

Dear Parents and Students:

Below are the responses to questions from the July 1, 2020 Town Hall. Please be reminded that many of your questions regarding COVID-19 health and safety can be found at

<https://www.uncfsu.edu/assets/Documents/News%20and%20Events/Student%20Health%20and%20Safety%20Guide.pdf>

A copy of this manual was sent to all confirmed freshmen, transfer, and returning students via email.

Q: When will schedules be updated online?

A: Schedules are being updated now and daily. Students can view all changes to their schedules in Banner.

Q: When will the school be open for business?

A: School is open for business. Most services are addressed remotely, and some offices are open physically on a limited basis. The Enrollment Management, Business, and Residence Life offices can be reached at the numbers below:

Office of Admissions

Toll Free: 800.222.2594

Phone: 910.672.1371

admissions@uncfsu.edu

Schedule Virtual Appointment @

<https://outlook.office365.com/owa/calendar/OfficeofAdmissions@uncfsu.edu/bookings/>

Office of Financial Aid

Phone: (910) 672-1325

Toll Free: 1-800-368-4210

finaid@uncfsu.edu

Schedule Virtual Appointment @

<https://outlook.office365.com/owa/calendar/FayettevilleStateUniversityFinancialAid@uncfsu.edu/bookings/>

Office of the Registrar

Phone: 910-672-2850

<https://www.uncfsu.edu/faculty-and-staff/departments-and-offices/office-of-the-registrar/register-for-classes>

Department of Housing & Residence Life

Phone: 910-672-1884

910-672-2599

residencelife@uncfsu.edu

Q: We have individuals returning from different parts of the world. Will students be tested prior to being allowed to move back on campus?

A: We are following established governmental guidelines. The current guidelines recommend that higher education institutions test people suspected to have been in close contact with infected persons, even if they're not showing symptoms.

Q: When did the distancing change from 6 feet?

A: The American Academy of Pediatrics (AAP) recommends three feet of social distancing in schools. All of our instructional areas have been reconfigured to provide a minimum of four (4) feet for physical distancing. The University is reimagining campus spaces and reconfiguring in-person course instruction to support compliance with the physical distancing guideline, face mask guidelines, and other health and safety measures as recommended by public health officials.

<https://www.aap.org/en-us/Pages/Default.aspx>.

Q: Are some of the classes for students living on campus completely on-line?

A: A student's schedule could include a mix of in-person and online classes. Course delivery is not determined by the residency of the student. Each student works with their discipline-specific academic advisor to create a schedule to keep them on track for graduation.

Q: Will night classes be online?

A: Classes are being delivered in several formats to provide flexibility for our students and faculty. Additionally, all in-person classes (except for very limited special cases) are being delivered so students may participate remotely.

Q: Are dorm rooms still set up for co-living?

A: Yes. Most rooms are designed for double occupancy. There are some single-occupancy rooms, but those have been filled.

Q: For those already registered for class with a M/W/F, will the schedule be revised formally?

A: Yes, those classes will be revised. Students can view all changes to their schedules in Banner.

Q: Since the semesters are shorter, will students remain on track for graduation or will there be additional semesters added?

A: Students will receive the required amount of classroom instruction time for the course. The academic calendar changes will not impact their graduation schedule.

Q: Are all dorms full?

A: No. Rooms available in several halls.

Q: Will there be a divider between the beds?

A: There will be no dividers between beds.

Q: What is the protocol if a student, faculty or any other staff tests positive?

A: The university has guidelines published in the student, faculty and staff manuals concerning a positive COVID-19 test. Students should contact Student Health Services for instructions on isolation.

Q: Does FSU can do contact tracing?

A: Yes. The Office of Student Health has the ability to do conduct contact tracing.

Q: How will FSU comply with any executive orders that may come from the Governor?

A: As a state agency, we are compelled to comply with all orders issued by the Governor.

Q: As a parent, if I choose to keep my child off campus, will tuition be adjusted?

A: Tuition is the same for residential and non-residential students.

Q: Will you all be providing thermometers?

A: All students will be provided with thermometers and masks.

Q: With the athletes that are in the dorm, will like sports be rooming together to help alleviate possible contamination should a non-athlete become infected?

A: Attempts will be made to group special interest individuals together, but no guarantees can be made at this time.

Q: If a certain amount of people test positive, will there be a closure of school?

A: We will follow UNC System guidelines and the Governor's mandate.

