with Zoom: www.zoom.us

https://youtu.be/ocTFLh46fgE

## Zoom Attendee Tutorials

• Join a Meeting: https://youtu.be/vFhAEoCF7jg

• Joining & Configuring Audio & Video: https://youtu.be/HqncX7RE0wM

Page 3 of 5

## Microsoft Teams

• Getting started with Microsoft Teams: https://youtu.be/ENEQzM2u\_vA

• Introduction to Microsoft Teams (L100): https://youtu.be/GPmjfqnvuG4

• Have Meetings in a Channel with Microsoft Teams:

https://youtu.be/Et3L\_CfZhgI

• Create instant meetings with Meet Now: https://youtu.be/Mis63YA5UEE

• How to Invite Guests to Microsoft Teams: https://youtu.be/7Gxu2fQs\_Is

• Desktop Sharing in Microsoft Teams: https://youtu.be/v46xjVKI8J4

• How to Record your Microsoft Teams Meetings:

https://youtu.be/UlSxTqi5dKs

• How to Share Files with Microsoft Teams: https://youtu.be/cYbmiXzlzwE

# FSU Academic Support

• Academic Support

• Academic Regulations for Graduate Students

• Chestnutt Library Services for Online Students

• Office of Online Education: Resources for Students

• Student Handbook

## Writing Resources

• APA Brief Style Guide (PDF)

• Upswing Writing Lab: Videos and tutorials to help with the writing process.

• CARS Checklist for Evaluating Web Sources Preview the document (PDF)

## Expectations, Etiquette, Protocols & Tips for Success!

• Tips for Online Course Success (PPT)

• Online Course Etiquette (PDF)

• Discussion Protocols (PDF)

• Email Protocols (PDF)

## Privacy and Accessibility

• Canvas Accessibility Policy (Links to an external site.)

• Canvas Privacy Policies