Q: What is the plan if we are not in Phase 3?

A: Please see the above answer.

Q: Can returning students move in before August 2nd?

A: No, students must move in on their assigned date and time. Move-in appointments are staggered throughout the day, beginning at 8:00 am - 8:00 pm.

Q: Who will be able to visit the COVID-19 student that is kept in a separate facility?

A: No visitors will be allowed.

Q: Why is distance learning not being offered as an option for the students this year?

A: Distance learning will be offered. This is a different enrollment category. It is not the same as taking online classes.

Q: What happens to a student who lives with another student who tests positive for COVID-19?

A: We encourage that student to undergo testing.

Q: When we leave for the holiday and when we come back will there be any changes as far as getting tested?

A: We will follow CDC guidelines. Students with flu-like symptoms are encouraged to stay home.

Q: I am a sophomore and I now have 3 web-based classes. Will my classes be converted to online?

A: Web-based classes are online classes.

Q: Will there be transportation for students who need to go to the hospital or need testing?

A: Testing will be offered on campus and transportation will be provided as needed.

Q: If a student has pre-existing health condition and it is reported by a physician, how would roommates be assigned?

A: The student will need to provide proof of that condition from a physician and the Office of Residence Life will serve as the point of contact for accommodations that may be required.

Q: Are there 6 feet between beds?

A: Yes

Q: Will there be any athletic tryouts for incoming freshman this year (dance, cheer, track, etc.)?

A: Yes

Q: I'm a transfer student, do I qualify for the free laptop?

A: Laptops are for first-time freshmen only.

Q: I already registered for classes. Will they change during orientation?

A: No but check with your advisor.

Q: If I have an underlying health problem, how will I be protected while on campus?

A: Health concerns need to be documented. Please follow up with the Office of Residence Life for accommodations that may be required.

Q: Will the language lab be open and available to students in an online format?

A: Yes

Q: When will I get the billing statement?

A: Billing statements will be available within a week of enrollment.

Q: Will Wi-Fi be working?

A: Wi-Fi is being expanded to work across campus. Students will find that Wi-Fi is readily available.

Q: Do the laptops have to be returned upon graduation?

A: No, it is a gift from a donor.

Q: I am a member of the Marching Broncos Xpress and I would like to know what is the plan for the marching band and the Fall sports for this upcoming semester?

A: It is unclear currently. Please contact the band director and the coach for the respective sport.

Q: Will all extra activities be canceled?

A: No, some will be done remotely. Please check with your advisor.

Q: If a student needs/wants to go home for a visit, will that student need to be auto tested upon returning to campus?

A: We are asking students to remain on campus. If a student needs to leave for an emergency, we will ask them to follow the protocol established in the student manual concerning flu like symptoms.

Q: How will the counseling sessions be held?

A: Counseling will be done remotely.

Q: Will there still be work-study for students?

A: We anticipate that federal work study will be available; however, we are awaiting guidance from the US Department of Education. We expect an answer by the end of July.

Q: Can freshmen have cars on campus?

A: Only freshmen who commute can have cars on campus. Freshmen students who live on campus may not bring a vehicle to campus. However, one may submit an appeal to the Office of Student Affairs.

Q: Please provide the link for housing and Residence Life.

A: That link is: <https://www.uncfsu.edu/life-fsu/housing-and-residence-life>

Q: Will my mom be able to help me set my room up during my allotted move in time?

A: Only two people can assist with move-in, and you will have a limited amount of time to transfer your items into your room.

Q: When will students get an update regarding the general scholarship we applied for at the end of the last semester?

A: Scholarship information can be acquired at the Office of Financial Aid.

Q: How will it be handled if a student does not comply with the wearing of facial covering?

A: It is expected that all students will comply with wearing facial coverings. Students who do not comply will be referred to the Office of Student Conduct for further action.

Q: Will parents be able to visit their child between August and November?

A: Parents can visit, but not in the residence halls. They can meet in common areas on campus.

Q: Are there single rooms available?

A: Regular single rooms have sold out. Students with medical conditions who have been referred by Student Health Services may qualify for a single occupancy room when they are available.

Q: Will Zoom be the only method of conducting online learning (as opposed to WebEx, Teams, etc.)?

A: There will be a variety of methods for instructional delivery. Please check with your instructor.

Q: For freshman that live off campus, when do they get their laptops?

A: Laptop computers will be distributed on August 1